

| Support Agreement | | | | | |
|--|-------|-------------------|-------------|---|--------------------|
| Prepared for ShoreTel Customer: Hidalgo County | | | | | |
| | | | | | Enterprise Support |
| | Qty | Port/Client Count | List Price* | 1Yr | |
| ShoreGear | | | | | |
| ShoreGear 40/8 | 10 | 80 | \$ 19,950 | \$ | 798.00 |
| ShoreGear 60/12 | 11 | 132 | \$ 32,945 | \$ | 1,317.80 |
| ShoreGear 120/24 | 26 | 624 | \$ 129,870 | \$ | 5,194.80 |
| ShoreGear 24A | -- | -- | \$ - | \$ | - |
| ShoreGear 30 | -- | -- | \$ - | \$ | - |
| ShoreGear 50 | -- | -- | \$ - | \$ | - |
| ShoreGear 90 | -- | -- | \$ - | \$ | - |
| ShoreGear T1 | 10 | -- | \$ 34,950 | \$ | 1,398.00 |
| ShoreGear T1k | -- | -- | \$ - | \$ | - |
| ShoreGear 220T1 | -- | -- | \$ - | \$ | - |
| ShoreGear 220T1A | -- | -- | \$ - | \$ | - |
| ShoreTel Application Server | | | | | |
| Extension & Mailbox License | 1,424 | 1,424 | \$ 284,800 | \$ | 45,568.00 |
| Extension-only License | 137 | 137 | \$ 19,180 | \$ | 3,068.80 |
| Mailbox-only License | -- | -- | \$ - | \$ | - |
| Add'l Language License | -- | -- | \$ - | \$ | - |
| Softphone License (versions 7.5 and earlier) | 40 | -- | \$ 6,000 | \$ | 960.00 |
| SIP Trunk Software License | -- | -- | \$ - | \$ | - |
| SIP Device License (version 8.0 software) | -- | -- | \$ - | \$ | - |
| SIP Trunk to SIP Device Conversion License | -- | -- | \$ - | \$ | - |
| Distributed Voice Services License | 8 | -- | \$ 7,960 | \$ | 1,273.60 |
| MultiSite License | 55 | 55 | \$ 54,725 | \$ | 8,756.00 |
| Additional Site License | -- | -- | \$ - | \$ | - |
| ShoreTel TAPI Application Server License | -- | -- | \$ - | \$ | - |
| ShoreTel Remote Web Reporting License | 8 | 8 | \$ 21,560 | \$ | 3,449.60 |
| Branch Office Solution (DVS License + Site License + Server) | -- | -- | \$ - | \$ | - |
| Base, Audio Conferance HW and SW with 12 Ports | -- | -- | \$ - | \$ | - |
| Base, Audio & Web Conferance HW and SW with 12 Ports | -- | -- | \$ - | \$ | - |
| Add-on, Audio Conferance SW (12 Ports) | -- | -- | \$ - | \$ | - |
| Add-on, Audio & Web Conferance SW (12 Ports) | -- | -- | \$ - | \$ | - |
| Add-on, Audio & Document Sharing SW (12 Ports) (version 4.5 only) | -- | -- | \$ - | \$ | - |
| Base, Conferance Bridge Upgrade, 1st 12 Web Ports (req Conf Brq Rel 5.6) | -- | -- | \$ - | \$ | - |
| Base, Conferance Bridge Upgrade, additional 12 Web Ports | -- | -- | \$ - | \$ | - |
| Upgrade, 12 Document Ports to Application Sharing | -- | -- | \$ - | \$ | - |
| ShoreTel Call Center | | | | | |
| Personal Call Manager (versions 7.5 and earlier) | -- | N/A | \$ - | \$ | - |
| Operator Call Manager (versions 7.5 and earlier) | 12 | N/A | \$ 7,140 | \$ | 1,142.40 |
| Agent Call Manager (versions 7.5 and earlier) | -- | N/A | \$ - | \$ | - |
| Supervisor Call Manager (versions 7.5 and earlier) | 90 | N/A | \$ 53,550 | \$ | 8,568.00 |
| Professional Call Manager (version 8.0) | -- | N/A | \$ - | \$ | - |
| Personal Call Manager (version 8.0) | -- | N/A | \$ - | \$ | - |
| Operator Call Manager (version 8.0) | -- | N/A | \$ - | \$ | - |
| Agent Call Manager (version 8.0) | -- | N/A | \$ - | \$ | - |
| Supervisor Call Manager (version 8.0) | -- | N/A | \$ - | \$ | - |
| Mobile Call Manager (requires ShoreTel v7.5 or later) | -- | N/A | \$ - | \$ | - |
| SALESFORCE.COM Call Center Adaptor Software | -- | N/A | \$ - | \$ | - |
| SALESFORCE.COM Call Center Adaptor Software (upgrade) | -- | N/A | \$ - | \$ | - |
| ShoreTel Netsuite CRM Integration Software | -- | N/A | \$ - | \$ | - |
| ShoreTel Microsoft Dynamics CRM Integration | -- | N/A | \$ - | \$ | - |
| ShoreTel Microsoft Dynamics CRM Integration (w/o web dialer) | -- | N/A | \$ - | \$ | - |
| ShoreTel Web Dialer | -- | N/A | \$ - | \$ | - |
| ShoreTel Contact Center Package (See Contact Center sheet) | -- | N/A | \$ - | \$ | - |
| Sm. Business Edition Upgrade to Enterprise Ed. | -- | N/A | \$ - | \$ | - |
| | | | | SUBTOTAL Support Price: | \$ 81,495.00 |
| | | | | TOTAL Discounts: | \$ 8,149.50 |
| | | | | TOTAL Support Price of All ShoreTel Products: | \$ 73,345.50 |

Acct # 8-1100-415-00-200-002-0-336
 Available Balance 42,543.37

ShoreTel Confidential

STARR TELECOMMUNICATIONS ETC, LLC

Estimate

304 W Veterans Dr.
Palmview, TX 78572

| | |
|----------|------------|
| Date | Estimate # |
| 9 8 2008 | 777 |

| |
|--|
| Name / Address |
| HIDALGO COUNTY 100 S.CLOSNER EDINBURG, TEXAS 78539 LONGORIA HOUSE |
| Project |
| |

Don't have money...

| Item | Description | Qty | Rate | Total |
|---------------|---|-----|--------|----------|
| HC C5NP EX | COPPER:CAT 5e NON PLENUM- EXPEDITED (SAME BUILDING DIFFERENT LOCATIONS) | 85 | 93.00 | 7,905.00 |
| HC M-48PP 5 | MISC:CAT 5e 48 PORT PATCH PANEL | 3 | 325.00 | 975.00 |
| HC M-NDP WM | MISC:NEAT PATCH CABLE MANAGER W PATCH CABLE KIT | 3 | 195.00 | 585.00 |
| HC FO 6S MM A | FIBER OPTIC: 6 STAND MULTI-MODE ARMORED EXPEDITED | 400 | 3.25 | 1,300.00 |
| HC FO 6PK T | FIBER OPTIC:TERMINATIONS | 24 | 25.00 | 600.00 |
| HC FOM 6P | FIBER OPTIC MISC: ST 6 PAK | 4 | 30.75 | 123.00 |
| HC FMR O | FLOOR MOUNT RACK: FLOOR MOUNT OPEN RACK | 3 | 165.00 | 495.00 |
| HC FMR I | FLOOR MOUNT RACK:FLOOR MOUNT RACK INSTALLATION | 3 | 125.00 | 375.00 |
| HC FMR LRA | FLOOR MOUNT RACKS:LADDER RACK ASSEMBLY | 3 | 180.00 | 540.00 |
| HC FMR LRA I | FLOOR MOUNT RACKS:LADDER RACK INSTALLATION | 3 | 100.00 | 300.00 |
| HC FMR VCM | FLOOR MOUNT RACKS: VERTICAL CABLE MANAGEMENT | 3 | 225.00 | 675.00 |
| HC MISC | MISC: J HOOKS WALL HANGERS | 10 | 3.75 | 37.50 |
| HC MISC | MISC: CABLE SUPPORT SADDLES | 6 | 15.75 | 94.50 |
| HC MISC | MISC: WIRE MOLD RACEWAY | 300 | 4.00 | 1,200.00 |
| HC MISC | MISC: CONCRETE PENETRATIONS | 6 | 65.00 | 390.00 |
| HC MISC | MISC: FIRE WALL PENETRATIONS | 6 | 45.00 | 270.00 |

ALL PRICES AND COSTS ARE GOOD FOR 30 DAYS

Subtotal \$15,865.00

Sales Tax (8.25%) \$0.00

Total \$15,865.00

956.580.1333 Phone
956.519.7859 Fax

Acct # 8-1100 -415-00-200-002-0-431
Available Balance \$4,693.19