

## Customer Price Quote

### Customer

Paso Robles Joint Unified School District  
 800 Niblick Road  
 Paso Robles CA, 93446  
 ATTN: Scott Buller

### Ship To

Paso Robles Joint Unified School District  
 800 Niblick Road  
 Paso Robles, CA 93446  
 ATTN: Scott Buller

### Quote Description

DW- IP Phone System (3Yr) - 95314

Merced Focus Contract 2021092

### Quote # #Q-00056931

<b>Project #</b>	95314
<b>Modified</b>	10/1/2021
<b>Account Mgr.</b>	Sean Harrington
<b>AM Phone</b>	(925) 245-4769
<b>AM Email</b>	sharrington@ams.net
<b>Inside Account Mgr.</b>	Teri Edwards
<b>IAM Phone</b>	(925) 245-6149
<b>IAM Email</b>	tedwards@ams.net
<b>Quote Exp.</b>	11/5/2021

Line	Item Description	Manufacturer	Qty	Unit Price	Extended Price
<b>Cisco BE6M Call Manager Server - 3Yr</b>					
1	<b>BE6M-M5-K9</b> Cisco Business Edition 6000M (M5) Appliance, Export Restr SW	Cisco Systems Inc.	2.00	\$3,656.80	\$7,313.60
2	<b>CON-SNT-BE6MM5K9</b> SNTC-8X5XNBD Cisco Business Edition 6000M (M5) Applia (36 Months)	Cisco Systems Inc.	2.00	\$780.77	\$1,561.54
3	<b>BE6K-PSU</b> Cisco UCS 770W AC Power Supply for Rack Server	Cisco Systems Inc.	2.00	\$0.00	\$0.00
4	<b>BE6K-RAIDCTRLR</b> Cisco 12G Modular RAID controller with 2GB cache	Cisco Systems Inc.	2.00	\$0.00	\$0.00
5	<b>BE6K-DISK</b> 300GB 12G SAS 10K RPM SFF HDD	Cisco Systems Inc.	12.00	\$0.00	\$0.00
6	<b>R2XX-RAID5</b> Enable RAID 5 Setting	Cisco Systems Inc.	2.00	\$0.00	\$0.00
7	<b>BE6K-RAM-M5-NEW</b> 16GB DDR4-2933-MHz RDIMM/1Rx4/1.2v	Cisco Systems Inc.	6.00	\$0.00	\$0.00
8	<b>BE6K-CPU</b> 2.2 GHz 4114/85W 10C/13.75MB Cache/DDR4 2400MHz	Cisco Systems Inc.	2.00	\$0.00	\$0.00

9	<b>CAB-9K12A-NA</b> Power Cord, 125VAC 13A NEMA 5-15 Plug, North America	Cisco Systems Inc.	2.00	\$0.00	\$0.00
10	<b>BE6K-VIRTBAS-7X</b> Cisco BE Embedded Virt. Basic 7x, BE6K only	Cisco Systems Inc.	2.00	\$0.00	\$0.00
11	<b>CON-ECMU-BE6KVIRX</b> SWSS UPGRADES Cisco BE Embedded Virt. Basic 7x, BE6K o (36 Months)	Cisco Systems Inc.	2.00	\$178.20	\$356.40

### Cisco ISR4321 Voice Gateways - 3 Yr

12	<b>ISR4321-V/K9</b> Cisco ISR 4321 Bundle, w/UC License, CUBE-10	Cisco Systems Inc.	1.00	\$1,271.39	\$1,271.39
13	<b>CON-SNT-ISR4321V</b> SNTC-8X5XNBD Cisco ISR 4321 UC Bundle, PVD4-32, UC L (36 Months)	Cisco Systems Inc.	1.00	\$861.42	\$861.42
14	<b>SL-4320-UC-K9</b> Unified Communication License for Cisco ISR 4320 Series	Cisco Systems Inc.	1.00	\$0.00	\$0.00
15	<b>SL-4320-IPB-K9</b> IP Base License for Cisco ISR 4320 Series	Cisco Systems Inc.	1.00	\$0.00	\$0.00
16	<b>PWR-4320-AC</b> AC Power Supply for Cisco ISR 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00
17	<b>CAB-AC-C5-C14</b> AC Power Cord, Type C5 to C14 converter cable, US, Canada	Cisco Systems Inc.	1.00	\$0.00	\$0.00
18	<b>MEM-FLSH-4G</b> 4G Flash Memory for Cisco ISR 4350, 4330, 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00
19	<b>MEM-4320-4G</b> 4G DRAM (4G) for Cisco ISR 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00
20	<b>NIM-BLANK</b> Blank faceplate for NIM slot on Cisco ISR 4400	Cisco Systems Inc.	1.00	\$0.00	\$0.00
21	<b>SISR4300UK9-173</b> Cisco ISR 4300 Series IOS XE Universal	Cisco Systems Inc.	1.00	\$0.00	\$0.00
22	<b>NIM-2MFT-T1/E1</b> 2 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module	Cisco Systems Inc.	1.00	\$754.38	\$754.38
23	<b>PVD4-64</b> 64-channel DSP module	Cisco Systems Inc.	1.00	\$1,127.61	\$1,127.61

### Cisco Cube Licensing - 3 Yr

24	<b>L-CUBE</b> Cisco Unified Border Element (CUBE) - E-delivery - top level	Cisco Systems Inc.	1.00	\$0.00	\$0.00
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25	<b>CON-ECMU-LCUBE001</b> SWSS UPGRADES Cisco Unified Border Element (CUBE) - E-	Cisco Systems Inc.	1.00	\$0.00	\$0.00
26	<b>CUBE14-T-STD</b> CUBE V14 - 1 Standard Trunk Session License	Cisco Systems Inc.	50.00	\$31.35	\$1,567.50
27	<b>CON-ECMU-CUBETSTD</b> SWSS UPGRADES CUBE Standard Trunk Single Session - 1 S (36 Months)	Cisco Systems Inc.	50.00	\$33.66	\$1,683.00

### Cisco Phones

28	<b>CP-8841-K9=</b> Cisco IP Phone 8841	Cisco Systems Inc.	150.00	\$190.30	\$28,545.00
29	<b>CP-7841-K9=</b> Cisco UC Phone 7841	Cisco Systems Inc.	700.00	\$135.07	\$94,549.00

### AMS-Professional Services

30	<b>AMS-MS-FLEX2-PRE-20</b> \$5,000 Block of Premium Flex Support Hours - 20 Hours	AMS.NET	5.00	\$5,000.00	\$25,000.00
31	<b>AMS-MS-FLEX2-PRE-20</b> \$5,000 Block of Premium Flex Support Hours - 20 Hours (network consulting VOIP readiness)	AMS.NET	2.00	\$5,000.00	\$10,000.00
32	<b>AMS-NI-UC-GATEWAY</b> Labor: Cisco Voice Gateway Installation	AMS.NET	1.00	\$2,000.00	\$2,000.00
33	<b>AMS-NI-UC-PHONE</b> Labor: Cisco Phone - Design and Installation	AMS.NET	850.00	\$75.00	\$63,750.00
34	<b>AMS-NI-UC-TRAINING-ADMIN-1DAY</b> Labor: Admin User Training Onsite - 1 Day	AMS.NET	1.00	\$2,000.00	\$2,000.00
35	<b>AMS-NI-UC-TRAINING-ADMIN-WEBEX</b> Labor: Admin User Training - 1 Day Via Webex	AMS.NET	1.00	\$2,000.00	\$2,000.00
36	<b>AMS-NI-PM-FOC</b> Labor: Project Manager	AMS.NET	80.00	\$180.00	\$14,400.00

### AMS FREIGHT

37	<b>AMS-FREIGHT</b> Freight and Handling	None	1.00	\$0.00	\$0.00
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**AMS.NET**  
Technology Solution Provider

**AMS.NET, Inc.**

502 Commerce Way, Livermore, CA 94551  
925-245-6100 • 925-245-6150 Fax  
[www.ams.net](http://www.ams.net)

## Order Summary

Subtotal	\$258,740.84
Adjustment	\$0.00
Estimated Taxes	\$11,686.59
<b>Total</b>	<b>\$270,427.43</b>

## Terms and Conditions

1. AMS.NET will require a Purchase Order referencing this Quote # or if a Purchase order is not provided, an authorized representative must sign this quote.

2. Payment terms are Net 30. An interest charge of 1.5% per month will be applied to all accounts past due, plus all costs of collection and reasonable attorneys fees. AMS.NET accepts all major credit cards. A convenience fee of 3.5% will be assessed. Customer agrees to accept multiple invoices for projects that cover multiple sales. In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect equipment and services already received.

3. Items sold by AMS.NET, Inc. and shipped to destinations in California are subject to sales tax. If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. In accordance with state tax laws, the total selling price of an order will generally include shipping and handling charges and item-level discounts. The amount of tax charged on your order will depend upon many factors including, but not limited to, the type of item(s) purchased, and the source and destination of the shipment. Factors can change between the time you place an order and the time an invoice is sent, which could affect the calculation of sales taxes. The amount appearing on your proposal as 'Estimated Sales Tax' may differ from the sales taxes ultimately charged. Shipping charges and sales tax will be added to this order when invoiced and the customer agrees to pay these charges.

4. All companies with tax exemption must present a valid Tax Exempt form. If Customer is tax exempt or if tax exempt form is not provided then customer agrees to pay all applicable taxes.

5. All shipments are FOB Origin or Pre-paid and shipped to Dock. Any Special shipping requirements must be clearly stated on all PO's (i.e. inside delivery). If inside Delivery or Lift-gate is required it must be specified and additional fees will incur. Shipping charges that appear on this quote are an estimate, AMS.NET will invoice and the customer will pay the actual shipping charge when identified.

6. Upon delivery of equipment, customer agrees to open all shipments and visually inspect equipment for physical damages. All damages must be reported to AMS.NET within 24 hours of delivery.

7. Returns will be accepted at AMS.NET discretion and are subject to manufacturer returns policies as well. For returns to be approved all merchandise must be in an unopened box and the customer agrees to pay a restocking fee of 15% of the purchase price. Returns must be made within 15 Days of receipt. All shipments must have a valid RMA number from AMS.NET before returning. For RMA requests please contact our Customer Service Department at (800) 893-3660 Ext. 6111. Email RMA requests should be directed to [service@ams.net](mailto:service@ams.net). A copy of AMS.NET's full RMA policy is available for review online at [www.ams.net/services/procurement-and-financing/](http://www.ams.net/services/procurement-and-financing/)

8. The laws of the State of California will apply to this sale.

9. The term "installation date" means the first business day on which installation of the system is complete. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the Installation Date. Seller shall use its best efforts to make timely delivery and installation. However, all stated delivery and installation dates are approximate and except as expressly provided in this agreement, Seller shall, under no circumstance, be deemed to be in default hereunder or be liable for consequential, incidental or special damages or commercial loss resulting from delays in delivery or installation.

10. Warranties. AMS warrants to Customer that it has good title to the equipment being sold to Customer under this Agreement, and the right to sell such equipment to Customer free of liens or encumbrances. AMS further warrants to Customer that the equipment being sold to Customer hereunder shall be free from defects in workmanship for a warranty period of thirty (30) days commencing on the later date the equipment is delivered to Customer or the date upon which AMS completes performance of the services to be performed under this agreement (this warranty being hereinafter referred to as an "Installation Warranty"). Except as expressly set forth in this paragraph, AMS does not make, and hereby disclaims, any and all representations or warranties, express or implied, with respect to the equipment or services being provided under this agreement, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, satisfactory quality, against infringement, or arising from a course of dealing, usage or trade practice. AMS shall reasonably cooperate and assist Customer in enforcing any manufacturer warranties with respect to the equipment being sold to Customer under this Agreement. AMS hereby advises Customer, and Customer acknowledges that in the event Customer desires to procure from AMS any warranty protection beyond the warranty of title and the Installation Warranty provided under this Paragraph, Customer may do so by entering into a separate Service Agreement with AMS.

Manufacturer's warranty that is guaranteed is whatever is published by the manufacturer at the time of purchase.

11. Cisco Cloud services purchased from AMS.NET requires customer to accept Cisco's Universal Cloud agreement located on Cisco Systems' Website. This Universal Cloud Agreement describes the rights and responsibilities related to the Cloud Service(s) you purchase from Cisco or an Approved Source and is between you and Cisco. The Universal Cloud Agreement includes the applicable Offer Description(s) located at [www.cisco.com/go/cloudterms](http://www.cisco.com/go/cloudterms) (collectively "Agreement"). By clicking 'accept,' or using the Cloud Service, you agree to the terms of this Agreement. If you do not have authority to enter into this Agreement, or if you do not agree with its terms, do not click 'accept' and do not use the Cloud Service. If you determine that you cannot comply with the terms of this Agreement after you have paid for the Cloud Service, you may terminate your



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www.ams.net

access to the Cloud Service for a full refund provided you do so within thirty (30) days of your purchase.

AMS.NET Tax ID: 94-3291626

C7 License: 763508

Please fax signed Quotation or Purchase Order to your AMS.NET account manager or to 925.245.6150. Full terms and conditions can be viewed on our website at [www.ams.net/services/procurement-and-financing/](http://www.ams.net/services/procurement-and-financing/)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print Title: \_\_\_\_\_

## Consulting & Professional Services

AMS.NET provides consulting and professional services to supplement your technical staff and support complex technology solutions. Highly experienced engineers are available for advanced technical support where needed. Whether you need assistance with configuration changes, latency issues, design services, installation, multiple manufacturer integrations, troubleshooting or other professional services, our Premium Flex Time plans can be used for these services.

AMS.NET's highly-experienced team of engineers hold top tier certifications from Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singlewire and others. Our host of services provide complex technical support for wireless, routing/switching, security, voice, paging, data center and other technology solutions.

Premium Flex Time plans are hourly blocks that do not expire. Response times are based on support request urgency. The Premium 24x7 option includes support after normal business hours. Premium plans provide a top-level engineer or customer preferred engineer for scheduled service and the top-level engineer that is available for cases that require an immediate response. Premium contracts are available starting at a block of 20 hours and 24x7 plans start at a block of 10 hours. Additional hours can be added to the premium plans in increments of 10 hours.

AMS.NET also offers a host of managed services for customizable, comprehensive coverage for all network or service related issues.

## PREMIUM FLEX TIME



- ▶ Advanced Professional Services
- ▶ Local Certified Experienced Engineers
- ▶ Consulting, Installation & Troubleshooting
- ▶ Top Level or Preferred Engineer Provided
- ▶ Remote, On-Site and Telephone Support
- ▶ 4 Hour Response Time to Scheduled - Response Time Varies Based on the Flex Time Plan and Urgency of Support Need
- ▶ Standard Rate for Any Response Time
- ▶ Detailed Reporting and Portal to View Hours Used Against Blocks Purchased
- ▶ Hours Do Not Expire

Celebrating More Than **25** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660

# PREMIUM FLEX TIME

## Eligible Flex Time Support

The Premium Flex Time support provides premium support for your routing/switching, wireless, security, voice/collaboration, paging, data center and other technologies. AMS.NET supports major manufacturers including Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singewire and others.

Agreement Features	Premium Flex Time Agreement
Routine Changes	✓
Moves/Adds/Changes	✓
Troubleshooting/Repair	✓
Project Management	✓
Equipment Replacement (with vendor support)	✓
Installation Services	✓
Complex Troubleshooting	✓
Redesign	✓
Upgrades/Updates	✓
Integration with Third Party Manufacturers	✓
Technical Design/Planning	✓
Top Level Engineer Provided	✓
Select Preferred Engineer	✓

## Guidelines and Limitations

Flex Time plans do not expire and are available until the time and funds are depleted. New or additional purchases of Flex Time plans will be subjected to the new discount rates, guidelines and limitations.

A four hour technical response time is guaranteed based on the urgency of the support request during normal business hours. Normal business hours are Monday through Friday 8:00am to 5:00pm. 24x7 plans include after hours support.

On-site technical support consists of travel time both ways and a minimum of one-hour on-site then deducted in 30 minute increments. Remote technical support is deducted in 30 minute increments. Travel time is charged at \$125/hr for both directions.

Business hours are Monday through Friday 8am to 5pm excluding company reserved holidays. Pre-scheduled after-business hour technical support is available Monday through Friday and Saturday from 5pm to 12am and requires a 24x7 Flex Time plan. Emergency after hours support requires a 24x7 Flex Time plan.

Hardware Replacement/RMA Support will be billed as one hour of technical support and actual shipping changes plus discount will be deducted from your Flex Time plan.

Lift rental and boom truck rental will be deducted per day with a half day minimum. Rental charges are not eligible for discount.

## Frequently Asked Questions

### Is there an expiration on the Flex Time Plan?

- ▶ No, Flex Time Plans do not expire.

### Can I use my Flex Time plan for materials?

- ▶ No, your Flex Time plan is for technical support only.

### How are the hours deducted from my Flex Time Plan?

- ▶ The hours are deducted as the technical service is performed.

### Why do I need to pay for Flex Time plan before the service is performed?

- ▶ Flex Time plans provide a guaranteed response time when the support requires an immediate response. To ensure you receive that guaranteed response time you need to have a Flex Time plan prior to requesting service.

### Is there a guaranteed response time?

- ▶ Flex Time plans provide a guaranteed response time of 4 hours when the service requested is urgent. All other non-urgent requests will be scheduled.

### What installation warranty do I receive with the Flex Time plans?

- ▶ Flex Time plans do not guarantee an installation warranty. AMS.NET provides a 30-day installation warranty when services are quoted as a turnkey solution and bid only.

### How do I contact AMS.NET for Technical Support?

- ▶ Contact Customer Service at **800-893-3660 x611** or **925-245-6111** or via email at **tac@ams.net**.



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 800 Niblick Road  
 Paso Robles CA, 93446  
 ATTN: Scott Buller

### Ship To

Paso Robles Joint Unified School District  
 800 Niblick Road  
 Paso Robles, CA 93446  
 ATTN: Scott Buller

### Quote Description

High School - ISR Router (3Yr) - 95314

Merced Focus Contract 2021092

Quote #	#Q-00056933
Project #	95314
Modified	10/1/2021
Account Mgr.	Sean Harrington
AM Phone	(925) 245-4769
AM Email	sharrington@ams.net
Inside Account Mgr.	Teri Edwards
IAM Phone	(925) 245-6149
IAM Email	tedwards@ams.net
Quote Exp.	11/5/2021

Line	Item Description	Manufacturer	Qty	Unit Price	Extended Price
<b>Cisco ISR 4321 Bundle - 3 Yrs</b>					
1	<b>ISR4321-V/K9</b> Cisco ISR 4321 Bundle, w/UC License, CUBE-10	Cisco Systems Inc.	1.00	\$1,271.39	\$1,271.39
2	<b>CON-SNT-ISR4321V</b> SNTC-8X5XNBD Cisco ISR 4321 UC Bundle, PVD4-32, UC L (36 Months)	Cisco Systems Inc.	1.00	\$861.42	\$861.42
3	<b>SL-4320-UC-K9</b> Unified Communication License for Cisco ISR 4320 Series	Cisco Systems Inc.	1.00	\$0.00	\$0.00
4	<b>SL-4320-IPB-K9</b> IP Base License for Cisco ISR 4320 Series	Cisco Systems Inc.	1.00	\$0.00	\$0.00
5	<b>PWR-4320-AC</b> AC Power Supply for Cisco ISR 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00
6	<b>CAB-AC-C5-C14</b> AC Power Cord, Type C5 to C14 converter cable, US, Canada	Cisco Systems Inc.	1.00	\$0.00	\$0.00
7	<b>MEM-FLSH-4G</b> 4G Flash Memory for Cisco ISR 4350, 4330, 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00
8	<b>MEM-4320-4G</b> 4G DRAM (4G) for Cisco ISR 4320	Cisco Systems Inc.	1.00	\$0.00	\$0.00



9	<b>NIM-BLANK</b> Blank faceplate for NIM slot on Cisco ISR 4400	Cisco Systems Inc.	1.00	\$0.00	\$0.00
10	<b>SISR4300UK9-173</b> Cisco ISR 4300 Series IOS XE Universal	Cisco Systems Inc.	1.00	\$0.00	\$0.00
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### Cisco Cube Licensing - 3 Yr

13	<b>L-CUBE</b> Cisco Unified Border Element (CUBE) - E-delivery - top level	Cisco Systems Inc.	1.00	\$0.00	\$0.00
14	<b>CON-ECMU-LCUBE001</b> SWSS UPGRADES CUBE Unified Border Element (CUBE) - E-	Cisco Systems Inc.	1.00	\$0.00	\$0.00
15	<b>CUBE14-T-ENH</b> CUBE V14 - 1 Enhanced Trunk Session License	Cisco Systems Inc.	50.00	\$41.25	\$2,062.50
16	<b>CON-ECMU-CUBETRDE</b> SWSS UPGRADES CUBE Redundant Trunk Single Session - 1 (36 Months)	Cisco Systems Inc.	50.00	\$45.54	\$2,277.00

### AMS-Professional Services

17	<b>AMS-NI-UC-GATEWAY</b> Labor: Cisco Voice Gateway Installation	AMS.NET	1.00	\$4,000.00	\$4,000.00
18	<b>AMS-MS-FLEX2-PRE-20</b> \$5,000 Block of Premium Flex Support Hours - 20 Hours (Bring old firewall back online for the new 1gb circuit)	AMS.NET	2.00	\$5,000.00	\$10,000.00
19	<b>AMS-NI-PM-FOC</b> Labor: Project Manager	AMS.NET	16.00	\$180.00	\$2,880.00

### AMS FREIGHT

20	<b>AMS-FREIGHT</b> Freight and Handling	None	1.00	\$0.00	\$0.00
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[www.ams.net](http://www.ams.net)

## Order Summary

Subtotal	\$25,234.30
Adjustment	\$0.00
Estimated Taxes	\$275.92
<b>Total</b>	<b>\$25,510.22</b>

## Terms and Conditions

1. AMS.NET will require a Purchase Order referencing this Quote # or if a Purchase order is not provided, an authorized representative must sign this quote.

2. Payment terms are Net 30. An interest charge of 1.5% per month will be applied to all accounts past due, plus all costs of collection and reasonable attorneys fees. AMS.NET accepts all major credit cards. A convenience fee of 3.5% will be assessed. Customer agrees to accept multiple invoices for projects that cover multiple sales. In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect equipment and services already received.

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8. The laws of the State of California will apply to this sale.

9. The term "installation date" means the first business day on which installation of the system is complete. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the Installation Date. Seller shall use its best efforts to make timely delivery and installation. However, all stated delivery and installation dates are approximate and except as expressly provided in this agreement, Seller shall, under no circumstance, be deemed to be in default hereunder or be liable for consequential, incidental or special damages or commercial loss resulting from delays in delivery or installation.

10. Warranties. AMS warrants to Customer that it has good title to the equipment being sold to Customer under this Agreement, and the right to sell such equipment to Customer free of liens or encumbrances. AMS further warrants to Customer that the equipment being sold to Customer hereunder shall be free from defects in workmanship for a warranty period of thirty (30) days commencing on the later date the equipment is delivered to Customer or the date upon which AMS completes performance of the services to be performed under this agreement (this warranty being hereinafter referred to as an "Installation Warranty"). Except as expressly set forth in this paragraph, AMS does not make, and hereby disclaims, any and all representations or warranties, express or implied, with respect to the equipment or services being provided under this agreement, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, satisfactory quality, against infringement, or arising from a course of dealing, usage or trade practice. AMS shall reasonably cooperate and assist Customer in enforcing any manufacturer warranties with respect to the equipment being sold to Customer under this Agreement. AMS hereby advises Customer, and Customer acknowledges that in the event Customer desires to procure from AMS any warranty protection beyond the warranty of title and the Installation Warranty provided under this Paragraph, Customer may do so by entering into a separate Service Agreement with AMS.

Manufacturer's warranty that is guaranteed is whatever is published by the manufacturer at the time of purchase.

11. Cisco Cloud services purchased from AMS.NET requires customer to accept Cisco's Universal Cloud agreement located on Cisco Systems' Website. This Universal Cloud Agreement describes the rights and responsibilities related to the Cloud Service(s) you purchase from Cisco or an Approved Source and is between you and Cisco. The Universal Cloud Agreement includes the applicable Offer Description(s) located at [www.cisco.com/go/cloudterms](http://www.cisco.com/go/cloudterms) (collectively "Agreement"). By clicking 'accept,' or using the Cloud Service, you agree to the terms of this Agreement. If you do not have authority to enter into this Agreement, or if you do not agree with its terms, do not click 'accept' and do not use the Cloud Service. If you determine that you cannot comply with the terms of this Agreement after you have paid for the Cloud Service, you may terminate your



**AMS.NET, Inc.**

502 Commerce Way, Livermore, CA 94551  
925-245-6100 • 925-245-6150 Fax  
[www.ams.net](http://www.ams.net)

access to the Cloud Service for a full refund provided you do so within thirty (30) days of your purchase.

AMS.NET Tax ID: 94-3291626

C7 License: 763508

Please fax signed Quotation or Purchase Order to your AMS.NET account manager or to 925.245.6150. Full terms and conditions can be viewed on our website at [www.ams.net/services/procurement-and-financing/](http://www.ams.net/services/procurement-and-financing/)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print Title: \_\_\_\_\_

## Consulting & Professional Services

AMS.NET provides consulting and professional services to supplement your technical staff and support complex technology solutions. Highly experienced engineers are available for advanced technical support where needed. Whether you need assistance with configuration changes, latency issues, design services, installation, multiple manufacturer integrations, troubleshooting or other professional services, our Premium Flex Time plans can be used for these services.

AMS.NET's highly-experienced team of engineers hold top tier certifications from Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singtel and others. Our host of services provide complex technical support for wireless, routing/switching, security, voice, paging, data center and other technology solutions.

Premium Flex Time plans are hourly blocks that do not expire. Response times are based on support request urgency. The Premium 24x7 option includes support after normal business hours. Premium plans provide a top-level engineer or customer preferred engineer for scheduled service and the top-level engineer that is available for cases that require an immediate response. Premium contracts are available starting at a block of 20 hours and 24x7 plans start at a block of 10 hours. Additional hours can be added to the premium plans in increments of 10 hours.

AMS.NET also offers a host of managed services for customizable, comprehensive coverage for all network or service related issues.

## PREMIUM FLEX TIME



- ▶ Advanced Professional Services
- ▶ Local Certified Experienced Engineers
- ▶ Consulting, Installation & Troubleshooting
- ▶ Top Level or Preferred Engineer Provided
- ▶ Remote, On-Site and Telephone Support
- ▶ 4 Hour Response Time to Scheduled - Response Time Varies Based on the Flex Time Plan and Urgency of Support Need
- ▶ Standard Rate for Any Response Time
- ▶ Detailed Reporting and Portal to View Hours Used Against Blocks Purchased
- ▶ Hours Do Not Expire

Celebrating More Than **25** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660

# PREMIUM FLEX TIME

## Eligible Flex Time Support

The Premium Flex Time support provides premium support for your routing/switching, wireless, security, voice/collaboration, paging, data center and other technologies. AMS.NET supports major manufacturers including Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singewire and others.

Agreement Features	Premium Flex Time Agreement
Routine Changes	✓
Moves/Adds/Changes	✓
Troubleshooting/Repair	✓
Project Management	✓
Equipment Replacement (with vendor support)	✓
Installation Services	✓
Complex Troubleshooting	✓
Redesign	✓
Upgrades/Updates	✓
Integration with Third Party Manufacturers	✓
Technical Design/Planning	✓
Top Level Engineer Provided	✓
Select Preferred Engineer	✓

## Guidelines and Limitations

Flex Time plans do not expire and are available until the time and funds are depleted. New or additional purchases of Flex Time plans will be subjected to the new discount rates, guidelines and limitations.

A four hour technical response time is guaranteed based on the urgency of the support request during normal business hours. Normal business hours are Monday through Friday 8:00am to 5:00pm. 24x7 plans include after hours support.

On-site technical support consists of travel time both ways and a minimum of one-hour on-site then deducted in 30 minute increments. Remote technical support is deducted in 30 minute increments. Travel time is charged at \$125/hr for both directions.

Business hours are Monday through Friday 8am to 5pm excluding company reserved holidays. Pre-scheduled after-business hour technical support is available Monday through Friday and Saturday from 5pm to 12am and requires a 24x7 Flex Time plan. Emergency after hours support requires a 24x7 Flex Time plan.

Hardware Replacement/RMA Support will be billed as one hour of technical support and actual shipping changes plus discount will be deducted from your Flex Time plan.

Lift rental and boom truck rental will be deducted per day with a half day minimum. Rental charges are not eligible for discount.

## Frequently Asked Questions

### Is there an expiration on the Flex Time Plan?

- ▶ No, Flex Time Plans do not expire.

### Can I use my Flex Time plan for materials?

- ▶ No, your Flex Time plan is for technical support only.

### How are the hours deducted from my Flex Time Plan?

- ▶ The hours are deducted as the technical service is performed.

### Why do I need to pay for Flex Time plan before the service is performed?

- ▶ Flex Time plans provide a guaranteed response time when the support requires an immediate response. To ensure you receive that guaranteed response time you need to have a Flex Time plan prior to requesting service.

### Is there a guaranteed response time?

- ▶ Flex Time plans provide a guaranteed response time of 4 hours when the service requested is urgent. All other non-urgent requests will be scheduled.

### What installation warranty do I receive with the Flex Time plans?

- ▶ Flex Time plans do not guarantee an installation warranty. AMS.NET provides a 30-day installation warranty when services are quoted as a turnkey solution and bid only.

### How do I contact AMS.NET for Technical Support?

- ▶ Contact Customer Service at **800-893-3660 x611** or **925-245-6111** or via email at **tac@ams.net**.



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**CISCO FLEX PLAN SUBSCRIPTION AGREEMENT:  
DW -Flex Subscription (3Yr) - 95314**

**Paso Robles Joint Unified School District  
Quote #Q-00056934**





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## INTRODUCTION

Cloud services offered include: Webex Cloud Calling, Webex Teams, Webex Teams File Storage, Cloud Video Device Registration (*including Webex Board*), Webex Hybrid Services and Webex Meetings.

In an on-premised deployment, Cisco offers: Webex Teams, Webex Teams File Storage, Cloud Video Device Registration, Webex Hybrid Services and Webex Meetings, Cisco Unified Communications Manager, Cisco Unity Connections, Cisco Emergency Responder, Cisco Expressway, Cisco Jabber, Cisco Unified Attendant Consoles, and Common Area Device License.

*Please refer to Customer Price Quote and chart below for the features included in your contract.*

### Cisco Collaboration Flex Plan Features

Features Included in Collaboration Flex	Cloud	On-Premise
Cloud Calling	-	-
Webex Teams	-	-
Webex Meetings	-	-
Webex Teams File Storage	20GB	-
Cloud Video Device Registration	✓	-
Webex Hybrid Services	✓	-
Cisco Unified Communications Manager	-	✓
Cisco Unity Connections	-	✓
Cisco Emergency Responder	-	✓
Cisco Expressway	-	✓
Cisco Jabber	-	✓
Cisco Unified Attendant Consoles	-	With EA
Common Area Device License	-	With EA

### Billing Information:

AMS.NET will invoice against the contract once Purchase order is received and processed by AMS.NET. Failure to pay invoices may lead to cancellation of manufacturer subscription and early termination penalty.

### SaaS Contract Cost Summary:

Contract Term	3 Year
Billing Term	Prepaid

Monthly Total	\$3,836.25
Annual Total	\$46,035.00
Total	\$138,105.00

***Each contract has an annual adjustment period process to calculate and bill for overconsumption. At the end of each contract year, any additional licenses added during the prior year will be calculated and added to the contract. At the end of the initial term, current agreement/subscription can be renewed by emailing a new purchase order to Mike Bruington, at [mbruington@ams.net](mailto:mbruington@ams.net). To cancel your subscription at the end of the initial term, please notify Mike Bruington by email, no later than 45-days prior to end-of term. If we do not hear from you by 45-days prior to end-of term, your subscription will be automatically cancelled. We are required to give the manufacturer partner a 30-day cancellation notice.***

AMS.NET will invoice against the original contract once a Purchase Order is received and processed by the AMS.NET internal team. Failure to pay invoices may lead to cancellation of the manufacturer subscription and early termination penalties may apply. In order to renew the subscription, please email a purchase order for the renewal term to Mike Bruington at [mbruington@ams.net](mailto:mbruington@ams.net), in writing 45-days prior to the end-of-term. AMS.NET will send out customer reminders notifying them of the impending renewal and the customer must provide purchase order for the renewal term to AMS.NET, Mike Bruington at [mbruington@ams.net](mailto:mbruington@ams.net), in writing 45-days prior to the end-of-term to avoid cancellation. Customer is subject to early termination fees for the remaining value on the contract if contract is terminated before the contract end date.

### Customer Responsibilities:

- Customer must provide minimum 10MB internet connection, with access to Cisco Webex Cloud



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- Customer must allow Cisco Webex traffic through firewall
- Customer must provide hardware/VMWare environment for all on-premise applications
- Customer is responsible for PSTN access
  - Cloud deployments must use one of Cisco Preferred Partners
  - On-premise PSTN access supports SIP, PRI and Analog Integrations
- Customer responsible for updating E911 information
- Customer responsible for proper network configuration to support VoIP including but not limited to: QoS, VLAN, routing, etc.
- Customer responsible for any certificates that may be required

AMS.NET is not responsible for service or SLA agreement degradation delays due to lack of customer compliance with the above items



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## Customer Price Quote

### Customer

Paso Robles Joint Unified School District  
800 Niblick Road  
Paso Robles CA, 93446  
ATTN: Scott Buller

### Quote Description

DW -Flex Subscription (3Yr) - 95314  
Merced Focus Contract 2021092

### Quote #

#Q-00056934

### Estimated Contract Start

11/1/2021

### Estimated Contract Expiration

10/31/2024

### Contract Term

3 Year

### Billing Term

Prepaid

### Modified

10/1/2021

### Account Mgr.

Sean Harrington

### AM Phone

(925) 245-4769

### AM Email

sharrington@ams.net

### Inside Account Mgr.

Teri Edwards

### IAM Phone

(925) 245-6149

### IAM Email

tedwards@ams.net

Line	Item Description	Qty	Service Term	Unit Price	Qty Months	Extended Price
1	A-FLEX-EAPL EntW On-Premises Calling	825	3 Year	\$4.65	36	\$138,105.00

## Order Summary

Monthly Total	\$3,836.25
Total	\$138,105.00

**Sign and return this page to your account manager to accept this proposal for Cisco Flex Plan Subscription.**

I, the undersigned ("Customer"), hereby accept this Proposal for SaaS Services(s) as detailed in the quote number **Q-00056934**. I also agree to the following:

### Terms and Conditions

#### Payment Conditions



**Yes**, Customer chooses to purchase SaaS services from AMS.NET. Customer understands that Customer will be responsible to pay the full costs of the services until contract has expired. Fees are non-refundable and payment obligations are non-cancelable, except as provided in your purchase terms or where prohibited by law.

#### Term: 3 Year

Customer has the option to renew after this contract expires using the terms of the Master Services Agreement. The Cisco Systems Universal Cloud Agreement includes the applicable Offer Description(s) located at [www.cisco.com/go/cloudterms](http://www.cisco.com/go/cloudterms) (collectively "Agreement"). Both the terms in this Agreement and the Agreement between you and Cisco Systems for the Cloud Service(s) must be accepted.

Year 3 Cost - Quote Total	Qty	Service Term	Unit Price	Qty Months	Extended Price
<b>A-FLEX-EAPL</b> EntW On-Premises Calling	825	3 Year	\$4.65	36	\$138,105.00

Monthly Total	\$3,836.25
Annual Total	\$46,035.00
<b>Total</b>	<b>\$138,105.00</b>



This Agreement may be executed in one or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same instrument. Delivery of an executed counterpart of a signature page to this Agreement by facsimile, .pdf or other electronic means will be as binding and effective as delivery of a manually executed counterpart to the Agreement.

By signing below, each of the Parties, intending to be legally bound thereby, agrees to the terms of this Agreement.

Submitted by	Acknowledged and Agreed
AMS.NET, Inc.	Paso Robles Joint Unified School District
Signature	Signature
Name	Name
Title	Title
Date	Date

### Payment Terms and Conditions:

1. AMS.NET will require a Purchase Order referencing this Quote # and an authorized representative must sign this proposal.
2. Payment Terms are NET 30. Payments made beyond 30 days are subject to a finance charge of 1.5% per month. Customer agrees to pay all collection costs and attorney fees or late payments if applicable. . In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect services already received.
3. Shipping charges and sales tax will not be added to this order as these services on non-taxable.
4. The laws of the State of California will apply to this sale.
5. The term "start date" means the first business day on which the service starts. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the start date. Seller shall use its best efforts to make timely delivery of start date. HOWEVER, ALL STATED DELIVERY AND START DATES ARE APPROXIMATE AND EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, SELLER SHALL, UNDER NO CIRCUMSTANCE, BE DEEMED TO BE IN DEFAULT HEREUNDER OR BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OR COMMERCIAL LOSS RESULTING FROM DELAYS IN DELIVERY OF START DATE.
6. Early Terminate Fee (ETF): Customer is subject to Early Termination fees for the remaining value on contract if contract is terminated before the contract end date. AMS will deduct contract total minus total paid by customer to calculate value of the ETF. ETF Payment terms are subject to same payment terms listed above.
7. Cisco Cloud services purchased from AMS.NET requires customer to accept Cisco's Universal Cloud agreement located on Cisco Systems' Website. This Universal Cloud Agreement describes the rights and responsibilities related to the Cloud Service(s) You purchase from Cisco or an Approved Source and is between You and Cisco. The Universal Cloud



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Agreement includes the applicable Offer Description(s) located at [www.cisco.com/go/cloudterms](http://www.cisco.com/go/cloudterms) (collectively "Agreement"). By clicking 'accept,' or using the Cloud Service, You agree to the terms of this Agreement. If You do not have authority to enter into this Agreement, or if You do not agree with its terms, do not click 'accept' and do not use the Cloud Service. If You determine that You cannot comply with the terms of this Agreement after You have paid for the Cloud Service, You may terminate Your access to the Cloud Service for a full refund provided You do so within thirty (15) days of Your purchase.

8. AMS.NET will invoice against the original contract once a Purchase Order is received and processed by the AMS.NET internal team. Failure to pay invoices may lead to cancellation of the manufacturer subscription and early termination penalties may apply. Each contract has an annual adjustment period process to calculate and bill for overconsumption. At the end of each contract year, any additional licenses added during the prior year will be calculated and added to the contract. In order to renew the subscription, please email a purchase order for the renewal term to Mike Bruington at [mbruington@ams.net](mailto:mbruington@ams.net), within 45-days of the end of the initial term. AMS.NET will send out customer reminders notifying them of the impending renewal and the customer must provide purchase order for the renewal term to AMS.NET, Mike Bruington at [mbruington@ams.net](mailto:mbruington@ams.net), in writing 45-days prior to the end-of-term to avoid cancellation. Customer is subject to early termination fees for the remaining value on the contract if contract is terminated before the contract end date.

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