

CPI Telecom
Phone: 515-331-7560
6949 Vista Drive
West Des Moines, IA 50266



Quote
No.: 11077
Date: 6/27/2017

Prepared for:
Tricia Jacks
County of Sabine
201 MAIN ST
HEMPHILL, TX 75948 USA

Prepared by: Jessica Schlesselman
Account No.: 11989
Phone: (409) 787-3543

Quantity	Item ID	Description	UOM	Discount	Sell	Total
1,590	91303	Partner Support, Annual Billing, 3 Year Term - NP	EA	\$0.00	\$1.10	\$1,749.00

Your Price: \$1,749.00

Total: \$1,749.00

Prices are firm until 8/11/2017

Terms: Net 30

Prepared by: Jessica Schlesselman, Jessica.Schlesselman@cpitelecom.net

Date: 6/27/2017

This is an annual price with 3 year commitment. Included is 2 free hours of training on system functionality.

Accepted by: 

Date: 6/28/2017

Disclaimer

Terms and conditions can be found at www.cpitelecom.net/mca.

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Shoretel Maintenance Agreement Project Agreement

Company Name: County of Sabine
Premise Address: 201 Main St, Hemphill TX 75948

Contact Name: Daryl Melton
Telephone Number: 409-787-3543

Company Name: County of Sabine
Billing Address: 201 Main St, Hemphill TX 75948

Contact Name: Daryl Melton
Telephone Number: 409-787-3543

Maintenance Terms

- Annual Maintenance Pricing: \$1,749.00
- Effective Date: _____ (Office use only)
- Term of Agreement: (Check the appropriate terms)
 1 year 3 year 5 year

Maintenance Plan

Plus Plan 7x24

- Emergency outage calls – 24 hours x 7 days/week, including CPI Telecom's holidays.
- Routine service calls – 24-hour response time, Monday-Friday, 8:00a.m. – 5:00p.m., site local time, excluding CPI Telecom's holidays.
- On-site hardware and software replacement.
- Parts and labor.
- Escalation management until problem resolution.

- **Project Payment Terms:**
Payment is due upon receipt of invoice.

• **CPI Telecom Requirements:**

CPI Telecom will:

1. fulfill the terms and conditions stated in the Master Customer Agreement.
2. cover only the equipment listed in Schedule A of the Project Agreement. (See "Attachment A".) If customer owns any hardware/software that has been deemed EOL (End Of Life) by the manufacturer, CPI will support EOL products in a best effort manner at current time and material rates. Failed EOL hardware will not be fixed or replaced.
3. automatically renew in successive equivalent renewal periods at CPI Telecom's then current charge for Maintenance. Unless the Customer or CPI Telecom notifies the other party in writing within the last thirty - (30) days before the end of the current term that it declines such renewal for the following period.
4. annually increase or decrease the price of the Project Agreement based upon moves, additions, or changes that adjust the station or port count as well as upgrades and new peripheral devices.
5. define "emergency outages" as a System failure resulting from the failure of twenty percent (20%) or more of all stations and/or trunks or the failure of the attendant position. All other outages are defined as routine service calls.
6. respond to System failures, either on-site or remotely, as necessary, during the hours specified under the Maintenance plan chosen by the Customer.
7. furnish all parts and labor necessary to maintain the System in good operating condition as a result of Customer's normal use.
8. furnish repair and replacement parts, new or reconditioned, that are the functional equivalent of new for the defective item being replaced.
9. furnish software upgrades/patches from the manufacturer, per maintenance agreement term, upon customer request. Labor to perform proactive upgrades is not included.
10. support End Of Life (EOL) products in a best effort manner. This Agreement does not provide any guarantee of repair or replacement of EOL products.

CPI ShoreTel MTC Agreement - County of Sabine

11. exclude Maintenance under the Project Agreement if repair or replacements are necessitated by the following:
 - a. damage to the System due to fire, explosion, power irregularities, power surges, acts of God (including, without limitation, earthquakes, rain, floods or lightning), or any other cause not attributable to CPI (not including a defect in the System).
 - b. Customer's failure to follow applicable operation, maintenance, or environmental requirements described in any of the manufacturer's manuals or product bulletins, CPI manuals, and other materials provided to Customer.
 - c. Customer's additions, alterations, modifications, enhancements or repairs to, or disassembly of, the System (itself or using a third party) without CPI's written consent.
 - d. mishandling, abuse, misuses or damage to the System by Customer or a third party.
 - e. relocation of the System without CPI's written consent (other than telephone instruments relocated in accordance with the manufacturer's specifications).
 - f. failures or changes required resulting from the local exchange company, interexchange carrier, the power company or other transmission providers.
 - g. failures or damage arising from date dependent operations, calendar-related data and the processing of such data, or in connection with providing calendar-related data to and accepting calendar-related data from other systems.

• **Customer Requirements:**

Customer will:

1. fulfill the terms and conditions stated in the Master Customer Agreement and related Project Agreement.
2. warrant they are the owner of the System or they have the authorization of the System's owner to enter into the Project Agreement.
3. notify CPI Telecom in writing at least thirty-(30) days before the end of the renewal term that it declines such renewal for the following period.
4. provide VPN access or allow remote access to the system via Splash Desktop.
5. provide surge protection, power and line, for the System based upon the manufacturers specifications.
6. install anti-virus protection on all customer provided equipment (i.e., servers) that interface with the Telecom equipment and software applications associated with this Project Agreement. If server is provided by CPI this is not needed.

Shoretel Maintenance Agreement Project Agreement

Schedule A:

SKU	Description	Type	Qty
10196	IP PHONE, IP230 BLK	Phones	21
10429	IP PHONE, IP655 W/ANTI GLARE	Phones	1
10260	VOICE SWITCH, SG90 MADE IN USA	Voice Switches	1
10485	BUNDLE, SBE 100 ANALOG TRUNKING 20 USER WITHOUT SERVER	Small Business Edition	1
18012	LICENSE, APPLICATION DIALER	Advanced Applications	5
30035	LICENSE, EXTENSION & MAILBOX	Application Servers	5
30035	LICENSE, EXTENSION & MAILBOX	Application Servers	20
30039	LICENSE, EXTENSION ONLY	Application Servers	1
30043	LICENSE, SOFTWARE SIP TRUNK	Application Servers	8
30044	LICENSE, ADDITIONAL SITE	Application Servers	2
40005	LICENSE, PERSONAL ACCESS	Client Software	20
40006	LICENSE, OPERATOR ACCESS	Client Software	1
93111	LICENSE, WEB DIALER	Advanced Applications	5
10196	IP PHONE, IP230 BLK	Phones	36
10229	VOICE SWITCH, SG220T1A MADE IN USA	Voice Switches	1
10429	IP PHONE, IP655 W/ANTI GLARE	Phones	2
10401	REMOTE MICROPHONE POD, IP655 (QTY 2)	Phones	2
30035	LICENSE, EXTENSION & MAILBOX	Application Servers	36
30039	LICENSE, EXTENSION ONLY	Application Servers	5
30044	LICENSE, ADDITIONAL SITE	Application Servers	1
60157	KIT, SBE / SBE 100 UPGRADE TO ENTERPRISE	Small Business Edition	1
30053	LICENSE, SIP DEVICE	Client Software	2
10196	IP PHONE, IP230 BLK	Phones	2
10384	STARTER KIT, IP930D NA	Phones	1

Project Agreement Acceptance:

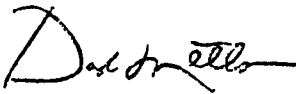
CPI Telecom and Customer confirm they have reviewed the provisions detailed in the Project Agreement. Customer hereby authorizes CPI Telecoms to perform the work and accepts the provisions detailed in the Project Agreement and the governing Master Customer Agreement found on our website at www.cpi telecom.net/mca

**COMPANY
NAME:**

County of Sabine

CPI TELECOM:

Signature:



Signature:

**Name (print):
Title:**

Daryl Melton
County Judge

**Name (print):
Title:**

CPI ShoreTel MTC Agreement - County of Sabine

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