Channel Service Agreement Order Form

Customer Name: El D	Dorado County	Contract Number:	Page 1 total pages 10
Sold To number: MUI	LTIPLE (see attachments 1-9)	229-S0911	Total pages 10
Equipment Location A	ddress:	Customer Contact:	Installation Date: N/A
	West Control	Tom Straling	THE OWNER OF THE PARTY.
City	State Zip	Customer Contact Telephone Number:	Service Commencement Date: 10/1/2008
		530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following
desired to the second	one of the control of		Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreemen or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such

agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

"The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Sold To	Address	City	Term in months	8x5 Parts + Remote	Monthly or Annual	Total Price
3146914	330 FAIR LN	Placerville	48	8x5 Parts + Remote	M	\$3,163.20
3146935	455 SILVA VALLEY PRKWY	El Dorado Hills	48	8x5 Parts + Remote	M	\$360.88
3146968	1359 JOHNSON BLVD	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$847.34
3147000	3368 LAKE TAHOE BLVD	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$221.52
3146925	2441 HEADINGTON RD	Placerville	48	8x5 Parts + Remote	M	\$222.44
3146958	931 SPRING	Placerville	48	8x5 Parts + Remote	M	\$560.56
3146980	971 SILVER DOLLAR AVE	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$463.84
3147012	3057 BRIW RD	Placerville	48	8x5 Parts + Remote	M	\$745.68
3146946	495 MAIN ST	Placerville	48	8x5 Parts + Remote	M	\$460.72
				Total		\$7,046.18

Customer signature below indicates customer has read and agrees to Master Purchase/Service Agreement in place between the parties, if	to the terms and conditions of the attached Channel Service Agreement or the
Customer Customer	Avaya Inc. Sold-To:
El Dorado County	9/3/08
By: (Authorized Signature)	Accepted By:
Typed Name On: (Date)	Typed Name Lamela McCoin
Address	Address 14400 Hertz Quail Spring Parkway
360 Fair Lane	Oklahoma Gity, OK 73134
City State Zip	City State Zip
Placerville-CA 95667	
FOR INTERNAL USE ONLY:	
Business Partner Co. Name:	Customer Sold-to Number: Multiple
Business Partner HQ Address:1865 Broadway 12 Floor NY, NY 10023	Business Partner Sales Associate:Liz Guezzale
Avaya Siebel Parent ID:	Phone Number: 858 551 0616
Main Telephone #:	email:lguezzale@servicesonly.com
Distribute to: Part 1 (BPCC) Part 2 (Customer) Part 3 (Avaya Authorized BusinessPartner)	

July-08

AVAYA
Channel Service Agreement Order Form

Customer Name:	EL DORADO C	OUNTY OF	Contract #:	Page 1 total pages 1				
Sold To number:	3146914		229-S0911					
Equipment Location Ad	idress:	to the second se	Customer Contact:	Installation Date:				
330 FAIR LN			Tom Straling	Renewal				
City	State	Zip	Service Commencement Date*:					
	CA		530-621-5415	Services start date*; For new maintenance service orders, Avaya will determine the services start dat upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the service start date will be the first billing cycle date following Avaya's acceptance of the order.				

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

		Qty Description		Term in months Coverage		Monthly or Prepaid	Unit Price	Total Price	
195250		IPSI2 CP TN2312BP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
195251		C-LAN INTE CIRCUIT PACK TN799DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
195307	1	S8720 SERVERS RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
198226	1	DAL2 FOR S8720 SERVER	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
203027	1	VAL CIRCUIT PACK TN2501AP	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
203071	4	IP 320 MEDIA RESOURCE TN2602AP	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700394950	12	G650 MEDIA GATEWAY RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700406135	12	G650 AC/DC PWR SUPPLY 655A RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
196640	1	R9&PRIOR TO CM4 S87XX MIG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
196704	1702	CMEE R4 1001+ MULTI UPG LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700409519	1	CUST SOL TERM SRVR 4PT RHS	48	81	Full Coverage 8X5	M	\$ 35.00	\$ 35.0	
101097	- 1	CSU 551 T1	12	90	Parts+Remote 8X5	M	\$ 14.30	\$ 14.3	
187730	1	SFTW ENTITLEMENTS LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
106941073	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
205390	1	AAN R4 RFA ENABLE	48	87	Full Cov+Upgrds 7X24	M	\$ -	\$ -	
205834	1	AAN CM CNVRGD NET ANLYZR ENTITLET	48	87	Full Cov+Upgrds 7X24	M	\$ -	\$ -	
205835	1	AAN CM ADAPT PATH ENTITLEMENT	48	87	Full Cov+Upgrds 7X24	M	\$ -	\$ -	
102907	10	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
102909	30	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
102935	6	CSU MODULE 120A4	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
102947	13	DEF CP DGTL 2 WIRE TN2224	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
109423		SYS75 TRUNK INTF DS1/DMI	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
118651		DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
195311		INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
196886		SWRM 110AC ADMIN RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557187		CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557211		CP TONE CLOCK TN768	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557294		CP EXP INTF TN776	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557435		CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557450		CP TN792 DUP INTF S1:1	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
103557476		CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
105167266		CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
106405616		CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
106502552		CP TONE DETECTOR TN748D	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107058950		SWRM AUX FIELD	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107214710		CP DS1/DMI TRNK UPG TN767E	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107760373		REFURM TN767C/E DS1	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107784001		CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107784019		CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
107784019		CP TN753B DID INTF TRNK 8PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
108032947		CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
601817422		FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700059652		CP TN2224CP DGTL LN 24PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
7000393408		FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700393408		BUS TERMINATOR CP AHF110 RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -	
700394497		CALL CLASSIFIER CP TN744E RHS	48		Parts+Remote 8X5	M	\$ -	\$ -	

700394794		DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$	\$	
700405020		USB MODEM V.92 56K RHS	48	90	Parts+Remote 8X5	M	\$ 	\$	
07760019R		DEF CP ANLG 16 PT TN746 REMAN	48	90	Parts+Remote 8X5	M	\$	\$	
201130		IM ASA VAM CLIENT CM LIC	48	90	Parts+Remote 8X5	M	\$ -	\$	
201131		IM NMC CM LIC	48	90	Parts+Remote 8X5	M	\$	\$	
201132		IM VMM CM LIC	48	90	Parts+Remote 8X5	M	\$ 	\$	
101877		ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08	\$	2.0
101891	1	VCE TERM PWR KS22911	48	90	Parts+Remote 8X5	M	\$	\$	
114462	3	SPEAKERPHONE MODULE	48	90	Parts+Remote 8X5	M	\$ -	\$	-
407105683	1	RINGER EXTL	48	90	Parts+Remote 8X5	M	\$ -	\$	
101526	1	TT DESK SET 3100-1TD	48	90	Parts+Remote 8X5	M	\$	\$	-
101556	26	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ -	\$	-
101898	12	TELSET 2500 ANLG 3178 NHL	48	90	Parts+Remote 8X5	M	\$ -	\$	-
101899	328	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ -	\$	
157947		8110 ANALOG SHPKPHN	48	90	Parts+Remote 8X5	M	\$ -	\$	-
101886	3	DGTL DISP MOD D401B	48	90	Parts+Remote 8X5	M	\$ -	\$	-
101888	3	TELSET DGTL 7405	48	90	Parts+Remote 8X5	M	\$	\$	
101917	8	TELSET DGTL DISP 7406D01A	48	90	Parts+Remote 8X5	M	\$	\$	
101919	5	TELSET DGTL DISP 7406	48	90	Parts+Remote 8X5	M	\$ 	\$	
101941	1	TELSET DGTL 49B 7434	48	90	Parts+Remote 8X5	M	\$	\$	-
150882	1	7405 DIGITAL SET	48	90	Parts+Remote 8X5	M	\$	\$	-
103976601	58	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$	\$	
108544511	4	EXPANSION MOD 6416/24D+M GLOBAL GRAY	48	90	Parts+Remote 8X5	M	\$	\$	-
700258577	375	TELSET DGTL 6408D+ GLOBAL GRY	48	90	Parts+Remote 8X5	M	\$ -	\$	
700276132	33	TELSET DGTL 6424D+M GLOBAL GRY	48	90	Parts+Remote 8X5	M	\$ - 4	\$	- 5
205710	10	IP SOFTPHONE R6 RTU ONE LIC 1-5	48	90	Parts+Remote 8X5	M	\$ 21	\$	-
700345192	35	IP PHONE 4621D01A-2001	48	90	Parts+Remote 8X5	M	\$ -	\$	-
700383920	10	IP PHONE 9640 GRY 9640D01A	48	90	Parts+Remote 8X5	M	\$ -	\$	
194384	2	UPS ONLINE 1500VA W/SNMP/RAIL, 120V	48	81	Full Coverage 8X5	M	\$ 16.99	\$	33.9
198476	1	S87XX IP/MULTI CONN CM V4	48	90	Parts+Remote 8X5	M	\$ -	\$	-
179234	1916	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 2	2,988.9
184748	44	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$	88.8
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$	
179450		Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$	-
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$	-
179455		Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$	-
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$	-
					Total				3,163.2

July-08

AVAYA

Channel Service Agreement Order Form

	Charmor Cor vice Agree	mont oraci i om	
Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146925	229-S0911	total pages
Equipment Location Address	SS:	Customer Contact:	Installation Date:
2441 HEADINGTON	IRD	Tom Straling	Renewal
City State Zip		Customer Contact Telephone Number:	Service Commencement Date*:
PLACERVILLE	CA 95667-5215	530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the

Ifirst billing cycle date following Avaya's acceptance of the This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement. The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	(	Coverage	Monthly or Prepaid		Unit Price		Total Price
407105691	2	RINGER LOUD EXTL	48	90	Parts+Remote 8X5	М	\$	3.58	\$	7.16
108373	1	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$	116	\$	
182020	200	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	М	s		\$	
106941073		DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	s		\$	
108314857		DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5				Live	
		CHICAGO AND A CASCANILLA DI ACTORINA CON A LA CASCANILLA CON ACCONDICIONAL DE CONTRACTOR DE CONTRACT			Parts+Remote	M	\$	-	\$	•
102907		CP ANLG LN TN742 8PT	48	90	8X5 Parts+Remote	M	\$	•	\$	
102909		DIGITAL LINE CIRCUIT CARD TN754C	48	90	8X5 Parts+Remote	M	\$	-	\$	
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	8X5 Parts+Remote	M	\$	٠	\$	-
109432	2	DEFr ADDL OPTICAL DISC	48	90	8X5 Parts+Remote	M	\$	-	\$	
118651	1	DEF INTG CAMA TRNK	48	90	8X5	М	\$	-	\$	
154057	1	ANLG 16 LN INTERFACE	48	90	Parts+Remote 8X5	M	\$		\$	
195311	1	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	М	\$		\$	
103557112	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	М	s		\$	
103557187	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	М	\$		\$	
103557435	-	CP TN790 PROC	48	90	Parts+Remote 8X5	М	\$		\$	
103557476		CP NTWK CNTL TN794	48	76/60	Parts+Remote 8X5					
The state of the s				90	Parts+Remote	M	\$		\$	
103982724		CP-TN722B	48	90	8X5 Parts+Remote	M	\$	•	\$	-
105167266	100	CP TN747B CNTRL OFC TRNK INTF	48	90	8X5 Parts+Remote	M	\$	-	\$	
106706948	1	CP TN2181 DGTL LINE 16PT	48	90	8X5 Parts+Remote	М	\$	-	\$	
107784001	1	CP CALL CLASS TN744D	48	90	8X5 Parts+Remote	M	\$	+	\$	
107784019	1	CP TONE CLOCK TN2182B	48	90	8X5 Parts+Remote	М	\$	-	\$	
108032947	1	CP TN429C DID TRUNK	48	90	8X5	M	\$	-	\$	
601817422	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	М	\$		\$	
700393408	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	М	\$		\$	
700394794	4	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$		\$	
103339	1	PWAY SFTW TAPI SVC PROV UPG FOR DEF	48	90	Parts+Remote 8X5	М	\$		\$	
101556		TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$		\$	
101899			48	165	Parts+Remote 8X5	The same of	s		\$	
		TELSET 2500 ANLG 3178 SYS		90	Parts+Remote	M				
106886		TELSET DGTL 7406 W/DISP	48	90	8X5 Parts+Remote	M	\$	-	\$	•
103976601	5	TELSET DGTL W/DISP 7406	48	90	8X5 Parts+Remote	М	\$	•	\$	
179234	138	TDM ports (switch & terminals coverage)	48	90	8X5	M	\$	1.56	\$	215.28

184748	0 Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02	\$	
179449	0 Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	A Commence		
179450	0 Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	III Day	Gar.	
179451	0 WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	The could be	315	
179455	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М		24	
179456	0 IP Agent	48	90	Parts+Remote 8X5	М	100		19 3 2 1
189985	1 DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	s	A 11 A 14
				Total				222.44
	179449 179450 179451 179455 179456	179449 0 Survivable Remote Processor (SRP)  179450 0 Local Survivable Processor (LSP)  179451 0 WAN Spare Processor (WSP)  179455 0 Callmaster Terminals (administered)  179456 0 IP Agent	179449     0 Survivable Remote Processor (SRP)     48       179450     0 Local Survivable Processor (LSP)     48       179451     0 WAN Spare Processor (WSP)     48       179455     0 Callmaster Terminals (administered)     48       179456     0 IP Agent     48	179449     0 Survivable Remote Processor (SRP)     48     90       179450     0 Local Survivable Processor (LSP)     48     90       179451     0 WAN Spare Processor (WSP)     48     90       179455     0 Callmaster Terminals (administered)     48     90       179456     0 IP Agent     48     90	184748         0 Administered IP Ports - Basic Support         48         90         8X5           179449         0 Survivable Remote Processor (SRP)         48         90         8X5           179450         0 Local Survivable Processor (LSP)         48         90         8X5           179451         0 WAN Spare Processor (WSP)         48         90         8X5           179455         0 Callmaster Terminals (administered)         48         90         8X5           179456         0 IP Agent         48         90         8X5           189985         1 DEFINITY G3si v8 EXT SUP         48         90         8X5	184748         0         Administered IP Ports - Basic Support         48         90         8X5         M           179449         0         Survivable Remote Processor (SRP)         48         90         8X5         M           179450         0         Local Survivable Processor (LSP)         48         90         8X5         M           179451         0         WAN Spare Processor (WSP)         48         90         8X5         M           179455         0         Callmaster Terminals (administered)         48         90         8X5         M           179456         0         IP Agent         48         90         8X5         M           189985         1         DEFINITY G3si v8 EXT SUP         48         90         8X5         M	184748         0         Administered IP Ports - Basic Support         48         90         8X5         M         \$ 2.02           179449         0         Survivable Remote Processor (SRP)         48         90         8X5         M         \$ 58.50           179450         0         Local Survivable Processor (LSP)         48         90         8X5         M         \$ 16.25           179451         0         WAN Spare Processor (WSP)         48         90         8X5         M         \$ 178.75           179455         0         Callmaster Terminals (administered)         48         90         8X5         M         \$ 1.07           179456         0         IP Agent         48         90         8X5         M         \$ 0.94           189985         1         DEFINITY G3si v8 EXT SUP         48         90         8X5         M         \$ 0.94	184748       0       Administered IP Ports - Basic Support       48       90       8X5       M       \$ 2.02       \$         179449       0       Survivable Remote Processor (SRP)       48       90       8X5       M       \$ 58.50       \$         179450       0       Local Survivable Processor (LSP)       48       90       8X5       M       \$ 16.25       \$         179451       0       WAN Spare Processor (WSP)       48       90       8X5       M       \$ 178.75       \$         179455       0       Callmaster Terminals (administered)       48       90       8X5       M       \$ 1.07       \$         179456       0       IP Agent       48       90       8X5       M       \$ 0.94       \$         189985       1       DEFINITY G3si v8 EXT SUP       48       90       8X5       M       \$ 0.94       \$



## **Channel Service Agreement Order Form**

Customer Name:	EL DORADO	COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3147012	THE RESIDENCE OF STREET	229-S0911	
Equipment Location Add	fress:		Customer Contact:	Installation Date:
3057 BRIW RD			Tom Straling	Renewal
City	State	Zip	Customer Contact Telephone Number:	Service Commencement Date*:
PLACERVILLE	CA	95667-5321	530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

\*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These

Material		iced based on the coverage ontion and pricing reflects	Term in	a ar ior-tho	M.A.	Monthly or	Unit	
Codes	Qty	Description	months		Coverage	Prepaid	Price	Total Price
			1100000	- 1	Parts+Remote			
118235	3	SIZE SENSITIVITY FOR 100PTS	48	90	8X5	M	\$ -	\$ -
The same of the same			-		Parts+Remote	202		
108373	1	SSP UPG SFTW LIC 100PTS	48	90	8X5	M	\$ -	\$ -
400000	500	ADD FAILID FEATURES DO COM 4 DT	40	-	Parts+Remote			
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	8X5 Parts+Remote	M	\$ -	\$ -
1.07E+08	- 1	DCS UPG SFTW LIC	48	90	8X5	М	\$ -	6
1.07 ETOO		Des di d si i W Ele	40	90	Parts+Remote	IVI	Φ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	8X5	M	\$ -	\$ -
					Parts+Remote			-
102907	2	CP ANLG LN TN742 8PT	48	90	8X5	M	\$ -	\$ -
	124				Parts+Remote			
102909	9	DIGITAL LINE CIRCUIT CARD TN754C	48	90	8X5	M	\$ -	\$ -
NAME OF TAXABLE PARTY.	The Land		I I I I I I I I I I I I I I I I I I I		Parts+Remote	1000		
102919	14	CP ANALOG LINE 16PT TN746B	48	90	8X5	M	\$ -	\$ -
100007		CD DVC DDOC INTE TNIZEE	40	00	Parts+Remote			
102927	1	CP PKG PROC INTF TN765	48	90	8X5 Parts+Remote	M	\$ -	\$ -
107980	- 1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	8X5	М	s -	\$ -
107300		OTOTS CALLED G G G G G G G G G G G G G G G G G G G	40	30	Parts+Remote	IVI	φ -	Ф
109423	2	SYS75 TRUNK INTF DS1/DMI	48	90	8X5	M	\$ -	s -
					Parts+Remote			
109432	3	DEFr ADDL OPTICAL DISC	48	90	8X5	M	\$ -	\$ -
				W	Parts+Remote			
118651	1	DEF INTG CAMA TRNK	48	90	8X5	M	\$ -	\$ -
105011		INTEGRATED COLUBIA	40		Parts+Remote			
195311	2	INTEGRATED CSU RHS	48	90	8X5 Parts+Remote	М	\$ -	\$ -
1.04E+08	4	CP POOLED MDM TN758 2PT	48	90	8X5	М	\$ -	\$ -
1.042.400	-	OF TOOLED WIDIN 114730 ZF 1	40	30	Parts+Remote	IVI	φ -	Φ
1.04E+08	1	CP TN790 PROC	48	90	8X5	M	\$ -	\$ -
					Parts+Remote			-
1.04E+08	1	CP NTWK CNTL TN794	48	90	8X5	M	\$ -	\$ -
	VIII Y		Market Service		Parts+Remote	1		
1.06E+08	1	CP TN763D AUX TRUNK INTF	48	90	8X5	M	\$ -	\$ -
		00 700 0 00 00 00 00 00		1220	Parts+Remote			
1.07E+08	1	CP TONE DETECTOR TN748D	48	90	8X5	М	\$ -	\$ -
1 00E 00	4	CR CALL CLASS TAIZAAD	40	00	Parts+Remote 8X5	14	•	6
1.08E+08	- 1	CP CALL CLASS TN744D	48	90	Parts+Remote	М	\$ -	\$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	8X5	М	\$ -	s -
1.002400		OF TOTAL OLDON TIVETOED	40	30	Parts+Remote	IVI	Ψ	
1.08E+08	1	CP TN429C DID TRUNK	48	90	8X5	М	\$ -	\$ -
					Parts+Remote			
6.02E+08	1	FLASH CARD 4MB	48	90	8X5	M	\$ -	s -

				Total			\$ 745.68
189985	1 DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$
179456	0 IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$
179455	0 Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$
179451	0 WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$
179450	0 Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	\$
179449	0 Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	\$ 58.50	\$
184748	0 Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02	\$
179234	478 TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	М	\$ 1.56	\$ 745.6
7E+08	2 DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$
7E+08	1 FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	М	s -	\$

**Channel Service Agreement Order Form** 

Customer Name:	EL DORADO	COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146958		229-S0911	total pages
Equipment Location Add	ress:		Customer Contact:	Installation Date:
931 SPRING ST			Tom Straling	Renewal
City	State	Zip	Customer Contact Telephone Number:	Service Commencement Date*:
PLACERVILLE	CA	95667-4543	530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the service start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

\*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be

Material	I III IIIP I IIVP	rage ontion and pricing reflected at the main site or local	Term in			Monthly or	Unit	
Codes	Qty	Description	months		Coverage	Prepaid	Price	Total Price
118235	1	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	М	\$ -	s -
108373		SSP UPG SFTW LIC 100PTS	48	10	Parts+Remote 8X5			
				90	Parts+Remote	M	\$ -	\$ -
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	8X5 Parts+Remote	M	\$ -	\$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	8X5 Parts+Remote	М	\$ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	8X5	М	\$ -	\$ -
102907	2	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	М	\$ -	\$ -
102909	10	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	М	\$ -	\$ -
102930	4	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	М	\$ -	s -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	М	s -	\$ -
109432		DEFr ADDL OPTICAL DISC	48		Parts+Remote 8X5			
				90	Parts+Remote	М	\$ -	\$ -
118651	1	DEF INTG CAMA TRNK	48	90	8X5 Parts+Remote	M	\$ -	\$ -
195311	2	INTEGRATED CSU RHS	48	90	8X5 Parts+Remote	M	\$ -	\$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	8X5 Parts+Remote	М	\$ -	\$ -
1.04E+08	1	CP TN765 PROC INTF	48	90	8X5	М	\$ -	\$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	М	s -	s -
1.04E+08	2	CP-TN722B	48	90	Parts+Remote 8X5	М	s -	\$ -
.06E+08		CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	s -	\$ -
		A CONTRACTOR AND A CONT			Parts+Remote			
.08E+08		CP CALL CLASS TN744D	48	90	8X5 Parts+Remote		\$ -	\$ -
.08E+08	1	CP TONE CLOCK TN2182B	48	90	8X5 Parts+Remote	M	\$ -	\$ -
.08E+08	1	CP TN429C DID TRUNK	48	90	8X5 Parts+Remote	M	\$ -	\$ -
.02E+08	1	FLASH CARD 4MB	48	90	8X5 Parts+Remote	M	\$ -	\$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	8X5	М	\$ -	\$ -
7E+08	2	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$ -

					Total		THE RESERVE	\$	560.56
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$	
179456	0	IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$	
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$	
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75		
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	s	
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	\$ 58.50	\$	
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02	\$	
179234	358	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	М	\$ 1.56	\$	558.48
1.04E+08	1	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	М	\$ -	\$	
101899	73	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	М	\$ -	\$	
101556	4	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	М	s -	\$	
101877	1	ADAPTER	48	81	Full Coverage 8X5	М	\$ 2.08	s	2.08

**Channel Service Agreement Order Form** 

Ollail	TICL CCI VICE	Agreement order	OIIII	
EL DORAD	O COUNTY OF			
		Contract #:	Page 1	total pages
3146946		229-S0911		
dress:		Customer Contact:	Installation Date:	KIND OF BUILDING
		Tom Straling	Renewal	
State	Zip	Customer Contact Telephone Number:	Service Commend	cement Date*:
4	95667-5628	530-621-5415	orders, Avaya will upon Avaya's accomaintenance rene start date will be th	or; For new maintenance services determine the services start date aptance of the order. For wal or recast orders, the services the first billing cycle date following
	3146946 ddress:	EL DORADO COUNTY OF  3146946  dress:  State Zip	Contract #:   3146946   229-S0911     dress:   Customer Contact:     Tom Straling     Customer Contact Telephone Number:	Contract #: Page 1  3146946  229-S0911  dress: Customer Contact: Installation Date:  Tom Straling Renewal  State Zip Customer Contact Telephone Number: Service Commence  A 95667-5628  530-621-5415  Services start date orders, Avaya will upon Avaya's acce maintenance renermaintenance renermainte

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

\*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material			Term in			Monthly or	Unit	
Codes	Qty	Description	months	C	Coverage	Prepaid	Price	Total Price
118235	1	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	М	\$ -	s -
				30	Parts+Remote	IVI	φ	9
108373	3	SSP UPG SFTW LIC 100PTS	48	90	8X5 Parts+Remote	М	\$ -	\$ -
182020	400	ADD ENHD FEATURES R9-CM1 1 PT	48	90	8X5	М	\$ -	s -
			100		Parts+Remote	111111111111		
1.07E+08	1	DCS UPG SFTW LIC	48	90	8X5 Parts+Remote	M	\$ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	8X5	М	\$ -	s -
	g 1978t,	and the factor of the same of			Parts+Remote			
102907	3	CP ANLG LN TN742 8PT	48	90	8X5	M	\$ -	\$ -
102909	7	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	s -	\$
102303		DIGITAL LINE CINCOTT GATE THY 540	-10	50	Parts+Remote	IVI	φ -	D -
102913	1	CP AUX TRUNK INTF TN763D	48	90	8X5	M	\$ -	\$ -
100000		CD DC4/DMI TRNIK LIBO TNIZGZE CV	48	00	Parts+Remote			
102930		CP DS1/DMI TRNK UPG TN767E SX	48	90	8X5 Parts+Remote	M	\$ -	\$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	8X5	М	\$ -	\$ -
				Towns 1	Parts+Remote			
109432	3	DEFr ADDL OPTICAL DISC	48	90	8X5 Parts+Remote	M	\$ -	\$ -
118651	1	DEF INTG CAMA TRNK	48	90	8X5	M	s -	s -
					Parts+Remote			
195311	2	INTEGRATED CSU RHS	48	90	8X5	M	\$ -	\$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	М	\$ -	s -
1.042100			40	50	Parts+Remote	IVI	Ψ	Ψ
1.04E+08	1	CP TN765 PROC INTF	48	90	8X5	M	\$ -	\$ -
1045.00		CP TN790 PROC	48	90	Parts+Remote 8X5	М	6	•
1.04E+08		CP IN/90 PROC	40	90	Parts+Remote	IVI	\$ -	\$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	8X5	М	\$ -	\$ -
MONEY CONTRACT			1000	201	Parts+Remote	12720		
1.04E+08	2	CP-TN722B	48	90	8X5 Parts+Remote	М	\$ -	\$ -
1.05E+08	1	CP TN747B CNTRL OFC TRNK INTF	48	90	8X5	М	\$ -	\$ -
					Parts+Remote			
1.07E+08	1	CP TONE DETECTOR TN748D	48	90	8X5	М	\$ -	\$ -
1.07E+08	4	CP TN2181 DGTL LINE 16PT	48	90	Parts+Remote 8X5	М	s -	s -
1.07E+08		OF THE TOT DOTE LINE TOF T	40	90	Parts+Remote	IVI	Φ -	9
1.08E+08	1	CP CALL CLASS TN744D	48	90	8X5	М	\$ -	\$ -

					Total			\$	460.72
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$	BENEFE I
179456	0	IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$	Town to be
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$	
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$	
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	\$	
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	\$ 58.50	\$	
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02	\$	
179234	294	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	М	\$ 1.56	\$	458.64
1.04E+08	17	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	М	\$ -	\$	
101899	140	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	М	\$ -	\$	MILE
101556	6	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	М	s -	\$	
101877	1	ADAPTER	48	81	Full Coverage 8X5	М	\$ 2.08	\$	2.08
7E+08	2	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$ -	s	
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$	
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	М	\$ -	\$	



**Channel Service Agreement Order Form** 

Customer Name:	EL DORADO COU	NTY OF	Contract #:	Page 1	total pages			
Sold To number:	3146935	100	229-S0911					
Equipment Location Address			Customer Contact:	Installation Date:				
455 SILVA VALLEY P	ARKWAY			Renewal				
City	City State Zip		Customer Contact Telephone Number:	Service Commencement Date*:				
EL DORADO HILLS	CA	95762		orders, Avaya will d upon Avaya's acce maintenance renew	"; For new maintenance services determine the services start date ptance of the order. For val or recast orders, the services e first billing cycle date following e of the order.			

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

'The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced

Material Codes	Qty	and pricing reflected at the main site or location  Description	Term in months	2	Coverage	Monthly or Prepaid	Unit Price	Total Price
108373		SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	М	\$ -	\$ -
106941073		DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
108314857		DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	М	\$ -	\$ -
		and the same and t			Parts+Remote			
102904		SYS75 ATTD DISP CNSL	48	90	8X5 Parts+Remote	M	\$ -	\$ -
102906	1	ATTD SELECTOR CNSL	48	90	8X5 Parts+Remote	M	\$ -	\$ -
102907	1	CP ANLG LN TN742 8PT	48	90	8X5	М	\$ -	\$ -
102909	4	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	М	\$ -	\$ -
102930	1	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	М	\$ -	\$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	М	\$ -	\$ -
118651		DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	М		(All )
			N Company		Parts+Remote	New York		\$ -
103557112	1	CP POOLED MDM TN758 2PT	48	90	8X5 Parts+Remote	M	\$ -	\$ -
103557187	1	CP TN765 PROC INTF	48	90	8X5 Parts+Remote	М	\$ -	\$ -
103557435	1	CP TN790 PROC	48	90	8X5 Parts+Remote	М	\$ -	\$ -
103557476	1	CP NTWK CNTL TN794	48	90	8X5	М	\$ -	\$ -
105167266	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	М	\$ -	\$ -
106405616	1	CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	М	\$ -	\$ -
107784001	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	м	\$ -	\$ -
107784019		CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	М	\$ -	\$ -
					Parts+Remote			
601817422		FLASH CARD 4MB	48	90	8X5 Parts+Remote	М	\$ -	\$ -
700393408	1	FACILITY TEST CP TN771DP RHS	48	90	8X5 Full Coverage	M	\$ -	\$ -
101877	1	ADAPTER	48	81	8X5 Parts+Remote	M	\$ 2.08	\$ 2.0
407105683	1	RINGER EXTL	48	90	8X5	М	\$ -	\$ -
101552	32	TT DIAL RECALL DESK SET	48	90	Parts+Remote 8X5	М	\$ -	\$ -
101556	3	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	М	\$ -	\$ -
101899	40	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	М	s -	\$ -
106887		TELSET DGTL 7406 W/O DISP	48	90	Parts+Remote 8X5	М	\$ -	\$ -
113175		TELSET DGTL W/ DISP 7406	48	90	Parts+Remote 8X5			
					Parts+Remote	M	Ψ	\$
103976601	- 1	TELSET DGTL W/DISP 7406	48	90	8X5	M	\$ -	\$ -

179234	230 TDM ports (switch & terminals coverage)	48	00	Parts+Remote		100 100	00	
173234	230 TDM ports (SWILCH & terminals coverage)	48	90	8X5	M	\$ 1.56	\$	358.80
179449	0 Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	\$ 58.50	\$	
179450	0 Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	\$	
179451	0 WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$	
179455	0 Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	Value of the same	\$	
179456	0 IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94		
184748	0 Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02		HIND
189985	1 DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	s -	\$	
				Total			\$	360.88



## **Channel Service Agreement Order Form**

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146968	229-S0911	
Equipment Location A	ddress:	Customer Contact:	Installation Date:
1359 JOHNSON	BLVD	Tom Straling	Renewal
City	State Zip	Customer Contact Telephone Number:	Service Commencement Date*:
SOUTH LAKE T	AHOE CA 96150-8203	530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

'The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced

Material	930	ion and pricing reflected at the main site or location	Term in			Monthly or	Unit		
Codes	Qty	Description	months		Coverage	Prepaid	Price		<b>Total Price</b>
118235	3	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	М	s -	\$	
101097		CSU 551 T1	12	90	Parts+Remote 8X5	М	\$ 14.30	\$	14.30
		SSP UPG SFTW LIC 100PTS	48		Parts+Remote	1104			
108373	- Land			90	8X5 Parts+Remote	М	\$ -	\$	
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	8X5 Parts+Remote	М	\$ -	\$	*
1.07E+08	1	DCS UPG SFTW LIC	48	90	8X5 Parts+Remote	М	\$ -	\$	
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	8X5 Parts+Remote	М	\$ -	\$	
102907	11	CP ANLG LN TN742 8PT	48	90	8X5	М	\$ -	\$	
102909	14	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	М	\$ -	\$	
102930	3	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	М	\$ -	\$	
109423		SYS75 TRUNK INTF DS1/DMI	48	90	Parts+Remote 8X5	М	\$ -	\$	
					Parts+Remote	1	1000		
109432		DEFr ADDL OPTICAL DISC	48	90	8X5 Parts+Remote	M	\$ -	\$	•
118651	1	DEF INTG CAMA TRNK	48	90	8X5 Parts+Remote	M	\$ -	\$	
195311	3	INTEGRATED CSU RHS	48	90	8X5 Parts+Remote	M	\$ -	\$	
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	8X5	М	\$ -	\$	
1.04E+08	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.05E+08	F	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	М	\$ -	\$	
					Parts+Remote				
1.06E+08	1	CP TN763D AUX TRUNK INTF	48	90	8X5 Parts+Remote	M	\$ -	\$	
1.07E+08	2	CP TONE DETECTOR TN748D	48	90	8X5 Parts+Remote	M	\$ -	\$	
1.08E+08	1	CP CALL CLASS TN744D	48	90	8X5 Parts+Remote	М	\$ -	\$	
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	8X5	М	\$ -	\$	
1.08E+08	1	CP TN753B DID INTF TRNK 8PT	48	90	Parts+Remote 8X5	М	\$ -	\$	
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	М	\$ -	\$	
6.02E+08		FLASH CARD 4MB	48	90	Parts+Remote 8X5		\$ -	100	of the last
					Parts+Remote	M		\$	
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	8X5	M	\$ -	\$	

					Total			\$	847.34
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$	
179456	0	IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$	
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$	-
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$	-
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М		\$	
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	М	\$ 58.50		
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	М	\$ 2.02	\$	
179234	534	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	М	\$ 1.56	\$	833.04
1.04E+08	15	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	М	\$ -	\$	
101899	100	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	М	\$ -	\$	
101556	13	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	М	\$ -	s	
101526	1	TT DESK SET 3100-1TD	48	90	Parts+Remote 8X5	М	\$ -	\$	
7E+08	3	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$	

**Channel Service Agreement Order Form** 

Customer Name: EL DORADO COUNTY OF		Contract #:	Page 1 total pages
Sold To number:	3146980	229-S0911	
Equipment Location A	Address:	Customer Contact:	Installation Date:
971 SILVER D	OLLAR AVE	Tom Straling	Renewal
City	State Zip	Customer Contact Telephone Number:	Service Commencement Date*:
SOUTH LAKE T	AHOE CA 96150-7761	530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement. The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

Material Codes Qty		Description	Term in months Covera		Coverage	Monthly or Prepaid	Unit Price	F	Total Price
118235	4	4 SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	s -	s	
117579	1	DEF BCS SFTW R6SI BSC SYS RTU 1272-6US	48	90	Parts+Remote 8X5	М	s -	s	
182020		ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	s -	s	
1.07E+08		DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$	
1.08E+08		DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ -	\$	
102909		DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5		la a a		Wallet Bar
- Annahama		Property and the second of the		90	Parts+Remote	M	\$ -	\$	
102910		CP CNTRL OFC TRNK INTF TN747B	48		8X5 Parts+Remote	M	\$ -	\$	
102919		CP ANALOG LINE 16PT TN746B	48	90	8X5 Parts+Remote	М	\$ -	\$	
102927		CP PKG PROC INTF TN765	48	90	8X5 Parts+Remote	M	\$ -	\$	
102930	4	CP DS1/DMI TRNK UPG TN767E SX	48	90	8X5 Parts+Remote	М	\$ -	\$	-
109404	1	SYS75 UPG 75XE/386XE TO R6SI RISC	48	90	8X5 Parts+Remote	М	\$ -	\$	
109432	2	DEFr ADDL OPTICAL DISC	48	90	8X5 Parts+Remote	М	\$ -	\$	-
109440	1	CAB ENHANCED SNGL CARR G3IXE-G3I	48	90	8X5 Parts+Remote	М	\$ -	\$	
114813	1	DEF R5SI/R6SI TO R7SI	48	90	8X5 Parts+Remote	М	\$ -	\$	
118651	1	DEF INTG CAMA TRNK	48	90	8X5	М	\$ -	\$	
195311	1	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	М	\$ -	\$	
.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	М	\$ -	\$	
.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	М	\$ -	\$	
.04E+08	1	CP-TN722B	48	90	Parts+Remote 8X5	М	\$ -	\$	
.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	М	\$ -	\$	
.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	М	\$ -	\$	
5.02E+08		FLASH CARD 4MB	48	90	Parts+Remote 8X5	М	\$ -	\$	
7E+08		FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$	
7E+08		DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	М	\$ -	\$	W. H. F. G. L.
101877		ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08		2.08
			48		Parts+Remote 8X5	M			2.08
101556		TT WALL SET 3100-TWR		90	Parts+Remote		\$ -	\$	
101899		TELSET 2500 ANLG 3178 SYS	48	90	8X5 Parts+Remote	M	\$ -	\$	
.04E+08		TELSET DGTL W/DISP 7406	48	90	8X5 Parts+Remote	М	\$ -	\$	
179234	296	TDM ports (switch & terminals coverage)	48	90	8X5 Parts+Remote	М	\$ 1.56	\$	461.76
184748	0	Administered IP Ports - Basic Support	48	90	8X5 Parts+Remote	М	\$ 2.02	\$	
179449	0	Survivable Remote Processor (SRP)	48	90	8X5	М	\$ 58.50	\$	

				Total			\$ 463.84
189985	1 DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$
179456	0 IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$
179455	0 Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$
179451	0 WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$
179450	0 Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	\$

July-08

AVAYA

**Channel Service Agreement Order Form** 

Customer Name:	EL DORADO COUN	ITY OF	Contract #:	Page 1 total pages			
Sold To number:	3147000	CHARLES TO A	229-S0911				
Equipment Location A	ddress:		Customer Contact: Installation Date:				
3368 LAKE TAH	HOE BLVD		Tom Straling	Renewal			
City	State Zip		Customer Contact Telephone Number:	Service Commencement Date*:			
SOUTH LAKE TAHOE CA 96150-7913			530-621-5415	Services start date*; For new maintenance service orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.			

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

\*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be

Material		rage option and pricing reflected at the main site or locati	Term in			Monthly or	Unit	
Codes	Qty	Description	months Coverage		Prepaid	Price	Total Price	
				A STATE OF THE PARTY OF THE PAR	Parts+Remote			
108373	1	SSP UPG SFTW LIC 100PTS	48	90	8X5	M	\$ -	\$ -
					Parts+Remote			
182020	300	ADD ENHD FEATURES R9-CM1 1 PT	48	90	8X5	M	\$ -	\$ -
1.075.00		DOS LIDO SETRALIO	40		Parts+Remote			
1.07E+08	- 1	DCS UPG SFTW LIC	48	90	8X5 Parts+Remote	M	\$ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	8X5	М	s -	s -
7.002100		DEF OF TWITT OF OF CHIEF	40	50	Parts+Remote	IVI	Φ -	Φ -
102907	1	CP ANLG LN TN742 8PT	48	90	8X5	M	\$ -	\$ -
					Parts+Remote			-
102909	3	DIGITAL LINE CIRCUIT CARD TN754C	48	90	8X5	M	\$ -	\$ -
The same of				H. Land	Parts+Remote			
102913	1	CP AUX TRUNK INTF TN763D	48	90	8X5	M	\$ -	\$ -
					Parts+Remote	7.115		
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	8X5	M	\$ -	\$ -
100400		CYCZE TRUNK INTE DC1/DMI	40	-	Parts+Remote			
109423	- 1	SYS75 TRUNK INTF DS1/DMI	48	90	8X5 Parts+Remote	M	\$ -	\$ -
118651	4	DEF INTG CAMA TRNK	48	90	8X5	М	s -	
110001		DEI INTO CAMA TAIN	40	90	Parts+Remote	IVI	\$ -	\$ -
195311	1	INTEGRATED CSU RHS	48	90	8X5	М	\$ -	\$ -
100011		THE COO THE	10	50	Parts+Remote	141	Ψ	Ψ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	8X5	M	\$ -	\$ -
					Parts+Remote			
1.04E+08	1	CP TN765 PROC INTF	48	90	8X5	M	\$ -	\$ -
				mercani.	Parts+Remote			
1.04E+08	1	CP TN790 PROC	48	90	8X5	M	\$ -	\$ -
		OR NEWS CHEL THESE	40		Parts+Remote		26	
1.04E+08	1	CP NTWK CNTL TN794	48	90	8X5	M	\$ -	\$ -
1.05E+08		CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	М	\$ -	
1.05=+00		CF 111/4/B CIVIAL OFC THINK INTE	40	90	Parts+Remote	IVI	Ф -	\$ -
.08E+08	1	CP CALL CLASS TN744D	48	90	8X5	М	\$ -	s -
1.002100		OF CALL OF 100 1147-415	40	- 50	Parts+Remote	141	Ψ	9
.08E+08	1	CP TONE CLOCK TN2182B	48	90	8X5	M	\$ -	\$ -
					Parts+Remote		-	
.08E+08	1	CP TN429C DID TRUNK	48	90	8X5	M	\$ -	\$ -
Tanahara a	Wage		The state of the s		Parts+Remote		4	
5.02E+08	1	FLASH CARD 4MB	48	90	8X5	M	\$ -	\$ -
		EAGULET / TEGT OR THE STATE OF THE			Parts+Remote			
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	8X5	М	\$ -	\$ -
7E . 00		DOLUNTEC THISSAUD DUC	40	00	Parts+Remote 8X5	84	•	
7E+08	1	DS1 INTFC TN464HP RHS	48	90	Parts+Remote	М	\$ -	\$ -
179234	142	TDM ports (switch & terminals coverage)	48	90	8X5	м	\$ 1.56	\$ 221.52
170204	142	Tom ports (switch & terminals coverage)	40	30	Parts+Remote	IVI	Ψ 1.30	Φ 221.52
184748	0	Administered IP Ports - Basic Support	48	90	8X5	М	\$ 2.02	s -
		The second support	10	-	Parts+Remote		+ LIUL	
179449	0	Survivable Remote Processor (SRP)	48	90	8X5	M	\$ 58.50	s -

				Total			\$ 221.52
189985	1 DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	М	\$ -	\$
179456	0 IP Agent	48	90	Parts+Remote 8X5	М	\$ 0.94	\$
179455	0 Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	М	\$ 1.07	\$
179451	0 WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	М	\$ 178.75	\$
179450	0 Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	М	\$ 16.25	\$