Nortel Networks
Customer Service Quotation

Quotation Number: 204841
Rev: 1, 29-Apr-07
Quote Status: WORKING
Currency: USD

Quotation Validity Period: 04/29/07 **to** 07/28/07
Contract Term: 09/01/07 **to** 08/31/08
Account Manager: Jane Cole **Phone:** 978-288-8403
Fax: 978-288-8425 **Email:** jwilman@nortel.com

Revenue Site:
CITY OF SEATTLE
700 5TH AVENUE P.O. BOX 94709
SEATTLE, WA 98124

Primary Contact:	Telephone	Email
KELLY WALKER	206-233-2787	kelly.walker@seattle.gov

Software Contact	Telephone	Email

Total for Quotation: **$34,500.00**
This Quote does not include taxes.

Site ID: 1275019

700 5TH AVENUE P.O. BOX 94709Key Tower Suite 2700

CITY OF SEATTLE

SEATTLE WA,98124

Contract Effective Dates: 09/01/07 to 08/31/08

Line #	Model #	Qty	Serial #	Description	Response	Service Category	SP5400000
1	CALLPILOT 1002RP	1	92020	CALLPILOT 1002RP	N/A	686 MARKET PRODUCTS EBN	0.00
1	CALLPILOT 1002RP	1	92021	CALLPILOT 1002RP	N/A	686 MARKET PRODUCTS EBN	0.00
1	CALLPILOT 1002RP SW	1		CALLPILOT 1002RP SOFTWARE	N/A		0.00
1	CALLPILOT 1002RP SW	1		CALLPILOT 1002RP SOFTWARE	N/A		0.00
1	CALLPILOT 201I	1	10280272	CALLPILOT 201I	N/A		0.00
1	CCMA	1	92021	CONTACT CENTER MANAGER ADMINISTRATION (CCMA) / FORMERLY SYMPOSIUM WEB CLIENT	N/A	438 SYMPOSIUM	0.00
1	CCMA	1	92022	CONTACT CENTER MANAGER ADMINISTRATION (CCMA) / FORMERLY SYMPOSIUM WEB CLIENT	N/A	438 SYMPOSIUM	0.00

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1	CCMA SW	1		CONTACT CENTER MANAGER ADMINISTRATION (CCMA) / FORMERLY SYMPOSIUM WEB CLIENT SOFTWARE	N/A		0.00
1	CCMS	1	92021	CONTACT CENTER MANAGER SERVER (CCMS) / FORMERLY SYMPOSIUM CALL CENTER SERVER (SCCS)	N/A	438 SYMPOSIUM	0.00
1	CS 1000M CHASSIS/CABINET	1	10129322	COMMUNICATION SERVER 1000M CHASSIS/CABINET ((OPTION 11C/OPTION 11C MINI) + SIGNALING SERVER).	N/A	632 SUCCESSION SOLUTION	0.00
1	CS 1000M MULTI GROUP	1	83083	COMMUNICATION SERVER 1000M MULTI GROUP (OPTION 81C + SIGNALING SERVER)	N/A	632 SUCCESSION SOLUTION	0.00
1	CS 1000M MULTI GROUP	1	92020	COMMUNICATION SERVER 1000M MULTI GROUP (OPTION 81C + SIGNALING SERVER)	N/A	632 SUCCESSION SOLUTION	0.00
1	CS 1000M MULTI GROUP	1	92021	COMMUNICATION SERVER 1000M MULTI GROUP (OPTION 81C + SIGNALING SERVER)	N/A	632 SUCCESSION SOLUTION	0.00
1	CS 1000M MULTI GROUP	1	92022	COMMUNICATION SERVER 1000M MULTI GROUP (OPTION 81C + SIGNALING SERVER)	N/A	632 SUCCESSION SOLUTION	0.00
1	ICB II	1	92020	INTEGRATED CONFERENCE BRIDGE (ICB) II FOR MERIDIAN 1	N/A	686 MARKET PRODUCTS EBN	0.00
1	ICB III-1000M	1	92021	INTEGRATED CONFERENCE BRIDGE (ICB) III FOR COMMUNICATION SERVER 1000M (CS 1000M)	N/A	632 SUCCESSION SOLUTION	0.00
1	MERIDIAN MAIL MOD. OPTION	1	83083	MERIDIAN MAIL MODULAR OPTION	N/A	686 MARKET PRODUCTS EBN	0.00
1	MERIDIAN MAIL MOD. OPTION	1	92020	MERIDIAN MAIL MODULAR OPTION	N/A	686 MARKET PRODUCTS EBN	0.00
1	MERIDIAN MAIL MODULAR EC	1	92021	MERIDIAN MAIL ENHANCED CARD (EC) OPTION	N/A	686 MARKET PRODUCTS EBN	0.00
1	MERIDIAN MAIL REPORTER	1	83083	MERIDIAN MAIL REPORTER	N/A	686 MARKET PRODUCTS EBN	0.00
1	MERIDIAN MAIL REPORTER	1	92020	MERIDIAN MAIL REPORTER	N/A	686 MARKET PRODUCTS EBN	0.00
1	MLINK/CCR CO-RES	1	92021	MERIDIAN LINK/CUSTOMER CONTROL ROUTING (CCR) CO-RESIDENCY	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 11	1		OPTION 11	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 11C	1	10211524	MERIDIAN 1 OPTION 11C	N/A		0.00
1	OPTION 11C	1	10230255	MERIDIAN 1 OPTION 11C	N/A		0.00
1	OPTION 11C	1	12029313	MERIDIAN 1 OPTION 11C	N/A		0.00
1	OPTION 11C - CABINET	1	10280272	OPTION 11C CABINET (FORMERLY KNOWN AS OPTION 11C)	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 11C - CABINET SW	1		OPTION 11C CABINET (FORMERLY KNOWN AS OPTION 11C) SOFTWARE	N/A		0.00
1	OPTION 11C - CABINET SW	1		OPTION 11C CABINET (FORMERLY KNOWN AS OPTION 11C) SOFTWARE	N/A		0.00
1	OPTION 61C - CP4	1	704113	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	731394	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	731400	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	83033	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	J00507	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	J03331	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	OPTION 61C - CP4	1	L01703	OPTION 61C - CP4	N/A	686 MARKET PRODUCTS EBN	0.00
1	REMOTE GTWY 9150-M1	1	L01703	REMOTE GATEWAY 9150 FOR MERIDIAN 1 (FORMERLY KNOWN AS REMOTE OFFICE 9150)	N/A	686 MARKET PRODUCTS EBN	0.00
1	SRS-OPTION 81C	1	92021	OPTION 81C	N/A		0.00
1	SVP-COAMCPLGE	1	92020	COAM CALLPILOT 1002 (RACK)	N/A	A77 COAM-CALLPILOT-1002 (RACK)	800.00
1	SVP-COAMCPLGE	1	92021	COAM CALLPILOT 1002 (RACK)	N/A	A77 COAM-CALLPILOT-1002 (RACK)	800.00

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1	SVP-COAMCPSM	1		COAM CALLPILOT 201 (IPE)	N/A	A75 COAM-CALLPILOT-201 (IPE)	400.00
1	SVP-COAMOPT11	1	10129322	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT11	1	10205775	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT11	1	10211524	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT11	1	10230255	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT11	1	10280272	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT11	1	12029313	COAM CS1000 SMALL SYS	N/A	A71 COAM-CS1000-SMALL SYS	1,000.00
1	SVP-COAMOPT61	1	704113	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	731394	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	731400	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	83033	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	J00507	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	J03331	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT61	1	L01703	COAM CS1000 MED SYS	N/A	A72 COAM-CS1000-MED SYS	1,500.00
1	SVP-COAMOPT81	1	83083	COAM CS1000 LRG SYS	N/A	A73 COAM-CS1000-LRG SYS	2,000.00
1	SVP-COAMOPT81	1	92020	COAM CS1000 LRG SYS	N/A	A73 COAM-CS1000-LRG SYS	2,000.00
1	SVP-COAMOPT81	1	92021	COAM CS1000 LRG SYS	N/A	A73 COAM-CS1000-LRG SYS	2,000.00
1	SVP-COAMOPT81	1	92022	COAM CS1000 LRG SYS	N/A	A73 COAM-CS1000-LRG SYS	2,000.00
1	SVP-COAMSCCLGE	1	92021	COAM SYMPOSIUM CC LARGE	N/A	A81 COAM-SYMPOSIUM CC-LGE	5,000.00
1	SVP-COAMSCCSM	1		COAM SYMPOSIUM CC SMALL	N/A	A79 COAM-SYMPOSIUM- CC-SMALL	3,000.00
1	TAPI SERVER	1	92021	TAPI SERVER / FORMERLY SYMPOSIUM TELEPHONY APPLICATION PROGRAMMING INTERFACE (TAPI) SERVER	N/A	438 SYMPOSIUM	0.00
1	TM-CS1000	1	92021	TELEPHONY MANAGER (TM) (FORMERLY OPTIVITY TELEPHONY MANAGER (OTM)) FOR COMMUNICATION SERVER 1000/1000M (CS 1000 OR CS 1000M)	N/A	632 SUCCESSION SOLUTION	0.00
1	TM-M1	1	10280272	TELEPHONY MANAGER (TM) (FORMERLY OPTIVITY TELEPHONY MANAGER (OTM)) FOR MERIDIAN 1	N/A	686 MARKET PRODUCTS EBN	0.00
						Annual List Price:	**$34,500.00**
						Prorated Price	**$34,500.00**
						Line Adjustment:	**$0.00**
						Total for Site for Contracted Period:	**$34,500.00**

The hardware response time begins when diagnosis is completed by Nortel Networks.

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