



Voice/IP Maintenance Quote

General Information:

Customer Name: DUPAGE - DU-COMM A - 16412598
Site Address: 420 N County Farm Rd
City: Wheaton State: IL Zip: 60187
Equipment: Avaya IPO including IPOSS support
Equipment Exclusions: _____

Date: October 25, 2023
Valid Through: November 24, 2023
Prepared By: Steve Craft

AT&T Maintenance Services -

Essential PLUS 24x7

- Flat Service Rate
- Parts and Labor Coverage
- 24 Hr Emergency Service for Major Failures at No Additional Charge
- Same-day Response Objectives
 - 2 Hr Response for Emergencies (PBX)
 - 4 Hr Response for Emergencies (Keys)
 - 8 Business Hr Response for Routine Repair Service
- Remote Repair (PBX)
- Remote Performance Monitoring (PBX)
- Proactive Remote Diagnostics (PBX)
- Annual System Audits
- Discounted Labor Rates

Year 1 Annual Contract Rate: \$ 8,855.40

Year 2 Annual Contract Rate: \$ 8,855.40

Maintenance Payment Options Available: Monthly, Quarterly, Semi-Annual, Annual, Prepayment

This Proposal and Quotation, and any purchase made in response to this Proposal and Quotation, are subject to the terms and conditions set forth in the standard AT&T Equipment Solutions-Voice CPE Resale and Support Services Addendum or in the AT&T Business Service Guide-Voice CPE and Services document.

Maintenance excludes headsets, portable/wireless telephones, answering machines, UPS systems, power conditioners and power supplies (including batteries and chargers), consumables and any software which is at a revision level not supported by the software licensor.

Notations: