



Service Agreement Order Specification Form

MSQT SA 4/12/06

Customer Company Name
 CITY OF COSTA MESA

Customer Contact Approving Contract	Billing Address: CITY OF COSTA MESA 79 FAIR DR COSTA MESA , CA 92626	Avaya Sales Contact: Myron Duckens Sales Contact Address: 18201 Von Karman Avenue Suite 630 Irvine, CA 92612 Sales Contact Phone Number:
Corporate Address CITY OF COSTA MESA 79 FAIR DR COSTA MESA , CA 92626		

Attached Documents: (i.e. MSQT Quote Detail Document #, SAS etc.)

Attachment Document Number	Attachment Document Description	Payment Selection: (Monthly/Quarterly/Annual)	Maintenance Price Total
109744	Service Agreement Detail Doc: City of Costa Mesa 2007	Monthly	\$5,846.65
	Service Agreement Supplement Version 2.6 (06/06)		
	Customer Agreement Attachment 3/ Version US 0406		

The Maintenance Services being ordered on this Order Form and the associated billing may commence, in some cases, during the Avaya Product warranty period. The price presented here does not include applicable taxes. Applicable taxes will appear on customer's invoice. 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. 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 time of the maintenance contract start date. This per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

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.

Customer Contract Return Date: 04/05/2007 (signed contract needs to be returned to Avaya by the above date to be valid)	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.
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Purchase order number or authorizing agent & telephone number

Return Avaya Accepted Contract to (Customer Name & Address): CITY OF COSTA MESA 79 FAIR DR COSTA MESA , CA 92626	Name & Address of Avaya associate the contract needs to be returned to: Myron Duckens 18201 Von Karman Avenue Suite 630 Irvine, CA 92612
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YOUR SIGNATURE ACKNOWLEDGES THAT YOU HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE ATTACHMENTS LISTED ABOVE. THESE TERMS AND CONDITIONS APPLY TO THIS ORDER, AND SUPERSEDE ANY SERVICE TERMS TO WHICH YOU PREVIOUSLY HAVE AGREED. YOUR SIGNATURE ALSO AUTHORIZES AVAYA TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE.

Remarks:

Authorized Customer Signature:	Date	Accepted by	Date

Printed or Typed Name:	Printed or Typed Name
Title	Title

Address & Telephone number of Customer Signee (includes Corporate address, department)

Avaya internal use
 Customer Hierarchy # :