

From: Renán Ramirez [mailto:renan@co.hidalgo.tx.us]
Sent: Thursday, August 13, 2009 10:27 AM
To: edna.kirby@co.hidalgo.tx.us
Subject: FW: ShoreTel's Support Pricing Change

----- Forwarded Message -----

From: ShoreTel <marketing@shoretel.com>
To: lee@lavaconcepts.com
Sent: Wednesday, May 13, 2009 10:01:31 PM
Subject: ShoreTel's Support Pricing Change

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Please do not reply to this email.



May 11, 2009

Dear Partners,

As a follow-up to our January communication regarding upcoming support pricing changes, we have created a new support pricing structure which will go into effect on July 1, 2009*.

This is an important and comprehensive change to the pricing structure, so please read this letter and the accompanying FAQ document ([Link](#)) in their entirety.

We are all committed to the highest level of world-class customer satisfaction. In order to enable us to continue to invest aggressively in customer support and also to maintain strong support margins for ShoreTel and our partners, we are instituting this price adjustment.

Under our new pricing structure, all support pricing, whether Partner Support or Enterprise Support will be at a flat rate. Please note: ShoreWare Call Quality Monitor (CQM) will NOT be included in any new customer or renewing support agreements. Below, is a summary of the changes, and the attached FAQ document provides further detail.

Pricing change overview:

- Flat pricing structure
- Global approach
- Based on ShoreTel customer list price
- Support must contain at least hardware and software; no software-only contracts (unless grandfathered prior to April 1, 2009)
- Support pricing for phones is extended beyond five years
- Multiyear contract discounts still apply: 10% for 3-year contracts; 15% for 5-year contracts

Enterprise Support on full support (hardware, software and phones) will be 11.5% of the customer list price for all components (20% standard partner discount).

Partner Support will be based on a set of controllable metrics, and rolled out in two phases. These metrics are based on CSAT scores and ShoreTel Technical Assistance Center (TAC) utilization; so partners have the opportunity to affect their price by managing and resolving issues before bringing them to ShoreTel.

- Full Partner Support (hardware, software and phones) will either be at 4%, 4.5% or 5% of customer list price for all components, based on your average TAC utilization and CSAT scores for a specific period
- Phase one will place all Certified and Certified Orange partners at 4%, the best pricing level
- During phase two the Partner Support price will be determined by TAC utilization and CSAT scores

Again, please read the accompanying FAQ document for more details and if you have any questions please contact your Client Services Manager.

Sincerely,

Walter Weisner
Vice President - Global Services

* Please note that ShoreTel reserves the right to modify these service offerings at any time.

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Lee Gonzalez, Lava Concepts and Consulting is receiving this email at lee@lavaconcepts.com because you have provided your e-mail address to ShoreTel. View our [Privacy Policy](#).

960 Stewart Drive
Sunnyvale, CA 94085 USA
(408) 331-3300

ShoreTel shoreCare Enterprise Support Quote

Printed: 7/30/2009

Quote expires on 9/30/2009

Account: Hidalgo County Courthouse
 100 N. Closer Blvd.
 Edinburg, TX 78539
 Main Phone: (956) 292-7010
 Main Fax: (956) 318-2152
 Renewal ID: 1-8DAJY-13734
 Exchange Rate: 1.000

Partner: Lava Concepts and Consulting, 51073
 135 Paseo Del Prado
 Edinburg, TX 78539
 Main Phone: (956) 684-9559
 Main Fax: (877) 793-5282

Account Contacts:

Contact Name:	Title:	Phone:	Fax:	Email:
* Juan De Leon	Network Administrator	(956) 292-7010 - 6004	(926) 292-7096	juan@co.hidalgo.tx.us
* Eli Gracia	Telecom Mgr	(956) 292-7010	(956) 318-2152	eli.gracia@co.hidalgo.tx.us
* Renan Ramirez-Canto	Chief Information Officer	(956) 292-7010 - 6011	(956) 318-2152	renan@co.hidalgo.tx.us
* Stan Ramos	Tech III	(956) 292-7010	(956) 318-2152	stan.ramos@co.hidalgo.tx.us

Current Agreement and Entitlements:

Agreement: **Enterprise (1 Yr)**
 CRC 7X24
 Hardware Maintenance
 Software Updates
 Unlimited Access
 Unlimited Access
 Unlimited Access

ShoreTel Product Profile:

Support Terms & Pricing:
 1 Yr Amt

Qty	Serial Number:	Shipped:	Status:	Unit Cost:	PO# (if available)	1 Yr Amt
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28 Additional Site License
 Total Additional Site License Purchased: 28
 Covered 0.00 51073-853 0.00

Distributed Voice Services Licence

2	Distributed Voice Services Licence	7/12/06	Covered	995.00	1688	228.85
4	Distributed Voice Services Licence	10/17/05	Covered	995.00	1411 - release#3	457.70

Total Distributed Voice Services Licence Purchased: 6
 Support for PRODUCTION items: 686.55

ShoreGear 50 Switch

1	ShoreGear 50 Switch	S50J08330CC806	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC807	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC808	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC80A	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC813	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC816	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC81A	10/22/08	Covered	1,995.00	51073-853	229.43

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1	ShoreGear 50 Switch	S50J08330CC81C	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC81D	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC81E	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC81F	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC821	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC822	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC828	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC82A	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC84D	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC85A	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC867	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC86C	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87E	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87F1	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87F2	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87F4	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87F7	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC87FC	10/22/08	Covered	1,995.00	51073-853	229.43
1	ShoreGear 50 Switch	S50J08330CC804	10/22/08	Covered	1,995.00	51073-853	229.43

Total ShoreGear 50 Switch Purchased: 28

ShoreGear 60/12 Switch

Support for PRODUCTION Items:

6423.90

1	ShoreGear 60/12 Switch	12CM0426003AA0	8/5/04	Covered	2,995.00	040307 - Courthouse 1	344.43
1	ShoreGear 60/12 Switch	12CM0429003D2E	8/5/04	Covered	2,995.00	040307 - Courthouse 1	344.43
1	ShoreGear 60/12 Switch	12CM0442004806	12/20/04	Covered	2,995.00	040413 - JP Morales	344.43
1	ShoreGear 60/12 Switch	12CM043600416E	9/30/04	Covered	2,995.00	040354 - Constable Pct1	344.43
1	ShoreGear 60/12 Switch	12CM043600417E	9/30/04	Covered	2,995.00	040346 - County Elector	344.43

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 Main Phone: (956) 684-9559
 Main Fax: (877) 793-5282

1	ShoreGear 60/12 Switch	12JCM05400202A3	10/17/05	Covered	2,995.00	U4U356 - Jr L Garza	344.43
1	ShoreGear 60/12 Switch	12JCM05400202A7	10/17/05	Covered	2,995.00	1411 - release#3	344.43
1	ShoreGear 60/12 Switch	12CM0510005B26	5/31/05	Covered	2,995.00	1411 - release#3	344.43
1	ShoreGear 60/12 Switch	12CM0510005B36	5/31/05	Covered	2,995.00	1411	344.43

Total ShoreGear 60/12 Switch Purchased: 10
 Support for PRODUCTION items: 3444.25

ShoreGear-24 Switch

1	ShoreGear-24 Switch	24CM051400604A	5/31/05	Covered	4,995.00	1411	574.43
1	ShoreGear-24 Switch	24CM0514006052	5/31/05	Covered	4,995.00	1411	574.43
1	ShoreGear-24 Switch	24JC05420205FD	12/12/05	Covered	4,995.00	1540	574.43
1	ShoreGear-24 Switch	24JC0547020E13	12/12/05	Covered	4,995.00	1540	574.43
1	ShoreGear-24 Switch	24CM0448004B8	12/20/04	Covered	4,995.00	040414 - Budget Office	574.43
1	ShoreGear-24 Switch	24JC062103BC50	7/12/06	Covered	4,995.00	1688	574.43
1	ShoreGear-24 Switch	24JC062103BC54	7/12/06	Covered	4,995.00	1688	574.43
1	ShoreGear-24 Switch	24JC062103BCBE	7/12/06	Covered	4,995.00	1688	574.43
1	ShoreGear-24 Switch	24CM051700621C	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM052100647A	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM0521006482	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM0521006486	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM0521006488	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM052100648E	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM0521006490	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM0521006494	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM05210064D8	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM05210064DA	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24CM05210064E0	10/17/05	Covered	4,995.00	1411 - release#3	574.43
1	ShoreGear-24 Switch	24JC08470E6106	2/26/09	Covered	4,995.00	51073-221905	574.43
1	ShoreGear-24 Switch	24CM0429003CB8	9/30/04	Covered	4,995.00	040346 - County Elector	574.43
1	ShoreGear-24 Switch	24CM425003A2A	8/5/04	Covered	4,995.00	040307 - Courthouse 1	574.43

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 Main Fax: (877) 793-5282

ShoreGear-24 Switch 24CMA25003850 8/5/04 Covered

4,995.00 U4U3U/ - Courthouse 1 5/4.43

1 ShoreGear-24 Switch 24CMA25003A02 8/5/04 Covered

4,995.00 040307 - Courthouse 1 574.43

Total ShoreGear-24 Switch Purchased: 24

Support for PRODUCTION items: 13786.20

ShoreGear-40 Switch

1 ShoreGear-40 Switch 08CM043900434A 9/24/04 Covered

1,995.00 040341 229.43

1 ShoreGear-40 Switch 08CM043900438A 9/30/04 Covered

1,995.00 040357 - JP Contreras 229.43

1 ShoreGear-40 Switch 08JC053401F6FF 10/17/05 Covered

1,995.00 1411 - release#3 229.43

1 ShoreGear-40 Switch 08JC061803B636 7/12/06 Covered

1,995.00 1688 229.43

1 ShoreGear-40 Switch 08JC061803B666 7/12/06 Covered

1,995.00 1688 229.43

1 ShoreGear-40 Switch 08JC061803B66C 7/12/06 Covered

1,995.00 1688 229.43

1 ShoreGear-40 Switch 08CM050900588E 5/31/05 Covered

1,995.00 1411 229.43

1 ShoreGear-40 Switch 08CM051800629C 5/31/05 Covered

1,995.00 1411 229.43

1 ShoreGear-40 Switch 08JC0650057C9F 12/27/06 Covered

1,995.00 50274-1872 229.43

Total ShoreGear-40 Switch Purchased: 9

Support for PRODUCTION items: 2064.83

ShoreGear-T1 Switch

1 ShoreGear-T1 Switch T1JC061003A866 7/7/06 Covered

3,495.00 1689 401.93

1 ShoreGear-T1 Switch T1CM04380042CE 9/29/04 Covered

3,995.00 Purchased RMA 401.93

1 ShoreGear-T1 Switch T1CJ053201F649 10/7/05 Covered

3,995.00 401.93

1 ShoreGear-T1 Switch T1JC053401F79F 10/17/05 Covered

3,995.00 1411 - release#3 401.93

1 ShoreGear-T1 Switch T1JC053401F7B7 10/17/05 Covered

3,995.00 1411 - release#3 401.93

1 ShoreGear-T1 Switch T1JC053401F7E1 10/17/05 Covered

3,995.00 1411 - release#3 401.93

1 ShoreGear-T1 Switch T1CM04380041F4 9/30/04 Covered

3,995.00 040346 - County Elector 401.93

1 ShoreGear-T1 Switch T1CM0429003C6E 8/5/04 Covered

3,995.00 040307 - Courthouse 1 401.93

1 ShoreGear-T1 Switch T1CM0249003C62 8/5/04 Covered

3,995.00 040307 - Courthouse 1 401.93

1 ShoreGear-T1 Switch T1JC082100B5DF 10/22/08 Covered

3,495.00 51073-853 401.93

1 ShoreGear-T1 Switch T1JC082100B629 10/22/08 Covered

3,495.00 51073-853 401.93

1 ShoreGear-T1 Switch T1JC082100B66D 10/22/08 Covered

3,495.00 51073-853 401.93

1 ShoreGear-T1 Switch T1JC082100B66D 10/22/08 Covered

3,495.00 51073-853 401.93

Total ShoreGear-T1 Switch Purchased: 12

Support for PRODUCTION items: 4823.16



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 135 Paseo Del Prado
 Edinburg, TX 78539
 Main Phone: (956) 684-9559
 Main Fax: (877) 793-5282

ShorePhone 560

10	ShorePhone 560	9/30/04	Not Covered	429.00	040348 - JP Saenz	0.00
6	ShorePhone 560	8/20/04	Not Covered	429.00	040323 - 93rd Court Dist	0.00
15	ShorePhone 560	9/30/04	Not Covered	429.00	040346 - County Elector	0.00
6	ShorePhone 560	9/24/04	Not Covered	429.00	040341 - JP Trevino Swi	0.00
3	ShorePhone 560	11/17/04	Not Covered	429.00	040353 - Constable Pct1	0.00
5	ShorePhone 560	11/17/04	Not Covered	429.00	040358 - JP Jackson	0.00
2	ShorePhone 560	10/8/04	Not Covered	429.00	040351 - Constable Pct3	0.00
5	ShorePhone 560	1/26/05	Not Covered	429.00	040452 - Master Court #	0.00
29	ShorePhone 560	1/26/05	Not Covered	429.00	040451 - 370th Dist Cou	0.00
5	ShorePhone 560	1/26/05	Not Covered	429.00	040450 - 389th Dist Cou	0.00
4	ShorePhone 560	11/17/04	Not Covered	429.00	040352 - Constable Pct3	0.00
3	ShorePhone 560	12/17/04	Not Covered	429.00	040411 - Info Tech Dept	0.00
10	ShorePhone 560	11/29/04	Not Covered	429.00	040394 - Drainage Dept	0.00
4	ShorePhone 560	11/29/04	Not Covered	429.00	040386 - Planning & Zor	0.00
55	ShorePhone 560	8/5/04	Not Covered	429.00	040307 - Courthouse 1	0.00
5	ShorePhone 560	11/17/04	Not Covered	429.00	040359 - JP Espinosa	0.00
42	ShorePhone 560	1/26/05	Not Covered	429.00	040449 - IP Tel	0.00
25	ShorePhone 560	7/7/06	Not Covered	349.00	1689	0.00
200	ShorePhone 560	5/31/05	Not Covered	429.00	1411	0.00
23	ShorePhone 560	10/8/04	Not Covered	429.00	040351	0.00
1	ShorePhone 560	9/30/04	Not Covered	429.00	040354 - Constable Pct1	0.00
5	ShorePhone 560	9/30/04	Not Covered	429.00	040355 - JP Ochoa	0.00
5	ShorePhone 560	9/30/04	Not Covered	429.00	040356 - JP L Garza	0.00
3	ShorePhone 560	9/30/04	Not Covered	429.00	040357 - JP Contreras	0.00
11	ShorePhone 560	12/20/04	Not Covered	429.00	040414 - Budget Office	0.00
1	ShorePhone 560	12/20/04	Not Covered	429.00	040413 - JP Morales	0.00
5	ShorePhone 560	12/20/04	Not Covered	429.00	040412 - 370th Distric C.	0.00
7	ShorePhone 560	2/28/05	Not Covered	429.00	040496 - Tax Assessor	0.00

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5	ShorePhone 560	1/26/05	Not Covered	429.00	u4u4s3 - Zuehl List Cou	0.00	0.00
4	ShorePhone 560	12/20/04	Not Covered	429.00	040416 - Tax Assess/ C	0.00	0.00
44	ShorePhone 560	12/20/04	Not Covered	429.00	040415 - County Clerk	0.00	0.00
Total ShorePhone 560 Purchased: 548				Support for PRODUCTION items: 0.00			

Shorephone BB24							
1	Shorephone BB24	6/3/09	Not Covered	299.00	51073-221-801	0.00	0.00
12	Shorephone BB24	1/17/05	Not Covered	349.00	1522	0.00	0.00
Total Shorephone BB24 Purchased: 13				Support for PRODUCTION items: 0.00			

Shorephone IP110							
12	Shorephone IP110	1/17/05	Not Covered	149.00	1522	0.00	0.00
Total Shorephone IP110 Purchased: 12				Support for PRODUCTION items: 0.00			

Shorephone IP230 Black							
100	Shorephone IP230 Black	3/8/09	Not Covered	259.00	51073-221-909	0.00	0.00
180	Shorephone IP230 Black	10/22/08	Not Covered	259.00	51073-853	0.00	0.00
Total Shorephone IP230 Black Purchased: 280				Support for PRODUCTION items: 0.00			

Shorephone IP560 Black							
100	Shorephone IP560 Black	4/16/07	Not Covered	349.00	1411	0.00	0.00
100	Shorephone IP560 Black	7/12/06	Not Covered	349.00	1688	0.00	0.00
7	Shorephone IP560 Black	9/1/06	Not Covered	349.00		0.00	0.00
3	Shorephone IP560 Black	10/30/06	Not Covered	329.00		0.00	0.00
500	Shorephone IP560 Black	10/17/05	Not Covered	429.00	1411 - release#3	0.00	0.00
9	Shorephone IP560 Black	12/27/06	Not Covered	329.00	50274-1872	0.00	0.00
Total Shorephone IP560 Black Purchased: 719				Support for PRODUCTION items: 0.00			

Shorephone IP560 Silver							
25	Shorephone IP560 Silver	10/23/07	Not Covered	349.00	50728-1227	0.00	0.00
Total Shorephone IP560 Silver Purchased: 25				Support for PRODUCTION items: 0.00			

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ShoreWare Client: Operator Call Manager

10 ShoreWare Client: Operator Call Manager 7/12/06 Covered 595.00 1688 684.25

Total ShoreWare Client: Operator Call Manager Purchased: 10

Support for PRODUCTION items: 684.25

ShoreWare Client: Supervisor Call Manager

80 ShoreWare Client: Supervisor Call Manager 10/17/05 Covered 795.00 1411 - release#3 7314.00

Total ShoreWare Client: Supervisor Call Manager Purchased: 80

Support for PRODUCTION items: 7314.00

ShoreWare Extension & Mailbox Client

55 ShoreWare Extension & Mailbox Client 8/5/04 Covered 200.00 040307 - Courthouse 1 1265.00

500 ShoreWare Extension & Mailbox Client 10/17/05 Covered 200.00 1411 - release#3 11500.00

25 ShoreWare Extension & Mailbox Client 10/23/07 Covered 200.00 50728-1227 575.00

100 ShoreWare Extension & Mailbox Client 7/12/06 Covered 200.00 1688 2300.00

100 ShoreWare Extension & Mailbox Client 4/16/07 Covered 200.00 1411 2300.00

6 ShoreWare Extension & Mailbox Client 1/26/05 Covered 200.00 040453 - 206th Dist Cou 138.00

7 ShoreWare Extension & Mailbox Client 2/28/05 Covered 200.00 040496 - Tax Assessor 161.00

200 ShoreWare Extension & Mailbox Client 5/31/05 Covered 200.00 1411 4600.00

25 ShoreWare Extension & Mailbox Client 7/7/06 Covered 200.00 1689 575.00

28 ShoreWare Extension & Mailbox Client 5/31/05 Covered 200.00 1411 644.00

9 ShoreWare Extension & Mailbox Client 12/27/06 Covered 200.00 50274-1872 207.00

42 ShoreWare Extension & Mailbox Client 1/26/05 Covered 200.00 040449 - IP Tel 966.00

12 ShoreWare Extension & Mailbox Client 10/7/05 Covered 200.00 200.00 276.00

1 ShoreWare Extension & Mailbox Client 12/20/04 Covered 200.00 040413 - JP Morales 23.00

11 ShoreWare Extension & Mailbox Client 12/20/04 Covered 200.00 040414 - Budget Office 253.00

44 ShoreWare Extension & Mailbox Client 12/20/04 Covered 200.00 040415 - County Clerk 1012.00

4 ShoreWare Extension & Mailbox Client 11/29/04 Covered 200.00 040386 - Planning & Zor 92.00

3 ShoreWare Extension & Mailbox Client 12/17/04 Covered 200.00 040411 - Info Tech Dept 69.00

5 ShoreWare Extension & Mailbox Client 12/20/04 Covered 200.00 040412 - 370th Distric C. 115.00

4 ShoreWare Extension & Mailbox Client 11/17/04 Covered 200.00 040352 - Constable Pct3 92.00

1 ShoreWare Extension & Mailbox Client 9/30/04 Covered 200.00 040354 - Constable Pct1 23.00

ShoreTel ShoreCare Enterprise Support Quote

Printed: 1/30/2009

Quote expires on 9/30/2009

Account: Hidalgo County Courthouse
 100 N. Clossner Blvd.
 Edinburg, TX 78539
 Main Phone: (956) 292-7010
 Main Fax: (956) 318-2152
 Renewal ID: 1-8DAJY-13734
 Exchange Rate: 1.000

Partner: Lava Concepts and Consulting, 51073
 135 Paseo Del Prado
 Edinburg, TX 78539
 Main Phone: (956) 684-9559
 Main Fax: (877) 793-5282

6	ShoreWare Extension & Mailbox Client	1/26/05	Covered	200.00	040452 - Master Court #	138.00
29	ShoreWare Extension & Mailbox Client	1/26/05	Covered	200.00	040451 - 370th Dist Cou	667.00
7	ShoreWare Extension & Mailbox Client	1/26/05	Covered	200.00	040450 - 389th Dist Cou	161.00
10	ShoreWare Extension & Mailbox Client	11/29/04	Covered	200.00	040394 - Drainage Dept	230.00
4	ShoreWare Extension & Mailbox Client	12/20/04	Covered	200.00	040416 - Tax Assess/ C/	92.00
5	ShoreWare Extension & Mailbox Client	9/30/04	Covered	200.00	040355 - JP Ochoa	115.00
3	ShoreWare Extension & Mailbox Client	9/30/04	Covered	200.00	040357 - JP Contreras	69.00
5	ShoreWare Extension & Mailbox Client	11/17/04	Covered	200.00	040359 - JP Espinosa	115.00
5	ShoreWare Extension & Mailbox Client	9/30/04	Covered	200.00	040356 - JP L Garza	115.00
6	ShoreWare Extension & Mailbox Client	9/24/04	Covered	200.00	040341 - JP Trevino Swi	138.00
10	ShoreWare Extension & Mailbox Client	9/27/04	Covered	200.00	040530 - County Elector	230.00
15	ShoreWare Extension & Mailbox Client	9/30/04	Covered	200.00	040346 - County Elector	345.00
6	ShoreWare Extension & Mailbox Client	8/20/04	Covered	200.00	040323 - 93rd Court Dist	138.00
28	ShoreWare Extension & Mailbox Client	10/22/08	Covered	200.00	51073-853	644.00
Total ShoreWare Extension & Mailbox Client Purchased: 1,321				Support for PRODUCTION items:		30383.00

ShoreWare Extension Only Client

152	ShoreWare Extension Only Client	10/22/08	Covered	140.00	51073-853	2447.20
18	ShoreWare Extension Only Client	12/12/05	Covered	140.00	1540	289.80
1	ShoreWare Extension Only Client	2/28/05	Covered	140.00	040496 - Tax Assessor	16.10
100	ShoreWare Extension Only Client	10/17/05	Covered	140.00	1411 - release#3	1610.00
Total ShoreWare Extension Only Client Purchased: 271				Support for PRODUCTION items:		4363.10

ShoreWare Server Software

1	ShoreWare Server Software	10/7/05	Covered	0.00		0.00
1	ShoreWare Server Software	8/5/04	Covered	0.00	040307 - Courthouse 1	0.00
Total ShoreWare Server Software Purchased: 2				Support for PRODUCTION items:		0.00

ShoreWare SoftPhone

30	ShoreWare SoftPhone	8/5/04	Covered	150.00	040307 - Courthouse 1	517.50
Total ShoreWare SoftPhone Purchased: 30						

ShoreTel ShoreCare Enterprise Support Quote

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 Edinburg, TX 78539
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Support for PRUUC11UN items: 51 / 30
 Subtotal for ShoreCare Enterprise: \$74,489.74
 Lava Concepts Discount to Hidalgo: \$7,448.97

Plus ShoreCare Reinstatement Fee*:

Amount to Renew PRODUCTION equipment: \$67,040.77
 * ShoreTel charges a 20% surcharge on year 1 support fees for all reinstated ShoreCare agreements, or for agreements renewed after their expiration date. 1 Yr Amt \$7,448.97

Please Note: By law, ShoreTel is required to charge Sales Tax on all support contracts. This is because software updates are provided by ShoreTel, Inc. as part of the annual support agreement. The software updates portion of the ShoreCare support agreement does not contain VSOE (eg fair market value for that portion) and cannot be broken out separately, and therefore by law, ShoreTel must collect sales tax on the entire support amount. All appropriate State, County, and City taxes will be applied at the time of invoicing.

ShoreTel shoreCare Enterprise Support Quote

Printed: 7/30/2009

Quote expires on 9/30/2009

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Main Fax: (956) 318-2152
Renewal ID: 1-DDAJY-13734
Exchange Rate: 1.000

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135 Paseo Del Prado
Edinburg, TX 78539
Main Phone: (956) 684-9559
Main Fax: (877) 793-5282

Contract Admin Comments: Enterprise Support ~ No Phones

Please accept this signed ShoreCare Service Profile Quote as my purchase order for:
(Please check the appropriate term)

ShoreCare - One Year Term for \$74489.74
10/1/2009 through 9/30/2010

I have reviewed the attached ShoreTel System configuration and understand that only the products and equipment shown on the configuration list with the status of "Covered" will be supported by ShoreTel, Inc. and that equipment noted with a status of "Not Covered" will not be covered under a ShoreCare Service Agreement. I understand that by renewing my ShoreCare Enterprise Agreement I am agreeing to the ShoreCare Enterprise Support Agreement Addendum attached. Support quotes are based on the software and hardware configurations provided by the Partner. The Partner is solely responsible for the accuracy of the configuration and the collection of support fees from Partner's customers. Support quotes are final upon receipt by ShoreTel of a copy executed by the Partner. ShoreTel will not provide a refund or credit for an executed support quote if the configuration was inaccurate or Partner was unable to collect the applicable support fees from its Customer.

PO Number to reference for billing purposes: _____

Signature _____ Date _____
Print Name _____

ShoreTel shoreCare Enterprise Support Quote

Printed: 11/30/2009

Quote expires on 9/30/2009

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 100 N. Closer Blvd.
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ShoreCare Enterprise Service Consists of:

ShoreCare Feature	Enterprise Program Provides
Technical Assistance Center (TAC)	
<ul style="list-style-type: none"> ▪ Hours of Service ▪ After Hours ▪ Authorized Contacts 	7 x 24 1 hour response Up to Four Contacts may be designated
ShoreCare Web Access	
<ul style="list-style-type: none"> ▪ Access the ShoreCare Web Center ▪ Case Management ▪ Knowledgebase 	Yes Yes Yes
QuickStart Education Services	
<ul style="list-style-type: none"> ▪ Web-based End-user Training ↳ Number of Students ▪ Web-based System Administrator Training ↳ Number of Students 	Yes 16 Yes 8
Software Subscription Services	
<ul style="list-style-type: none"> ▪ Software Updates ▪ Published Patches and Fixes 	Yes Yes
ShoreGear Switch Hardware Maintenance Services	
<ul style="list-style-type: none"> ▪ Extended Warranty ▪ Advanced Exchange ▪ Delivery Method 	Yes Yes Next Business Day Delivery
ShorePhone IP Telephone Hardware Maintenance Services	
<ul style="list-style-type: none"> ▪ Extended Warranty ▪ Advanced Exchange ▪ Delivery Method^{1,2} 	Yes Yes Ground Delivery ¹ Additional fee applicable for expedited handling ² Requestor responsible for shipping charges for shipping method other than ground