



Effective 8/15/2008

State of FL Contract # 730-000-09-1

Pricing and Discounting Method provided under this State Term Contract Award is based on specific, individual customer configurations and priced as a % off of Avaya Standard MSRP list price on a System or Location basis.

Maintenance Term Discounts apply to all MSRP Maintenance Quotes:

12 Months	10% Discount
24 Months	10% Discount
36 Months	15% Discount
48 Months	15% Discount

Warranties: Standard Avaya Manufacturer Warranties apply to all products procured from this State Term Contract. Warranty Description may be found at <http://florida.avaya.com>.

True-up Language: Maintenance Contract provided under this Award requires the following reference language on the associated contract documents executed by customer and Avaya either via the signed Order Form, Channel Service Agreement or Purchase Order:

The Maintenance Services being ordered on this Order Form and the associated billing may commence, in some cases, during the Avaya Product warranty period. Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on some items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts. Maintenance service unit price associated with CMS Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at time of the maintenance contract start date. This per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups. Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Purchasing: Maintenance Services may be purchased by either signing an order form or supplying a PO/DO with following information:

- 1.) Reference to State Term Contract Number
- 2.) Include true up language provided above
- 3.) Reference to the SAS for which solution you are purchasing
- 4.) Payment frequency (List the monthly or annual amount depending on option chosen)
- 5.) Length of contract
- 6.) 8x5/7x24 options chosen
- 7.) Reference either the quote reference # on your PO/DO or include the terms provided on Channel Service Agreement in executed PO/DO

Resellers: Avaya resellers are authorized to sell only Avaya Maintenance Services under this STC Award. Unauthorized use of this contract for services other than those approved by Avaya and DMS State Purchasing may result in penalties including voidance of warranties and suspension of the contracted reseller.