

Richline Technical Services, LLC

Quote



From: Joshua Richline
Richline Technical Services, LLC
114 N. Mesquite St.
Corpus Christi, TX 78401
361-882-6297
jrichline@richline.cc

Prepared for: Eli Gracia
Hidalgo County
Information Technology
100 East Cano 4th Floor
Edinburg, TX 78539
956-838-7010
eli.gracia@co.hidalgo.tx.us

Quantity	Description	Unit Price	Ext. Price
1.00	Shoretel Partner Support (No Phones) includes remote support and monitoring of ShoreTel Server and Switches Software updates and patches from ShoreTel Extends Warranty on ShoreTel Switches for term of Support Contract One Year Term 10/1/2012 through 9/30/2013 Covered Equipment includes all hardware and licenses listed as "Covered" on "Attachment 1: Hidalgo County Shoretel Equipment List" DIR Contract #: DIR-SDD-1603 Richline Technical Services, Inc. Vendor ID:14605204313	59,424.73	59,424.73
Total:			59,424.73

Please see the attached documentation for a detailed description of the services. Labor estimations are just that and reflect the amount of time that should be required to complete the scope of the project barring any unforeseen difficulties or the addition of labor outside the original scope of work including but not limited to oversites or requests by the customer or other outside vendors. Prices are subject to change.

Signature: _____

Date: _____

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	Additional Site License****		10/25/2011	Covered	\$0.00	\$0.00	\$0.00
7	Additional Site License		12/22/2010	Covered	\$0.00	\$0.00	\$0.00
28	Additional Site License		10/22/2008	Covered	\$0.00	\$0.00	\$0.00
2	Distributed Voice Services License		7/12/2006	Covered	\$995.00	\$1,990.00	\$228.85
4	Distributed Voice Services License		10/17/2005	Covered	\$995.00	\$3,980.00	\$457.70
6							\$686.55
1	Mobile Call Manager		12/22/2010	Covered	\$95.00	\$95.00	\$10.93
30	Operator Call Manager License		11/9/2009	Covered	\$595.00	\$17,850.00	\$2,052.75
1	ShoreGear 30 Switch	S30J10321924DF	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J1042193DE2	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J10321924E3	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J1012161669	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J10321924CA	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J1042193DDD	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J1025162C42	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
1	ShoreGear 30 Switch	S30J10321924AC	12/22/2010	Covered	\$1,595.00	\$1,595.00	\$183.43
8							\$1,467.40
1	ShoreGear 50 Switch****	S50J11271E2AA5	10/24/2011	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7E6	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7E7	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7F1	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7F2	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7F4	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7F7	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC7FC	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC804	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC806	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC807	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC808	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC80A	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC813	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC816	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81A	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81C	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81D	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81E	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81F	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC821	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	ShoreGear 50 Switch	S50J08330CC822	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC828	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC82A	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC84D	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC85A	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC867	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08330CC86C	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear 50 Switch	S50J08360CCBF	10/22/2008	Covered	\$1,995.00	\$1,995.00	\$229.43
29							\$6,653.33
1	ShoreGear 60 Switch	12JC05400202A3	10/17/2005	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12JC05400202A7	10/17/2005	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0510005B26	5/31/2005	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0510005B36	5/31/2005	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0442004806	12/20/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM043600416E	9/30/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM043600417E	9/30/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0436004174	9/30/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0426003AA0	8/5/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
1	ShoreGear 60 Switch	12CM0429003D2E	8/5/2004	Covered	\$2,995.00	\$2,995.00	\$344.43
10							\$3,444.25
1	ShoreGear-120 Switch	24JC1034192AC6	12/22/2010	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC08470E6106	2/26/2009	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC062103BC50	7/12/2006	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC062103BC54	7/12/2006	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC062103BCBE	7/12/2006	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC05420205FD	12/12/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24JC0547020E13	12/12/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM051700621C	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM052100647A	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0521006482	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0521006486	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0521006488	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM052100648E	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0521006490	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0521006494	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM05210064D8	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM05210064DA	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM05210064E0	10/17/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM051400604A	5/31/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0514006052	5/31/2005	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM0448004BE8	12/20/2004	Covered	\$4,995.00	\$4,995.00	\$574.43

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	ShoreGear-120 Switch	24CM0429003CB8	9/30/2004	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM425003A2A	8/5/2004	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM425003850	8/5/2004	Covered	\$4,995.00	\$4,995.00	\$574.43
1	ShoreGear-120 Switch	24CM425003A02	8/5/2004	Covered	\$4,995.00	\$4,995.00	\$574.43
25							\$14,360.63
1	ShoreGear-40 Switch	08JC0650057C9F	12/27/2006	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08JC061803B636	7/12/2006	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08JC061803B666	7/12/2006	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08JC061803B66C	7/12/2006	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08JC053401F6FF	10/17/2005	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08CM05090058BE	5/31/2005	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08CM051800629C	5/31/2005	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08CM043900438A	9/30/2004	Covered	\$1,995.00	\$1,995.00	\$229.43
1	ShoreGear-40 Switch	08CM043900434A	9/24/2004	Covered	\$1,995.00	\$1,995.00	\$229.43
9							\$2,064.83
1	ShoreGear-T1 Switch	T1JC08210CB5DF	10/22/2008	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC08210CB629	10/22/2008	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC08210CB66D	10/22/2008	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC061003A866	7/7/2006	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC053401F79F	10/17/2005	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC053401F7B7	10/17/2005	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1JC053401F7E1	10/17/2005	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1CJ053201F649	10/7/2005	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1CM04380041F4	9/30/2004	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1CM04380042CE	9/29/2004	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1CM0429003C6E	8/5/2004	Covered	\$3,495.00	\$3,495.00	\$401.93
1	ShoreGear-T1 Switch	T1CM0249003C62	8/5/2004	Covered	\$3,495.00	\$3,495.00	\$401.93
12							\$4,823.10
55	ShoreWare Client: Multi-Site License		8/5/2004	Covered	\$200.00	\$11,000.00	\$1,265.00
10	ShoreWare Client: Operator Call Manager		7/12/2006	Covered	\$595.00	\$5,950.00	\$684.25
80	ShoreWare Client: Supervisor Call Manager**		10/17/2005	Covered	\$595.00	\$47,600.00	\$5,474.00
30	ShoreWare Extension & Mailbox Client****		10/25/2011	Covered	\$200.00	\$6,000.00	\$690.00
28	ShoreWare Extension & Mailbox Client		10/22/2008	Covered	\$200.00	\$5,600.00	\$644.00
25	ShoreWare Extension & Mailbox Client		10/23/2007	Covered	\$200.00	\$5,000.00	\$575.00
100	ShoreWare Extension & Mailbox Client		4/16/2007	Covered	\$200.00	\$20,000.00	\$2,300.00
9	ShoreWare Extension & Mailbox Client		12/27/2006	Covered	\$200.00	\$1,800.00	\$207.00
100	ShoreWare Extension & Mailbox Client		7/12/2006	Covered	\$200.00	\$20,000.00	\$2,300.00

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
25	ShoreWare Extension & Mailbox Client		7/7/2006	Covered	\$200.00	\$5,000.00	\$575.00
500	ShoreWare Extension & Mailbox Client		10/17/2005	Covered	\$200.00	\$100,000.00	\$11,500.00
12	ShoreWare Extension & Mailbox Client		10/7/2005	Covered	\$200.00	\$2,400.00	\$276.00
200	ShoreWare Extension & Mailbox Client		5/31/2005	Covered	\$200.00	\$40,000.00	\$4,600.00
28	ShoreWare Extension & Mailbox Client		5/31/2005	Covered	\$200.00	\$5,600.00	\$644.00
7	ShoreWare Extension & Mailbox Client		2/28/2005	Covered	\$200.00	\$1,400.00	\$161.00
7	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,400.00	\$161.00
29	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$5,800.00	\$667.00
6	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,200.00	\$138.00
6	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,200.00	\$138.00
42	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$8,400.00	\$966.00
5	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$1,000.00	\$115.00
1	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$200.00	\$23.00
11	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$2,200.00	\$253.00
44	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$8,800.00	\$1,012.00
4	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$800.00	\$92.00
3	ShoreWare Extension & Mailbox Client		12/17/2004	Covered	\$200.00	\$600.00	\$69.00
10	ShoreWare Extension & Mailbox Client		11/29/2004	Covered	\$200.00	\$2,000.00	\$230.00
4	ShoreWare Extension & Mailbox Client		11/29/2004	Covered	\$200.00	\$800.00	\$92.00
5	ShoreWare Extension & Mailbox Client		11/17/2004	Covered	\$200.00	\$1,000.00	\$115.00
4	ShoreWare Extension & Mailbox Client		11/17/2004	Covered	\$200.00	\$800.00	\$92.00
15	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$3,000.00	\$345.00
1	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$200.00	\$23.00
5	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$1,000.00	\$115.00
5	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$1,000.00	\$115.00
3	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$600.00	\$69.00
10	ShoreWare Extension & Mailbox Client		9/27/2004	Covered	\$200.00	\$2,000.00	\$230.00
6	ShoreWare Extension & Mailbox Client		9/24/2004	Covered	\$200.00	\$1,200.00	\$138.00
6	ShoreWare Extension & Mailbox Client		8/20/2004	Covered	\$200.00	\$1,200.00	\$138.00
1296							\$29,808.00
50	ShoreWare Extension Only Client****		11/17/2011	Covered	\$140.00	\$7,000.00	\$805.00
200	ShoreWare Extension Only Client		12/22/2010	Covered	\$140.00	\$28,000.00	\$3,220.00
50	ShoreWare Extension Only Client		11/9/2009	Covered	\$140.00	\$7,000.00	\$805.00
152	ShoreWare Extension Only Client		10/22/2008	Covered	\$140.00	\$21,280.00	\$2,447.20
18	ShoreWare Extension Only Client		12/12/2005	Covered	\$140.00	\$2,520.00	\$289.80
100	ShoreWare Extension Only Client		10/17/2005	Covered	\$140.00	\$14,000.00	\$1,610.00
1	ShoreWare Extension Only Client		2/28/2005	Covered	\$140.00	\$140.00	\$16.10
571							\$9,193.10
50	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)		11/17/2011	Covered	\$0.00	\$0.00	\$0.00

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
30	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)		10/25/2011	Covered	\$0.00	\$0.00	\$0.00
200	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)		12/22/2010	Covered	\$0.00	\$0.00	\$0.00
280							
1	ShoreWare Server Software		10/7/2005	Covered	\$0.00	\$0.00	\$0.00
1	ShoreWare Server Software		8/5/2004	Covered	\$0.00	\$0.00	\$0.00
5	ShoreWare SIP Trunk License		6/15/2010	Covered	\$50.00	\$250.00	\$28.75
30	ShoreWare SoftPhone		8/5/2004	Covered	\$150.00	\$4,500.00	\$517.50
Support List Total:							\$82,534.35
ShoreTel Partner Support for Hidalgo County from Richline Technical Services:							\$59,424.73

Effective Discount: 28% off List

******** Note: Represents equipment and/or licenses added in the October 1, 2011-Sept 30, 2012 Support Contract Calendar Year. Additions include 50 ShoreWare Extension Only Clients, 30 ShoreWare Extension and Mailbox Clients, 1 ShoreGear 50 Switch, and 1 Additional Site License

****** Price has been adjusted from "List price at time of purchase" to "current DIR List Price". This represents a departure from standard support agreements for ShoreTel and their Partners but has been agreed to by ShoreTel, Richline Technical Services, and Hidalgo County in order to align prices with current DIR listings

Note: Quoted Price for Partner Support of \$59,424.73 represents an 28% discount off price. As per agreement negotiated with Renán Ramirez, support was to be negotiated for subsequent years based on 28% off list with considerations to be made for the number of support incidents. DIR contract guarantees Support Contracts at a minimum of 10% off list.

Please Note: By law, Richline Technical Service, LLC 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 Partner-Richline Technical Services, LLC must collect sales tax on the entire support amount. All appropriate State, County, and City taxes will be applied at the time of invoicing.

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
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Hidalgo County Courthouse
 100 N Closner Blvd.
 Edinburg, TX 78539
 Main Phone: 956.318.2150 10/1/2012
 Main Fax: 956.318.2152
 Renewal ID: SQ-1007919

Richline Technical Services LLC, 51748
 PO Box 1399
 Corpus Christi, TX 78403
 Main Phone: 361.882.6297
 Main Fax: 361.887.9910

ShoreTel Partner Support (ShoreCare) for Hidalgo County from Richline Technical Services: One Year Term 10/1/2012 through 9/30/2013	\$59,424.73
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PO Number to reference for billing purposes: _____ Date: _____

Signature: _____

Print Name: _____

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.. Please note that ShoreTel Phones/Handsets are not listed and therefore not covered under this support contract. I understand that by renewing my ShoreCare Partner Agreement, I am agreeing to the ShoreCre Partner Support Agreement Addendum (Partner Support Datasheet.pdf) attached. Support quotes are final upon receipt by ShoreTel of a copy executed by the Partner.