



County Of Nueces Courthouse ("CUSTOMER")
901 Leopard St.
Corpus Christi, TX 78401
(361)888-0111
Agreement number: 092711-GRG
DIRSDD2254

Continuant ("SUPPLIER")
5050 20th Street East
Tacoma, WA 98424
(800) 652-9920

Covered Systems

Avaya Definity System with 876 ports and Intuity MAP5 with 276 mailboxes.

Table with 2 columns: Coverage Options, MAP. Rows include 8/5 Coverage, 24/7 Coverage, Hardware Replacement, Onsite Labor Warranty, Real Time Alarm Monitoring, Technical Assistance Center (TAC), Customer Portal, Dedicated Account Manager, Telephones and Attendant Console Coverage, Remote Moves, Adds & Changes, Managed Critical Spares, Managed Carrier Services, and Term: 12 Months* with a price of \$1,803.25/mo.

*Price shown including promotional savings. Promotional pricing valid until: 2/26/2014

Commencement Date: 02/26/2014

I agree to the terms and conditions of this Agreement.

Customer Signature

Date

Print or Type Name

Date

The Service Level Agreement (SLA) that serves you best

Most OEMs provide an industry-standard "Time to Respond" SLA which is generally 2-hours on-site during normal business hours, and 4 hours on-site during evenings, weekends, and holidays. Continuant goes beyond the typical OEM SLA and provides a guaranteed "Time to Restore".

Time of Day	Severity Level	Response Time 90% of Tickets (min)	Restore Time 90% of Tickets (hrs)	Response Time 100% of Tickets (min)	Restore Time 100% of Tickets (hrs)
<input checked="" type="checkbox"/> 24/7 with Managed Critical Spares					
Bus Hrs	Critical	5	1	15	2
Bus Hrs	High	15	2	60	8
After Hrs	Critical	5	4	15	8
After Hrs	High	30	8	60	16
<input type="checkbox"/> 24/7 with Managed Critical Spares					
Bus Hrs	Critical	5	NA	15	NA
Bus Hrs	High	15	NA	60	NA
After Hrs	Critical	5	NA	15	NA
After Hrs	High	30	NA	60	NA
<input checked="" type="checkbox"/> 8/5 with Managed Critical Spares					
Bus Hrs	Critical	5	2	15	4
Bus Hrs	High	15	4	60	8
<input type="checkbox"/> 8/5 with Managed Critical Spares					
Bus Hrs	Critical	5	NA	15	NA
Bus Hrs	High	15	NA	60	NA

With Continuant you are not only guaranteed to have resources on-site in a timely manner, but you are guaranteed your system will be promptly restored. If Continuant misses our agreed upon SLA, you will receive a credit on your next month's maintenance invoice.