



Lantana
Communications

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Sales Agreement

DOC_022017003

Quote #001022 v5

Prepared for

City Of Allen

Prepared by

Michael Bradford



Hardware/Software - City Hall		Price	Qty	Ext. Price
185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	1	\$0.00
184048	MODULAR MESSAGING MODEL	\$0.00	1	\$0.00
244923	MESSAGING R6.X AVAYA STORE SEAT TRACKING LIC:CU,NU	\$0.00	665	\$0.00
244929	MESSAGING R6.X 1 SEAT MAINSTREAM NEW LIC:CU,NU,DS	\$40.73	15	\$610.95
244935	MESSAGING R6.X MAINSTREAM AVAYA SFTW INVEST PROT POL LIC:CU,DS,NU	\$8.15	650	\$5,297.50
259726	MSG R6.X NEW SYSTEM TRACKING	\$0.00	1	\$0.00
270426	MSG MEDIA ENCRYPTION LIC:DS	\$0.00	1	\$0.00
273122	SAL STANDALONE GATEWAY LICENSE R2 DOWNLOAD LIC:DS	\$0.00	1	\$0.00
303617	MSG R6.X VIRTUAL PLTFRM SOL TRK	\$0.00	1	\$0.00
303620	MESSAGING R6.X VIRTUAL APPLIANCE SYSTEM LIC:DS,SR	\$0.00	2	\$0.00
700510718	MESSAGING R6.3+ MEDIA FOR AVAYA VMWARE OPEN VIRTUAL APP DVD	\$31.33	2	\$62.66
184716	CM S8700 MULTI CONNECT MODEL UPGRADE	\$0.00	1	\$0.00
224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	\$1,159.33	1	\$1,159.33
227273	SECURE ACCESS LINK POLICY SERVER DOWNLOADABLE R1.5 LIC:DS	\$0.00	1	\$0.00
231820	AVAYA AURATM RFA TO PLDS CONVERSION	\$0.00	1	\$0.00
259401	MEDIA ENCRYPTION R6+/MBT LIC:DS	\$0.00	1	\$0.00
307098	DIAGNOSTIC SRVR R2 SAL 2.3 GATEWAY SOFTWARE VIRTUAL	\$0.00	1	\$0.00
308257	ASBCE R6 VIRTUAL PLATFORM NEW STYSTEM TRACKING CODE	\$0.00	1	\$0.00
340056	DIAGNOSTIC SRVR R2.5 SLA MON STANDALONE LIC:DL	\$0.00	1	\$0.00
340153	AVAYA LIVE VIDEO RIGHT TO DISCOUNT	\$0.00	26	\$0.00
380002	SESSION MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,NU,SR	\$0.00	1	\$0.00
380004	SESSION MANAGER R7 SYSTEM LIC:DS,NU,SR	\$1,768.00	1	\$1,768.00



Hardware/Software - City Hall		Price	Qty	Ext. Price
380228	AURA SYSTEM MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,SR	\$0.00	1	\$0.00
380348	AURA R7 CM VIRTUAL PLATFORM SOLUTION UPGRADE TRACKING	\$0.00	1	\$0.00
380349	AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR	\$0.00	1	\$0.00
380360	AURA R7 CM DUPLICATE MAC VE VAPPLIANCE SYS LIC:DS,SR	\$0.00	1	\$0.00
380361	AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR	\$0.00	1	\$0.00
380366	AURA R7 ANALOG UPG ENTITLE LIC:NU	\$0.00	100	\$0.00
380402	AURA R7 CORE SUITE UPGRADE/UPLIFT UA SOFTWARE LIC:NU;CU;SR	\$15.67	665	\$10,420.55
380413	CORE SUITE R7 ASBCE R7 STD SVCS /E LIC:CU	\$0.00	190	\$0.00
380414	CORE SUITE R7 ASBCE R7 ADV SVCS /E LIC:CU	\$0.00	95	\$0.00
380415	CORE SUITE R7 ASBCE R7 STD HA LIC /E LIC:CU	\$0.00	190	\$0.00
380416	CORE SUITE R7 ASBCE R7 ADV HA LIC /E LIC:CU	\$0.00	95	\$0.00
380417	CORE SUITE R7 MESSAGING SEAT BASIC R6 /E LIC:NU	\$0.00	665	\$0.00
380418	CORE SUITE R7 AVAYA MULTIMEDIA MSG R2 BASIC USER R6 /E LIC:NU	\$0.00	665	\$0.00
380419	CORE SUITE R7 EQUINOX IPAD R3 /E LIC:NU	\$0.00	665	\$0.00
380420	CORE SUITE R7 EQUINOX WIN R3 /E LIC:CU	\$0.00	665	\$0.00
380421	CORE SUITE R7 EQUINOX MOBILE R3 /E LIC:NU	\$0.00	665	\$0.00
380422	CORE SUITE R7 AES UNIFIED DESKTOP R7 /E LIC:CU	\$0.00	665	\$0.00
380423	CORE SUITE R7 INTG MGMT SITE ADMINISTRATION R6 /E LIC:DS	\$0.00	1	\$0.00
380424	CORE SUITE R7 EC500 SINGLE MODE R9 /E LIC:NU	\$0.00	665	\$0.00
380425	CORE SUITE R7 ONE-X CES R6 /E LIC:CU	\$0.00	665	\$0.00
380426	CORE SUITE R7 VIDEO R7 /E LIC:NU	\$0.00	665	\$0.00
380429	CORE SUITE R7 PRESENCE SERVICES R7 /E LIC:NU	\$0.00	665	\$0.00
380430	CORE SUITE R7 AVAYA BREEZETM R3 USER /E LIC:CU	\$0.00	665	\$0.00
380432	CORE SUITE R7 CMM R7 /E LIC:NU	\$0.00	665	\$0.00



Hardware/Software - City Hall		Price	Qty	Ext. Price
380434	CORE SUITE R7 EQUINOX MAC R3 /E LIC:NU	\$0.00	665	\$0.00
380435	CORE SUITE R7 ONE-X COMMUNICATOR R6 /E LIC:NU	\$0.00	665	\$0.00
380436	CORE SUITE R7 COMMUNICATOR FOR MS LYNC R6 /E LIC:NU	\$0.00	665	\$0.00
382283	ASBCE R7 ELEMENT MANAGER LICENSE	\$0.00	1	\$0.00
382284	ASBCE R7 HIGH AVAILABILITY LICENSE	\$0.00	1	\$0.00
382295	ASBCE R7 VE VAPP LICENSE	\$250.67	1	\$250.67
382298	ASBCE R7 VE VAPP TRACKING CODE NEW LICENSE	\$0.00	1	\$0.00
387760	AURA R7 DEVICE SERVICES VE VAPPLIANCE SYSTEM LIC:DS;NU;SR	\$0.00	1	\$0.00
389637	AURA R7 SYSTEM MANAGER R7 LIC:DS	\$0.00	1	\$0.00
700512863	AURA SESSION MANAGER R7.0.1.2 DVD	\$31.33	1	\$31.33
700512865	AURA SYSTEM MANAGER R7.0.1.2 DVD	\$37.60	1	\$37.60
AUS3046614				
SOLD TO: 4949733 305 Century Parkway Allen, TX 75013				
777338-S01	DL380 GEN9 E5-2640V3 SVR	\$4,121.18	2	\$8,242.36
726718-B21	8GB 1RX4 PC4-3133P-R KIT	\$161.65	12	\$1,939.80
781516-B21	600GB 12G SAS 10000 RPM 2.IN SC ENT HDD	\$397.59	6	\$2,385.54
VS6-STD-C	VSPHERE 6 STD 1 PROC	\$1,160.03	4	\$4,640.12
Subtotal:			\$36,846.41	

Hardware/Software - Event Center		Price	Qty	Ext. Price
185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	1	\$0.00
184716	CM S8700 MULTI CONNECT MODEL UPGRADE	\$0.00	1	\$0.00
380349	AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR	\$0.00	1	\$0.00
380361	AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR	\$0.00	1	\$0.00



Hardware/Software - Event Center		Price	Qty	Ext. Price
381276	AV APPLICATION VIRTUAL PLTFRM R7 SINGLE CPU EMBEDDED SERVER	\$156.67	1	\$156.67
381547	SM BRANCH SESSION MANAGER (BSM) VE VAPPLIANCE SYSTEM LIC:DS,NU,SR	\$0.00	1	\$0.00
700510424	AV APPLICATION VIRTUAL PLATFORM R7 MEDIA KIT	\$94.00	1	\$94.00
700512869	AVAYA APPLIANCE VIRTUALIZATION PLATFORM R7.0.1.2 CD	\$31.33	1	\$31.33
AUS3046615				
SOLD TO: 5383583 200 E Stacy Rd Allen, TX 75002				
Subtotal:				\$282.00

Recurring Services - Prepaid - City Hall		Recurring	Qty	Ext. Recurring
U7AD9E	3YR NBD FC SVC DL380 GEN9	\$239.21	2	\$478.42
VS6-STD-P-SSS-C	PROD SNS VSPHERE 6 STD 1 PROC 1YR	\$398.03	4	\$1,592.12
Lantana 8x5 Maint	Lantana 8x5 Maintenance Lantana 8x5 Maintenance	\$2,097.55	1	\$2,097.55
Lantana 8x5 Hardware Maintenance City Hall (1) Paging UPAM KIT (4) Avaya Large Gateway - G650 Media Gateway				
Lantana 8x5 Maint	Lantana 8x5 Maintenance Lantana 8x5 Maintenance	(\$6,008.94)	1	(\$6,008.94)
Lantana 8x5 Hardware Maintenance City Hall Credit for removal of of material no longer used (post upgrade) Credit is based on 7-months - 04/01/2017 through 10/31/2017				
Lantana EA Core	Lantana Enterprise Assist Core Management Lantana Enterprise Assist Core Management	\$14,084.58	1	\$14,084.58
Lantana EA Core	Lantana Enterprise Assist Core Management Lantana Enterprise Assist Core Management	(\$1,314.58)	1	(\$1,314.58)
Lantana EA Core Credit for current Enterprise Assist contract from 04/01/2017 through 04/31/2017				



Recurring Services - Prepaid - City Hall		Recurring	Qty	Ext. Recurring
Lantana EA System Control	Lantana Enterprise Assist System Control Lantana Enterprise Assist System Control	\$0.00	1	\$0.00
Lantana EA TOD	Lantana Technician on Demand Lantana Enterprise Assist - Technician on Demand	\$4,400.00	1	\$4,400.00
Lantana Technician On Demand <ul style="list-style-type: none"> The program offers a pre-paid block of dollars of Seller's support per year to be used at the Purchaser's discretion. Unused dollars will not accumulate from year to year. If the dollars are not used during each year, they will expire and the following year block will begin. All time accrued outside of normal business hours will be deducted at time-and-a-half rates and holiday hours will be deducted at double-time. A trip charge of .5 hours will be included for each trip to the Purchaser's location. All hours will be scheduled through the Lantana Communications service desk and require at least 24 hours advanced notice. Technician Rates are \$110 per hour and Engineer rates are \$185 per hour. 				
Lantana Sourcebook	Lantana Sourcebook Lantana Sourcebook	\$200.00	1	\$200.00
232258	SUPPORT ADVANTAGE MESSAGING MODEL	\$0.00	1	\$0.00
238498J	SA ESSENTIAL SUPT CO-DEL AVAYA AURATM MSG R6 1ST MAINSTRM 3YR AN PREPD	\$3.36	15	\$50.40
238498J	SA ESSENTIAL SUPT CO-DEL AVAYA AURATM MSG R6 1ST MAINSTRM 3YR AN PREPD	\$3.36	650	\$2,184.00
238510	UPGRADE ADVANTAGE AVAYA AURATM MSG R6 1 ST MAINSTREAM 3YR AN PREPD	\$1.33	15	\$19.95
238510	UPGRADE ADVANTAGE AVAYA AURATM MSG R6 1 ST MAINSTREAM 3YR AN PREPD	\$1.33	650	\$864.50
232253	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL	\$0.00	1	\$0.00
284957J	SA PREFER SUPT CO-DEL DIAGNOSTIC SRVR R2 SLA MON STANDALONE	\$0.00	1	\$0.00
284958	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SLA MON STANDALONE	\$0.00	1	\$0.00
284959J	SA PREFER SUPT CO-DEL DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	\$0.00	1	\$0.00
284960	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	\$0.00	1	\$0.00
292473J	SA PREFER SUPT CO-DEL AURA R7 ANALOG 3YR AN PREPD	\$0.95	100	\$95.00
292625J	SA PREFER SUPT CO-DEL AURA R7 CORE SUITE (Z4) 3YR AN PREPD	\$0.00	665	\$0.00
295201J	SA PREFER SUPT CO-DEL UPG AURA R7 TRACKING	\$0.00	1	\$0.00



Recurring Services - Prepaid - City Hall		Recurring	Qty	Ext. Recurring
<i>Term coverage reflected in the "Pre-Paid" section is from 04/01/2017 through 10/31/2017 unless otherwise noted.</i>				
Recurring Subtotal:				\$18,743.00

Recurring Services - Prepaid - Event Center		Recurring	Qty	Ext. Recurring
Lantana 8x5 Maint	Lantana 8x5 Maintenance Lantana 8x5 Maintenance	\$598.50	1	\$598.50
Lantana 8x5 Hardware Maintenance Event Center (1) Avaya Small Server - S8300 (1) Avaya Small Gateway - G430 Media Gateway with EM200				
232253	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL	\$0.00	1	\$0.00
292934J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R7	\$0.00	1	\$0.00
293650J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBEDDED SRVR 3YR AN PREPD	\$15.31	1	\$15.31
<i>Term coverage reflected in the "Pre-Paid" section is from 04/01/2017 through 10/31/2017 unless otherwise noted.</i>				
293656	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBEDDED SRVR 3YR AN PREPD	\$4.95	1	\$4.95
Recurring Subtotal:				\$618.76

Recurring Services - Annual - City Hall		Recurring	Qty	Ext. Recurring
VS6-STD-P-SSS-C	PROD SNS VSPHERE 6 STD 1 PROC 1YR	\$398.03	4	\$1,592.12
Lantana 8x5 Maintenance	Lantana 8x5 Maintenance Lantana 8x5 Maintenance	\$3,595.80	1	\$3,595.80
Lantana 8x5 Hardware Maintenance City Hall (1) Paging UPAM KIT (4) Avaya Large Gateway - G650 Media Gateway				
Lantana EnterpriseAssist Core	Lantana Enterprise Assist Core Lantana Enterprise Assist Core Management	\$24,145.00	1	\$24,145.00



Recurring Services - Annual - City Hall		Recurring	Qty	Ext. Recurring
Lantana Enterprise Assist System Control	Lantana Enterprise Assist System Control Lantana Enterprise Assist System Control	\$0.00	1	\$0.00
Lantana Enterprise Assist TOD	Lantana Staff Augmentation Lantana Enterprise Assist - Technician on Demand	\$8,800.00	1	\$8,800.00
Lantana Technician On Demand <ul style="list-style-type: none"> The program offers a pre-paid block of dollars of Seller's support per year to be used at the Purchaser's discretion. Unused dollars will not accumulate from year to year. If the dollars are not used during each year, they will expire and the following year block will begin. All time accrued outside of normal business hours will be deducted at time-and-a-half rates and holiday hours will be deducted at double-time. A trip charge of .5 hours will be included for each trip to the Purchaser's location. All hours will be scheduled through the Lantana Communications service desk and require at least 24 hours advanced notice. Technician Rates are \$110 per hour and Engineer rates are \$185 per hour. 				
Lantana Sourcebook	Lantana Sourcebook Lantana Sourcebook	\$200.00	1	\$200.00
232258	SUPPORT ADVANTAGE MESSAGING MODEL	\$0.00	1	\$0.00
238498J	SA ESSENTIAL SUPT CO-DEL AVAYA AURATM MSG R6 1ST MAINSTRM 3YR AN PREPD	\$5.76	15	\$86.40
238498J	SA ESSENTIAL SUPT CO-DEL AVAYA AURATM MSG R6 1ST MAINSTRM 3YR AN PREPD	\$5.76	650	\$3,744.00
238510	UPGRADE ADVANTAGE AVAYA AURATM MSG R6 1 ST MAINSTREAM 3YR AN PREPD	\$2.29	15	\$34.35
238510	UPGRADE ADVANTAGE AVAYA AURATM MSG R6 1 ST MAINSTREAM 3YR AN PREPD	\$2.29	650	\$1,488.50
232253	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL	\$0.00	1	\$0.00
284957J	SA PREFER SUPT CO-DEL DIAGNOSTIC SRVR R2 SLA MON STANDALONE	\$0.00	1	\$0.00
284958	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SLA MON STANDALONE	\$0.00	1	\$0.00
284959J	SA PREFER SUPT CO-DEL DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	\$0.00	1	\$0.00
284960	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	\$0.00	1	\$0.00
292473J	SA PREFER SUPT CO-DEL AURA R7 ANALOG 3YR AN PREPD	\$1.63	100	\$163.00
292625J	SA PREFER SUPT CO-DEL AURA R7 CORE SUITE (Z4) 3YR AN PREPD	\$0.00	665	\$0.00



Recurring Services - Annual - City Hall		Recurring	Qty	Ext. Recurring
295201J	SA PREFER SUPT CO-DEL UPG AURA R7 TRACKING	\$0.00	1	\$0.00
251204	Upg adv auratm r5 se 101-1k u1 3yr annual Upg adv auratm r5 se 101-1k u1 3yr annual	\$12.60	665	\$8,379.00
256687J	SA ess c/d aura r5 se101-1k u1 3yr annual SA ess c/d aura r5 se101-1k u1 3yr annual	\$10.68	665	\$7,102.20
Note: Material 251204 and 256687J listed above are under current contract until 10/31/2018 and will not be repurchased. These items have been included to project annual maintenance cost between 11/01/2017 and 10/31/2018.				
Recurring Subtotal:				\$59,330.37

Recurring Services - Annual - Event Center		Recurring	Qty	Ext. Recurring
Lantana 8x5 Maint	Lantana 8x5 Maintenance Lantana 8x5 Maintenance	\$1,026.00	1	\$1,026.00
Lantana 8x5 Hardware Maintenance Event Center (1) Avaya Small Server - S8300 (1) Avaya Small Gateway - G430 Media Gateway with EM200				
232253	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL	\$0.00	1	\$0.00
292934J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R7	\$0.00	1	\$0.00
293650J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBEDDED SRVR 3YR AN PREPD	\$44.76	1	\$44.76
293656	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBEDDED SRVR 3YR AN PREPD	\$15.00	1	\$15.00
Recurring Subtotal:				\$1,085.76

Pro Services		Price	Qty	Ext. Price
Lantana Pro Services	Lantana Professional Services Lantana Professional Services	\$46,083.00	1	\$46,083.00
Subtotal:				\$46,083.00



DOC_022017003

Quote Information:

Quote #: 001022
Version: 5
Quote Date: 02/03/2017
Expiration Date: 02/28/2017

Prepared for:

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Prepared by:

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Michael Bradford
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Quote Summary		Amount
Hardware/Software - City Hall		\$36,846.41
Hardware/Software - Event Center		\$282.00
Pro Services		\$46,083.00
Total		\$83,211.41

Recurring Expenses Summary		Amount
Recurring Services - Prepaid - City Hall		\$18,743.00
Recurring Services - Prepaid - Event Center		\$618.76
Recurring Services - Annual - City Hall		\$59,330.37
Recurring Services - Annual - Event Center		\$1,085.76
Recurring Total		\$79,777.89

Payments		Periods	Payments	Amount
Payment Terms				
Down Payment	One-Time Payments	One-Time	1	\$18,564.21
Hardware/Software Payment	One-Time Payments	One-Time	1	\$18,564.21
Completion Payment	One-Time Payments	One-Time	1	\$46,083.00
Recurring Services - Prepaid	Recurring Payments	One-Time	1	\$19,361.76
Recurring Services - Annual	Recurring Payments	Annual	1	\$60,416.13

This Quote, including all attachments hereto, is entered into between Lantana Communications, ("Seller") and the company listed under the prepared for section ('Purchaser'). When signed by the parties where provided below, this Quote, including all attachments hereto, shall be incorporated into and made a part of the Agreement between Seller and Purchaser. This Quote is effective as of the first date mentioned above, and shall continue until project completion as set forth in the scope of work, unless earlier terminated in accordance with the Agreement. Signing this Quote or providing a Purchaser PO indicates acceptance of applicable Seller, and or, manufacturer Terms and Conditions as detailed and found at <http://lantanacom.com/eula> and any proposal specific terms outlined in the list of equipment and services and/or the scope of work.

Down Payment is due upon execution of this agreement. Hardware/Software payment is due upon shipment of equipment or delivery of software and license(s) under Purchaser specific net terms. Completion payment is due upon acceptance of implementation, if implementation is included under Purchaser specific net terms. Recurring payment is due upon creation of contract under Purchaser specific net terms for term duration listed.



Signature

Date



Technical Scope of Work

■ Work to be completed by Seller

City of Allen upgrade CM R5.2.1 Duplex S8800s to CM R7.

Upgrade Modular Messaging R5 to Avaya Aura Messaging R6.3 Add Session Manager with WebLm, System Manager, Session Border Controller, Utility Server, and SAL D2 all on customer provided virtual servers. Convert from Enterprise License to Core Suite License.

Lantana Responsibilities

Configure (2) HP servers and provision VM Host

Load Open Virtualization Alliance files (OVA).

Install firmware update on gateways, TN circuit packs and media modules.

Download/ activate R7 Core Suite Licenses.

Perform backup of CM R5.2.1. Push CM configuration files to new servers.

Run System Manager and Session Manger installation application software.

Deploy Session Border Controller for One X Mobile SIP.

Configure One X Mobile SIp for 15 users.

Complete Network Assessment in conjunction with upgrade - To be fulfilled under Enterprise Assist contract/SOW.

Upgrade to Avaya Aura Messaging:

Creation of up to 665 Aura Messaging Subscriber mailboxes with voicemail to email from customer provided electronic database.

Recreation of up to 5 caller applications (auto attendants).

One Admin and train the trainer knowledge transfer session to include training for fax implementation to subscriber email.

Install of up to 2 System languages at time of implementation.

Up to 4 hours on-site support for first day of business.

Includes testing of Aura Messaging system and integration to CM.

Up to 30 days(after cutover) of remote support included .

Does not include end user training. End users training via class or webinar can be provided at an additional charge.

Support for enhanced distribution list creation can be provided at an additional charge.

■ Purchaser Responsibility and Assumptions

Assumptions:

All work to be done remotely during normal business hours Monday-Friday 8am-5pm except for firmware updates and cutover to CM R7 which will be after hours.

Customer to complete Lantana provided IP address worksheet.

Customer is responsible for tracking any/all changes made after translations freeze date, and providing changed information to Lantana for addition to CM and or Aura Messaging.

The customer is responsible for providing all router, data switches, LAN infrastructure, WAN infrastructure, and VM infrastructure necessary for the implementation of this design

Network Assessment is not included unless specified above.

Any additional services/equipment/material added to this scope of work will require an updated service quote or an approved, written Change Order.

■ Enterprise Assist - Scope of Work

Enterprise Assist - Scope of Work

- Lantana Communications (Seller) will provide The City of Allen (Purchaser) an engineer to complete any firmware updates needed on Avaya telephony systems as well as software service packs and patches. The engineer may download and install the appropriate software remotely or on site (depending on coverage selected on the attached agreement). Purchaser must have a current manufacturer support contract with Avaya to receive firmware or



software updates. All after hours work, either remote or onsite must be scheduled at least one week in advance by the Purchaser. The offer does not include the implementation of any minor and/or major releases as defined by Avaya.

- The program also consists of a configuration review of Avaya's telephony hardware and software. During the review, the Seller will provide recommendations for optimization of hardware and software. Implementation of the recommendations or changes to the configuration will be considered out of the scope of the program and will be billable at the current hourly rate or used with any block of hours.
- Seller will provide assistance with identifying and resolving alarms as they relate to the Avaya telephony equipment. Alarm identification and resolution may be handled remotely or onsite, whichever is deemed necessary by the Seller's engineers. The program does not provide for proactive alarm identification and resolution. All alarm assistance may be addressed in conjunction with other pieces of the program and will be completed manually.
- Seller will provide one (1) VOIP network assessment per year of coverage with the program. The assessment must be requested by Purchaser and is limited to a maximum of 2 sites.
- Seller will provide alarm notification to Purchaser. This includes notification only and does not include any corrective actions or hardware replacement associated with alarms. Seller will provide alarm notification to Purchaser through either email or SMS messaging.
- Seller will assist in updating Purchaser's documentation as related to the Avaya telephony environment. A true-up process will be completed quarterly to account for additional equipment and/or locations. Pricing will be adjusted accordingly at the time of true-up.