

SUPPORT QUOTE

CITY OF SANTA ROSA
CITY HALL ANNEX
90 SANTA ROSA AVE, 2ND FL
SANTA ROSA, CA 95404

- I. This Support Quote is based on the hardware and software configuration set forth in Exhibit A – Schedule of Equipment (“Equipment”), including any improved features and models of such equipment purchased from Packet Fusion during any support term for all locations set forth in Exhibit B – Customer Locations.
- II. Hourly Time and Material Billing Rates (“T&M Rates”) for the support Term are set forth in Exhibit C of this Support Quote.
- III. Length of Support (“Term”)

<b>Quote Number:</b> QUO-02536-W5D0G7						
<b>Effective Start Date:</b> 13 August 2022						
Term Length	initials	Support - No Phone Coverage	initials	With Optional Phone Coverage	Discount	End Date
1 Year Term		\$ 53,716.08		\$ 289,460.16		12 August 2023
3 Year Term		\$ 149,867.86		\$ 807,593.85	7%	12 August 2025
5 Year Term		\$ 241,722.36		\$ 1,302,570.72	10%	12 August 2027
Amount selected will be due in full upon invoicing by Packet Fusion						
<b>I acknowledge that I have reviewed and selected the appropriate support type and term above.</b>						
Quote Expires: 12 August 2022						
<b>IMPORTANT:</b> After the renewal date, if not fully executed, Mitel’s Corporate Policy imposes a reinstatement fee beginning at 40% of the contract value. Depending on the amount of time lapse from renewal date, the fee increases to a maximum of 100% at month 8.						

**Customer Purchase Orders referencing the Quote # and Contract Amount are acceptable in lieu of a Customer Signature.**

Invoices are due net 30 from the date of invoice from Packet Fusion, Inc.

Make checks payable to Packet Fusion, Inc., PO Box 888055, Los Angeles, CA 90088-8055

**Accepted:**  
CITY OF SANTA ROSA

Name:  
Date:  
Title:  
PO Number:

## Exhibit C

### Hourly Time and Material Billing Rates ("T&M Rates")

#### Hourly Rates

- Non-Support Customers \$195.00 an hour
- Support Customer within California \$145.00 an hour
- Support Customers outside California \$195.00 an hour

#### Overtime Hourly Rates

- Non-Support Customers \$292.50 an hour
- Support Customer within California \$217.50 an hour
- Support Customers outside California \$292.50 an hour