



TYLER COUNTY TAX ASSESSOR COLLECTOR  
Attention: Jackie Skinner  
1001 W BLUFF ST  
WOODVILLE, TX  
17 October 2017

**RE: Avaya Renewal**

Dear Jackie,

Thank you for allowing me the opportunity to address your communications needs. As discussed, I have attached a quote for your review. I will follow up shortly to confirm receipt. Please reach out to me with any questions in the meantime.

Sincerely,

Kaleb Dubin  
National Accounts Manager  
Votacall, Inc.  
t. 781-693-0657  
f. 781-693-0602  
a. 185 Devonshire St, Suite 700  
p. Boston, MA 02110





TYLER COUNTY TAX  
ASSESSOR COLLECTOR  
Avaya Renewal

17 October 2017

Product	Quantity
We are pleased to propose the following products and/or services:	
AVAYA IPO IP500 V2 CNTRL UNIT	Quantity 1
AVAYA IPO IP500 V2 SYS SD CARD MUL	Quantity 1
AVAYA Power Lead for IP500	Quantity 1
AVAYA IP400 Cable, ISDN 3M Red	Quantity 8
AVAYA IPO IP500 WALL MNTG KIT	Quantity 1
IPO R10 BASIC ED PLDS LIC	Quantity 1
AVAYA IP500v2 COMBO CARD ATM V2	Quantity 2
AVAYA 1416 TELSET FOR CM/IPO/IE UpN	Quantity 2
1416 TELSET FOR CM/IPO/IE UpN 4 PACK	Quantity 2
IP Office Install 1-10 Ext	Quantity 1
Carrier Services Audit	Quantity 1
IPO Shield Bundle	Quantity 1
VCare 1 Year 1 - 15 Phones	Quantity 1

Lease Information: 60 month 0% True Lease: \$169.85/mo

**\*Pricing valid until 11/14/2017\***



17 October 2017

**vCARE Warranty Terms & Conditions:**

(X) vCARE - vCARE is a warranty (8x5) on New Avaya IP Office Phone Systems, software release 8.1 or higher. Equipment added during the warranty period will be covered coterminously with the original installation if and only if the original IP Office has vCARE as a line item on the initial Agreement. vCARE coverage requires that the equipment be installed in the original environment during the warranty term. If a company moves, a Votacall certified technician must provide the system move service which will be billed hourly, otherwise vCARE is void. vCARE will replace non-functioning Avaya Hardware during the warranty period unless the problem is a result of misuse, abuse, fire, flood, power surge, weather or natural disaster. vCARE includes 8x5 next day equipment replacement and installation by a certified technician. Any programming that is necessary to get the system functioning properly with the replacement equipment will be completed remotely. vCARE Requires that the IP Office is connected to the customer's network to provide remote support. If a technician is requested or required to diagnose or solve a problem related or unrelated to the Avaya Equipment, the onsite technical time will be billed hourly with a 2 hour minimum. vCARE does not cover wireless phones, access points, IP Dect Base or server. Any non-Avaya Equipment including but not limited to, Paging, Headsets, Door Phones, Servers or any 3rd Party equipment will not be covered. vCARE does include 30 Day Remote Support for programming changes and system support. vCARE does not cover incumbent Carrier issues or issues related to a Carrier change. Replacement hardware provided may be new, refurbished or functionally equivalent. It will be furnished only on an exchange basis. Customer's signature acknowledges any cancellation of equipment after order is subject to a restocking fee of 15%.

**Customer Accepted By:**

\_\_\_\_\_  
Authorized Customer Representative:                      Typed/Printed Name:                      Date:

**Agent Accepted By:**

\_\_\_\_\_  
Authorized Signature:                      Typed/Printed Name:                      Date: