



MiVoice Connect **Support Agreement**



San Diego, CA
Irvine, CA
Burlingame, CA
Salt Lake City, UT
Bangalore, India

Sales:
888.340.9835
Support: 866.983.5001

info@ProTelesis.com
sales@ProTelesis.com
www.ProTelesis.com

MiVoice Connect Support Agreement



CUSTOMER SUPPORT PROFILE	
CUSTOMER:	City of Salinas
CUSTOMER ADDRESS:	200 Lincoln Ave
CITY / STATE / ZIP:	Salinas CA 93901
PHONE:	831-758-7244
FAX:	
INCEPTION DATE:	9/26/2023
SUPPORT TERM (MONTHS):	Twelve (12)
SERVICE LEVEL:	
Support Matrix (Addendum to Contract)	Please refer to the Support Matrix document (PDF)

This Mitel Support Service Agreement, (the "Agreement") is made this Jul-20-2023 by and between ProTelesis Corporation, a California corporation, whose address is 4686 Mission Gorge Place, San Diego, CA 92120 ("ProTelesis") and City of Salinas a ("Customer"), whose addresses are set forth in the table above.

FEES & PAYMENT:

Customer agrees to pay ProTelesis \$30,647.89 in advance, for the Support Term, and level of service for the Support Term indicated above (the "Services"). Payment (or first payment for Premium Plus subscribers) is due 30 days from the date of execution of this agreement.

Notwithstanding anything else contained herein, ProTelesis shall not be required to provide any services that are required by this Agreement to be provided to the customer (1) until the payment referenced in the preceding paragraph is received by ProTelesis or (2) if Customer has committed an act of bankruptcy or become the subject of a proceeding under the Bankruptcy Act or become insolvent or if any substantial part of Customer's property becomes subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.

PRODUCTS COVERED UNDER THIS AGREEMENT:

1. If this is a new contract, the covered products are set forth on the installation sign off section of the Statement of Work.
2. If this is a contract renewal for a pre-existing ProTelesis customer or a new contract for a customer who contracted for Mitel support services from an entity other than ProTelesis, the customer shall be responsible for reviewing **Inventory List -- Mitel Configuration--**

MiVoice Connect Support Agreement



and understands that ProTelesis will support only products and equipment shown on **Inventory List** with the status of “Production”, and that equipment noted with a status of “Decommissioned” or “Not Covered” is not covered under this Agreement.

LIMITATION OF LIABILITY:

ProTelesis will make every reasonable effort to provide the Services in accordance with terms set forth in this Agreement. Accordingly, ProTelesis’ sole liability to Customer or any third party for claims, notwithstanding the form of such claims (e.g. contract, negligence or otherwise), arising out of any such non-compliance or the interruption in or delay of the Services for any reason, shall be to use all reasonable efforts to provide the Services, and/or to resume the Services, as promptly as reasonably practicable thereafter.

ProTelesis shall not be liable or be deemed to be in default for any delay or failure to perform under this Agreement resulting, directly or indirectly, from any act of God, war, interruption or failure of communications facilities or any other cause beyond ProTelesis’ reasonable control.

IN NO EVENT WILL EITHER PARTY BE RESPONSIBLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH EITHER PARTY MAY INCUR OR EXPERIENCE ON ACCOUNT OF ENTERING INTO, OR RELYING UPON THE SERVICES PERFORMED PURSUANT TO, THIS AGREEMENT.

REPRESENTATIONS AND WARRANTIES:

The customer hereby represents and warrants to ProTelesis: (1) that all equipment to be accessed by ProTelesis in providing services to Customer is equipment for which Customer is authorized to allow access to ProTelesis; (2) that Customer will not communicate any information whatsoever that is provided to Customer by ProTelesis and that is labeled as the CONFIDENTIAL or PROPRIETARY INFORMATION of ProTelesis or any other entity; and that Customer shall not disclose the price of Services to any third party except Customer’s banks, accountants, or other representatives to the extent necessary to effect the terms hereof.

ProTelesis hereby represents and warrants to Customer (1) that ProTelesis will not communicate any information whatsoever that is provided to ProTelesis by Customer and that is either (a) labeled as “Confidential” or similar marking or (b) is not already in the public domain; and (2) that it has the right to provide the services set forth in this Agreement.

GENERAL:

Support Services and Definitions: The Customer agrees to Support Matrix, Addendum to Mitel Support Contract which states Support Services and Definitions attached hereto and made an integral part hereof. In addition, any and all services to be provided under this Agreement shall only be related to the Mitel IP Voice Communication System (the “System”).

Customer Assistance: The Customer agrees to assist ProTelesis personnel as reasonably required for the performance of the support services as set forth on **Support Matrix, Addendum to Mitel Support Contract**.

Preparation and availability of Call Detail Reports: ProTelesis will create Call Detail Reports and make these reports available via the ProTelesis Customer Portal. The types of reports created are limited to the reporting capabilities of the Mitel System, and the customer must give ProTelesis access to the Windows Mitel server.

Assignment: This Agreement shall not be assigned by Customer to any third party without the prior written consent of ProTelesis, other than to an affiliate or a successor to Customer’s interests, and any attempts to assign this Agreement without the prior written consent of ProTelesis shall be void.

Entire Agreement: Customer acknowledges that it has not been induced to enter into this Agreement by any representation or warranty not set forth in this Agreement. This Agreement contains the entire agreement of ProTelesis and Customer with respect to its subject matter and supersedes all existing agreements and all oral, written or other communications between them concerning its subject matter. This Agreement shall not be modified in any way except by a writing signed by duly authorized representatives of ProTelesis and Customer.

MiVoice Connect Support Agreement



Invalidity/Severability: If any provision of this Agreement (or any portion thereof) shall be held to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remainder of this Agreement shall not in any way be affected or impaired thereby.

Waiver: The failure of ProTelesis to insist upon strict performance of any of the provisions contained herein shall in no way constitute a waiver of any of its rights as set forth herein, at law or in equity, or a waiver by ProTelesis of any other provision or subsequent default by Customer in the performance of or compliance with any of the terms and conditions set forth herein.

Governing Law: This Agreement shall be governed by, and construed in accordance with, the laws of the State of California.

Section Headings: The article and section headings in this Agreement are included for convenience only, are not part of the Agreement, and shall not be used in construing it.

Construction of Agreement: The Parties have had ample opportunity to have this Agreement and any related agreements and or documents reviewed by an attorney of their choice. Therefore, the construction of this Agreement shall not be held against either Part.

Employees: Customer agrees that for a period of two years from the termination hereof not to hire employees or contractors of ProTelesis, nor directly or indirectly solicit any of the employees or contractors of ProTelesis to leave his or her employment or contract with Customer or ProTelesis. Also, during the aforementioned time period, Customer shall not assist others to solicit such employees or contractors to leave their employment or contract with ProTelesis. ProTelesis agrees that for a period of two years from the termination hereof not to hire employees or contractors of Customer, nor directly or indirectly solicit any of the employees or contractors of Customer to leave his or her employment or contract with Customer. Also, during the aforementioned time period, ProTelesis shall not assist others to solicit such employees or contractors to leave their employment or contract with Customer.

Binding on Successors: This Agreement shall inure to the benefit of and be binding upon the Parties and their respective successors and permitted assigns.

Counterparts: This Agreement may be executed in any number of counterparts, which, when taken together, shall constitute but one agreement.

Notices: Any notice given under this Agreement by any Party to another Party shall be in writing and personally delivered; or sent by overnight courier, United States mail – postage prepaid, facsimile or other authenticated message, to the receiving party's address as set forth in this Agreement for the type of delivery to be used. Such address may be changed, from time to time by any Party, by providing notice to the other Parties in accordance with this section. Notice given by hand delivery shall be deemed received on the date delivered; if by first class United States mail, on the fifth business day after deposited in the mail; if by overnight courier, on the next business day after delivery to the courier service; and if by facsimile, on the date of transmission.

Authority of Signing Individual: The persons signing on behalf of their respective Parties personally warrant their authority to commit that Party to the terms and conditions of this Agreement.

Mediation and Arbitration of Disputes: If a dispute arises out of or relates to this Agreement or its breach, by initialing in the space provided below, the Parties agree to first try in good faith to settle the dispute by voluntary non-binding mediation with JAM/ENDISPUTE before resorting to court action, unless the dispute concerns the following matters: (a) a judicial or non-judicial foreclosure or other action or proceeding to enforce a deed of trust, mortgage or real property sales agreement as defined in California Civil Code §2985; (b) an unlawful detainer action; (c) the filing or enforcement of a mechanic's lien; or (d) any matter which is within the jurisdiction of a probate or small claim's court.

Any dispute or claim in law or equity arising out of this Agreement or any resulting transaction, not resolved by mediation as set forth above, shall be decided by neutral binding arbitration in accordance with the rules of the American Arbitration Association, and not by court action except as provided by California law for judicial review of arbitration proceedings. Judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The parties shall have the right to discovery in accordance with California Code of Civil Procedure, Section 1283.05.

MiVoice Connect Support Agreement



Any dispute or claim by or against any third party, arising out of this agreement or any resulting transaction shall be submitted to arbitration as above, provided the third party making the claim or against whom the claim is made shall have agreed to submit it to arbitration consistent with this provision. The following matters are excluded from arbitration hereunder: (a) a judicial or non-judicial foreclosure or other action or proceeding to enforce a deed of trust, mortgage, or real property sales contract as defined in California Code of Civil Procedure, Section 2985, (b) an unlawful detainer action, (c) the filing or enforcement of a mechanic's lien, (d) any matter which is within the jurisdiction of a probate court, or (e) an action for bodily injury or wrongful death, or for latent or patent defects to which California Code of Civil Procedure, Section 337.1 or 337.15 applies. The filing of a judicial action to enable the recording of a notice of pending action, for order of attachment, receivership, injunction or other provisional remedies, shall constitute a waiver of the right to arbitrate under this provision.

NOTICE: BY INITIALING IN THE SPACE BELOW, YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. BY INITIALING IN THE SPACE BELOW, YOU ARE GIVING UP YOUR JUDICIAL RIGHTS TO DISCOVERY AND APPEAL, UNLESS SUCH RIGHTS ARE SPECIFICALLY INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION. IF YOU REFUSE TO SUBMIT TO ARBITRATION AFTER AGREEING TO THIS PROVISION, YOU MAY BE COMPELLED TO ARBITRATE UNDER THE AUTHORITY OF THE CALIFORNIA CODE OF CIVIL PROCEDURES. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY. WE HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION TO NEUTRAL ARBITRATION.

Initials: _____
Customer

Attorneys' Fees: If any party to this agreement shall take any action to enforce this Agreement, the losing party shall pay to the prevailing party a reasonable sum for attorneys' fees incurred in bringing such suit and enforcing such judgment granted therein, all of which shall be deemed to have accrued upon the commencement of such action and shall be paid whether or not such action or arbitration is prosecuted to judgment. Any judgment or order entered in such action shall contain a specific provision providing for the recovery of attorneys' fees and costs incurred in enforcing such judgment. For purposes of this section, attorneys' fees shall include, without limitation, fees incurred in the following:

- (a) post-judgment motions and collection actions; (b) contempt proceedings; (c) garnishment, levy and debtor and third party examinations;
- (d) discovery; and (e) bankruptcy litigation.

All other work performed beyond verifying network connectivity, or at a customer's request may be billable at time & materials rates. Managed Services are available for network optimization, maintenance and performance. ProTelesis will support customers with carrier issues regardless of whether or not purchased from ProTelesis. However, if it is determined that the cause of a support issue is carrier related and that service was not purchased through ProTelesis you may be billed at the time and materials rate.

I have read all of the notes in this contract and in the MiVoice Connect Basic Support Matrix 2019 (Addendum to this Mitel Support Contract) and recognize that in certain cases, I may be billed above and beyond my annual support contracted rate.

City of Salinas

By: _____

Title: _____

Signature: _____

Date Signed: _____



MiVoice Connect Support Matrix

Support Schedule	Business Hours: 8:00 AM – 5:30 PM Local Time	After Hours: 5:30 PM to 8:00 AM Local Time, Weekends and Holidays
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Support Levels	Premium Plus		Premium		Preferred	
Response Time (1) System Down (2) <i>24 x 7 x 365 via phone call to ProTelesis Support</i>	15 Minutes		30 Minutes		1 Hour	
Response Time (1) Non-Critical Issues	Business Hours: 30 Minutes*	After Hours: 1 Hour**	Business Hours: 1 Hour*	After Hours: 2 Hours**	Business Hours: 2 Hours*	After Hours: 4 Hours**
Hardware Replacement (3)	Advanced Replacement 4 Hours		Advanced Replacement Next Business Day		Advanced Replacement Next Business Day	
Support Access	Phone, Email, Webchat, SMS		Phone, Email, Webchat, SMS		Phone, Email	
Support Items	Premium Plus		Premium		Preferred	
System Down Support	Included		Included		Included	
MiVoice Connect Software	Included		Included		Included	
ProTelesis Performed Software Upgrade (4)	Unlimited		Unlimited		2 per year	
Authorized Contacts (5)	Anyone		Up to 20 Individuals Trained/Designated		Up to 4 Trained/Designated	
Direct Tier 2 Support	Included		Included		N/A	
Remote System Health Checks	2/Year Upon Request		1/Year Upon Request		Optional*	
Standard Break / Fix Support (6)	Included		Included		Included	
Standard Moves, Adds, Changes, Deletions (MACD) (6)	Included		Included		Included	



MiVoice Connect Support Matrix

Support Items	Premium Plus	Premium	Preferred
Onsite Support When Required and Authorized by ProTelesis	Included	See Labor Rates, 2 Hour Minimum	See Labor Rates, 2 Hour Minimum
Network Troubleshooting (7)	Included	Included for Contracts Over \$10k / Year	See Labor Rates
Assistance with Carrier Troubleshooting (8)	Included	Included when carrier services have been purchased from ProTelesis or for contracts over \$10k/year. Otherwise, See Labor Rates	Included when carrier services have been purchased from ProTelesis. Otherwise, See Labor Rates
Server OS Maintenance / Monitoring	Included	Included	Monitoring Only
Offsite MiVoice Connect Database Backup	Included	Included	Optional*
Proactive System Monitoring	Included	Included	Optional*
Technical Account Manager (9)	See TAM Details on Page 4	See TAM Details on Page 4	See TAM Details on Page 4
Monthly System Administrator Q&A Sessions	Included	Included	Included
Monthly End-User Refresher Training via Webinar	Included	Included	Included
Advanced PBX and Contact Center Reporting from Brightmetrics	Included for Contracts over \$10k/year, otherwise optional*	Included for Contracts over \$25k/year, otherwise optional*	Included for Contracts over \$50k/year, otherwise optional*
Cybersecurity Penetration Test (10)	Included	Included	Included

*Contact your ProTelesis Account Manager for pricing.



MiVoice Connect Support Matrix

Professional Services and Support Labor Rates

Labor Rates - Under Contract

Role	Business Hours M-F Onsite	Business Hours M-F Remote	After Hours M-F Onsite	After Hours M-F Remote	Weekend Onsite	Weekend Remote
Voice Engineer	\$250.00	\$130.00	\$350.00	\$260.00	\$400.00	\$260.00
Data/MSP Engineer	\$250.00	\$130.00	\$350.00	\$260.00	\$400.00	\$260.00
Cabling/AV Engineer	\$250.00	N/A	\$350.00	N/A	\$400.00	N/A

Labor Rates – No Contract (Time & Materials)

Role	Business Hours M-F Onsite	Business Hours M-F Remote	After Hours M-F Onsite	After Hours M-F Remote	Weekend Onsite	Weekend Remote
Voice Engineer	\$325.00	\$205.00	\$425.00	\$335.00	\$475.00	\$335.00
Data/MSP Engineer	\$325.00	\$205.00	\$425.00	\$335.00	\$475.00	\$335.00
Cabling/AV Engineer	\$325.00	N/A	\$425.00	N/A	\$475.00	N/A



MiVoice Connect Support Matrix

VERY IMPORTANT, PLEASE READ.

If it is determined that the root cause of a support issue was due to a change to the customers network environment, carrier issue or unauthorized change to the MiVoice Connect System, that particular support issue may be billed at the appropriate time and materials rate.

1. Response time is defined as the times it takes from a communication (phone call, web chat, SMS or email) being received until an ProTelesis resource is actively working on a ticket.
2. A "System Down" is defined as: 75% failure of inbound or outbound calling or voicemail is not functional or business critical system components (ECC, workgroups, hunt groups, etc.) are non-functional. For customers with specific telephony needs, they may define their own "system down" measures. Examples of things that are NOT considered a System Down:
 - PC Client not working
 - A single (or a few) DIDs not functioning
 - Auto Attendant schedule needs to be changed
 - Phone specific functionality not as desired
 - Standard moves, adds, changes and deletions
3. Four-hour hardware replacement and "no-charge" travel time is available only to locations within 50 miles of one of our ProTelesis physical offices, a list of which can be found at www.protelesis.com/contact. Travel time is not billed for customer sites within the 50 mile radius of either of those locations. Travel time may be billed at your regular hourly rate for all onsite services for customers over 50 miles from an ProTelesis offices according to plan level.
4. An upgrade is defined as taking any system software from one version or build to the next version or build.
5. Authorized contacts must participate in ProTelesis or Mitel provided administrator level training.
6. Standard support requests include any non-elective changes (system problems, bugs, etc.) or minor elective changes. Changes that are deemed to be elective and major are as follows (this list is partial, other issues that may arise will be dealt with on a case by case basis):
 - Re- IP'ing of a network to include all Mitel hardware and software
 - Office moves
 - Changing Mitel system from one length of extension digits to another (e.g. moving from 3 digit dialing to 4 digit dialing)
 - Complete redesign of call flow
 - Voicemail platform change ("we now want to use MS Exchange as our voicemail platform")
 - New server hardware installation (as long as the old server was functioning properly)
 - Carrier change (unless the Carrier Services are purchased through ProTelesis) project management
 - The necessity for an onsite visit will be determined by ProTelesis. If a customer insists ProTelesis be onsite, rate will apply based on support level.
 - Verifying connectivity for device to device communication by:
 - Ping for ICMP echoes
 - LSP connectivity
 - Verify subnet class for IP range
 - Checking Mitel devices for network errors on the interfaces
 - Checking logs for network errors.
7. All other work performed beyond verifying network connectivity, or at a customer's request may be billable at time & materials rates. Managed Services are available for network optimization, maintenance and performance.
8. ProTelesis will support customers with carrier issues regardless of whether or not purchased from ProTelesis. However, if it is determined that the cause of a support issue is carrier related and that service was not purchased through ProTelesis you may be billed at the time and materials rate. Requires customer to open a ticket with ProTelesis as an authorized contact.
9. Technical Account Manager – see ProTelesis Technical Account Manager (TAM) information on page 5.
10. Cybersecurity Penetration Test is offered at no charge during the term of the contract. This is an "authorized" simulated attack performed on a computer system, performed from outside the network trying to get in, to evaluate your company's IT security.

I have read the above notes and recognize that in certain cases, I may be billed above and beyond my annual support contracted rate.

Company _____

Signature _____

Date _____

Name (printed) _____



MiVoice Connect Support Matrix

ProTelesis offers the most comprehensive support services in the industry . . .

You can rest easy knowing we are always here to help you maximize your investment in your Mitel System. As part of our industry leading support services, we offer an optional Technical Account Manager (TAM) who delivers personalized, high-touch and proactive technical, operational and maintenance support. This helps you maximize your investment in ProTelesis solutions, enhance operational efficiencies and resolve issues quickly.

THE OFFERING CUSTOMER ADVOCATE

The TAM develops familiarity with the customers' business, operations, infrastructure and technical support history, and acts as an advocate for technical cases reported to ProTelesis and remains vigilant of issues that may be undermining efficient handling of those items.

CUSTOMER TECHNICAL ADVISOR

Additionally, the TAM acts as a technical advisor who helps customers with planning of upgrades, future system enhancement opportunities to meet ongoing and expanding business requirements.

PACKAGE

- Quarterly reviews of submitted tickets for trend analysis and Training opportunities Quarterly system health checks, single point of contact
- Personal, high-touch engagement
- Knowledge of customer's infrastructure, procedures and team
- Knowledge of ProTelesis' technology, products, solutions, procedures and organization Recurring team meetings and progress updates
- Proactive case management and progress tracking of open ProTelesis TAC cases
- Champions individual technical cases of high business priority reported to ProTelesis Support Ability to priority queue and escalate support issues in concert with Support Management Operational consultation and recommendations based off of trend analysis
- Enhancement reviews
- Customers' System Enhancements; SW, Upgrades, Apps, HW, Etc. in concert with business needs
- Proactive updates on software fixes and recommended deployment of latest software releases
Review of release notes and open defects
- Upgrade planning support
- Mentoring on ProTelesis products, processes and tools Coordinates training for staff
- Problem root cause analysis, trend analysis, and guidance Helps customers analyze impact of reported bugs



TAM Annual Support Pricing		Annual Support Rate:		
		Less than \$25,000/year	\$25,001-\$50,000/year	Over \$50,001/year
Support Level	Preferred	\$3,150/quarter	\$2,700/quarter	Included
	Premium	\$1,800/quarter	Included	Included
	Premium Plus	\$900/quarter	Included	Included

ProTelesis Support Agreement



Attachment A

Asset List

DESCRIPTION	Equip#	Serial#	Cust#	Ship Date	Unit List	Qty	List
VOICE SWITCH, SG220T1A MADE IN USA	00000000740138088	T1AF154941F76C	0000502479	4/8/2016	6,495.00	1	6,495.00
VOICE SWITCH, SG50 MADE IN USA	000000000740164776	S50F123028151B	0000502479	11/16/2012	1,995.00	1	1,995.00
VOICE SWITCH, SG50 MADE IN USA	000000000740146659	S50F1604420B7B	0000502479	4/8/2016	1,995.00	1	1,995.00
VOICE SWITCH, SG50 MADE IN USA	000000000740225769	S50F1604420BAD	0000502479	4/8/2016	1,995.00	1	1,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740153448	S90F1151233CEA	0000502479	3/7/2012	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740189878	S90F12162362B2	0000502479	7/18/2012	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740135391	S90F1605420E43	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740133332	S90F1605420E93	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740141581	S90F154741F4CC	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740139577	S90F1605420E50	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740159276	S90F1605420E94	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740225564	S90F1605420E52	0000502479	4/8/2016	2,995.00	1	2,995.00
Voice Switch SG-90(PLM approval REq'd)	000000000740218073	S90F161349C012	0000502479	5/4/2016	2,995.00	1	2,995.00
VOICE SWITCH, SG30 MADE IN USA	000000000740223117	S30F11391E4109	0000502479	7/18/2012	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740223108	S30F11391E4131	0000502479	7/18/2012	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740223109	S30F11391E4108	0000502479	7/18/2012	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740223118	S30F11381E3DCF	0000502479	7/18/2012	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740223119	S30F11391E4106	0000502479	7/18/2012	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740135313	S30F1802555D63	0000502479	4/8/2016	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740137979	S30F1553420206	0000502479	4/8/2016	1,595.00	1	1,595.00
VOICE SWITCH, SG30 MADE IN USA	000000000740146701	S30F15534201A9	0000502479	4/8/2016	1,595.00	1	1,595.00
REFURB VOICE SWITCH, SG30 MADE IN USA	000000000750142150	S30F14363CF383	0000502479	4/8/2016	1,595.00	1	1,595.00
VOICE SWITCH, SG24A MADE IN USA	000000000801310194		0000502479	3/31/2016	2,995.00	1	2,995.00
VOICE SWITCH, SG24A MADE IN USA	000000000740144216	2AFA155141FE71	0000502479	4/8/2016	2,995.00	1	2,995.00
VOICE SWITCH, SGT1K MADE IN USA	000000000740214055	T1KF11462330A2	0000502479	3/7/2012	3,495.00	1	3,495.00
VOICE SWITCH, SGT1K MADE IN USA	000000000740138328	T1KF16014203BF	0000502479	3/31/2016	3,495.00	1	3,495.00
VOICE SWITCH, SGT1K MADE IN USA	000000000740146643	T1KF1601420393	0000502479	4/8/2016	3,495.00	1	3,495.00
VOICE SWITCH, SGT1K MADE IN USA	000000000740144304	T1KF16014203B4	0000502479	4/8/2016	3,495.00	1	3,495.00
VOICE SWITCH, SGT1K MADE IN USA	000000000740142654	T1KF16014203F8	0000502479	5/4/2016	3,495.00	1	3,495.00
Mitel Voice Switch ST200	000000000738684617	108206FA154341EA32	0000502479	2/28/2020	4,500.00	1	4,500.00
LICENSE, EMERGENCY NOTIFICATION, 6 OR MORE	000000000800534708		0000502479	3/31/2016	5,500.00	1	5,500.00
LICENSE, CCIR TRANSFORM SRVC (NO CC INTERACTION VIEWER)	000000000800534749		0000502479	3/31/2016	1,950.00	1	1,950.00
LICENSE, CALL RECORDER BASE PACKAGE (5 SIMULTANEOUS SESSIONS)	000000000800535243		0000502479	3/31/2016	5,000.00	1	5,000.00
LICENSE, CALL RECORDER ADD-ON (5 SIMULTANEOUS SESSIONS)	000000000800515681		0000502479	3/31/2016	200.00	5	1,000.00
LICENSE, ENHANCED PAGING (BASE INSTANCE)	000000000800427060		0000502479	3/31/2016	5,500.00	1	5,500.00
LICENSE BUNDLE, ENHANCED REPORTING	000000000800534718		0000502479	3/31/2016	5,000.00	1	5,000.00
Extension & Mailbox license	000000000800534734		0000502479	3/7/2012	200.00	18	3,600.00
Extension & Mailbox license	000000000800427316		0000502479	4/5/2012	200.00	3	600.00
Extension & Mailbox license	000000000800427314		0000502479	6/18/2012	200.00	32	6,400.00
Extension & Mailbox license	000000000800534720		0000502479	7/18/2012	200.00	49	9,800.00
Extension & Mailbox license	000000000800427328		0000502479	11/16/2012	200.00	15	3,000.00
Extension & Mailbox license	000000000800534716		0000502479	3/31/2016	200.00	426	85,200.00
Extension Only license	000000000800427044		0000502479	7/18/2012	140.00	13	1,820.00
Extension Only license	000000000800534722		0000502479	12/29/2017	0.00	20	0.00
Extension Only license	000000000800515693		0000502479	11/27/2018	0.00	20	0.00
Extension Only license	000000000800427310		0000502479	1/13/2020	0.00	15	0.00
Extension Only license	000000000800515691		0000502479	1/13/2020	0.00	29	0.00
LICENSE, MAILBOX ONLY	000000000800427066		0000502479	3/31/2016	90.00	125	11,250.00

ProTelesis Support Agreement



30043	License, SIP trunk (ST/SG Voice Switch)	00000000800534996	0000502479	3/31/2016	50.00	43
30044	LICENSE, ADDITIONAL SITE	00000000800534728	0000502479	7/18/2012	0.00	7
30044	LICENSE, ADDITIONAL SITE	00000000800427326	0000502479	11/16/2012	495.00	1
30044	LICENSE, ADDITIONAL SITE	00000000800515689	0000502479	3/31/2016	495.00	8
30044	LICENSE, ADDITIONAL SITE	00000000800427312	0000502479	1/13/2020	495.00	1
30056	Contact Center TAPI App Server license	00000000800427058	0000502479	3/31/2016	0.00	1
30091	LICENSE, AUDIO CONFERENCING 10 PORTS	00000000800535249	0000502479	3/31/2016	1,750.00	3
30093	LICENSE, WEB CONFERENCING 10 PORTS	00000000800515685	0000502479	3/31/2016	1,750.00	3
30108	CC Agent Activity Event Feed license	00000000800534745	0000502479	3/31/2016	0.00	2
30109	CC Group Activity Event Feed license	00000000800515683	0000502479	3/31/2016	0.00	2
30122	LICENSE BUNDLE, CONNECT CC/ECC INBOUND VOICE AGENT	00000000800535245	0000502479	3/31/2016	825.00	25
30126	LICENSE, CONNECT CC/ECC IVR	00000000800534751	0000502479	3/31/2016	0.00	25
30126	LICENSE, CONNECT CC/ECC IVR	00000000800534714	0000502479	3/31/2016	0.00	30
30127	LICENSE, CONNECT CC/ECC SUPERVISOR	00000000800534712	0000502479	3/31/2016	0.00	1
30127	LICENSE, CONNECT CC/ECC SUPERVISOR	00000000800534740	0000502479	3/31/2016	825.00	3
30144	LICENSE, VIRTUAL EDGE GATEWAY SERVER	00000000800427330	0000502479	8/8/2017	1.00	1
30145	LICENSE, COURTESY ONSITE	00000000800427052	0000502479	12/29/2017	99.00	20
30145	LICENSE, COURTESY ONSITE	00000000800427318	0000502479	11/27/2018	99.00	20
30145	LICENSE, COURTESY ONSITE	00000000800427040	0000502479	1/13/2020	99.00	29
30145	LICENSE, COURTESY ONSITE	00000000800534732	0000502479	1/13/2020	99.00	15
30145	LICENSE, COURTESY ONSITE	00000000801637186	0000502479	6/10/2022	115.00	30
30146	LICENSE, TELEPHONY ONSITE	00000000801563053	0000502479	8/24/2021	190.00	20
30156	CONNECT CONTACT CENTER (BASE 10 PACKAGE)	00000000800534753	0000502479	3/31/2016	8,504.00	1
40005	SHOREWARE PERSONAL CALL MANAGER REQUIRE	00000000800534730	0000502479	7/18/2012	0.00	49
40005	SHOREWARE PERSONAL CALL MANAGER REQUIRE	00000000800427042	0000502479	11/16/2012	0.00	15
40005	SHOREWARE PERSONAL CALL MANAGER REQUIRE	00000000800535241	0000502479	3/31/2016	0.00	551
40006	OPERATOR CALL MANAGER LICENSE	00000000800427046	0000502479	9/5/2012	595.00	3