



Customer Care Center  
 14400 Hertz Quail Spring Pkwy  
 Oklahoma City, OK 73134

**SUMMARY INVOICE**

MB 01 000416 73491 B 4 A



VILLAGE OF ORLAND PARK  
 Mary Klinger  
 14700 S RAVINIA  
 ORLAND PARK IL 60462-3134

Account Number: 0102283322  
 Summary Invoice Number: 2733810714  
 Summary Invoice Date: 01-04-17

For ordering, balance or inquiries:  
 call 1-800-328-7833  
 For repair services:  
 call 1-800-242-2121 or visit  
 www.support.avaya.com

000416 1/3

<b>New Charges</b>	Purchase Agreements/Milestone Billing		
	Product	0.00	
	Service	0.00	
	Software	0.00	
	License	0.00	
	Freight	0.00	
	<b>Total Purchase Agreement/Milestone Billing</b>		0.00
	Service Agreements		
	Hardware	2,294.68	
	Software	0.00	
	License	0.00	
	<b>Total Service Agreement</b>		2,294.68
	Miscellaneous Services		0.00
	<b>Total New Charges</b>		<b>2,294.68</b>
	Federal Excise Tax	0.00	
	State/Local Taxes	9.32	
	<b>Total Taxes on New Charges</b>		<b>9.32</b>
	<b>Total New Charges and Taxes</b>		<b>2,304.00</b>
	Late Fee		0.00
	<b>Total New Charges</b>		<b>2,304.00</b>

*Payment is Due Immediately Upon Receipt - For outstanding balance, call number above*

To ensure proper credit, please detach this portion and return with remittance.

VILLAGE OF ORLAND PARK  
 14700 S RAVINIA  
 ORLAND PARK, IL 60462

**Remittance Document**



**Please direct any correspondence to  
 Customer Care Center address at top.**

Account Number: 0102283322  
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 Summary Invoice Date: 01-04-17

Please make checks payable to:



AVAYA INC.  
 PO BOX 5332  
 NEW YORK NY 10087-5332

**Amount Due: 2,304.00**

**Amount Enclosed:**

01022833220 27338107140 000023040041

### PAYMENT INSTRUCTIONS

Payment is due immediately upon receipt of the summary invoice.

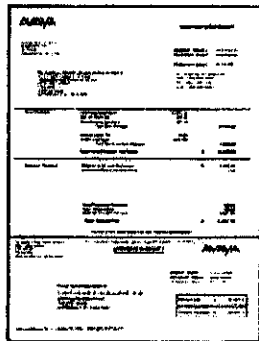
Delinquent payments are subject to a late payment charge of one and one half percent (1.5%) per month, or portion thereof, of any undisputed balance.

To ensure proper credit, please indicate your account number on your check.



### QUESTIONS REGARDING YOUR BILL

If you disagree with the amount on this summary invoice, please notify us at the number listed on the front or email [uscare@avaya.com](mailto:uscare@avaya.com) within 15 days of the original summary invoice date. Delays in notification may cause you additional expense and the reconciliation of any questioned amounts may be delayed.



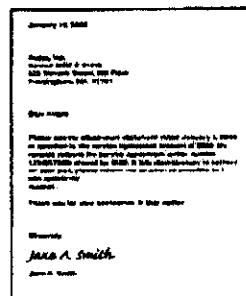
### SERVICE AGREEMENT CHANGES

Any changes to your service agreement need to be in writing and should be sent to [mycontract@avaya.com](mailto:mycontract@avaya.com)

## IMPORTANT CORRESPONDENCE INFORMATION

### CORRESPONDENCE

Please do not send correspondence with your payment. Direct any correspondence to: 14400 Hertz Quail Springs Parkway, Oklahoma City, OK 73134 or email [uscare@avaya.com](mailto:uscare@avaya.com). Cancellations to service contracts must be in writing and should be sent to [mycontract@avaya.com](mailto:mycontract@avaya.com).



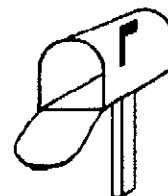
### PAYMENT LOCATIONS

Please remit payment to the address as noted on the remittance document.



### ADDRESS CORRECTION

If you relocate, please notify us by either telephone or in writing, using the phone number or address listed on the front of this summary invoice.



## Manage your Avaya account online

**Avaya Global eBill** simple, secure online account management



Now there's a simple, secure way to manage your Avaya account online – Avaya Global eBill

Get 24/7 access to your Avaya account. View current and past invoices. Download billing information directly for your accounting system. Take advantage of automatic payment options.

### Ebill is easy

You don't need any special software or preapprovals. Your current invoice as well as recent bills are already online. And you don't give up anything – continue receiving your paper bill.

### Manage your account

Sort invoices. Check and credit card payments (PCI compliant). Make inquiries. Print account information. You'll be delighted at all the ways you can put eBill to work for you.

### Plenty of payment options

eBill simplifies payments. Handle recurring invoices with automatic payments. Set thresholds to check for unusual amounts. Establish different payment amounts.

### Download your Invoice

Download your current and past Avaya invoices for your accounting system, eBill supports CSV, PDF and old eBill format (excel).

### Your eBill account is ready

Provided you have an SSO please request access to your online account and log on at the following: <https://ebilldirect.avaya.com> to start taking advantage of all the benefits of online account management the Avaya way.



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**SERVICE AGREEMENTS**

Purchase Order:	Order Number/Service Contract Number:	Invoice Date:	Invoice Number:
Sold To: 0004219337 VILLAGE OF ORLAND PARK 15100 RAVINIA AVE ORLAND PARK IL 60462-3134	0050946616 Tax Code: 1403122100 Value Added Tax: Clarify Contract ID:	12-17-16	2219623514
		Ship To: 0004219337 VILLAGE OF ORLAND PARK 15100 RAVINIA AVE ORLAND PARK IL 60462-3134	

Remarks: A True Up occurred on 09/16/13. Maintenance billing has been updated to reflect added/activated or removed/deactivated items since last measurement. If you have not yet done so, contact the Care Center at the number provided on your statement, for your latest True Up information.

Product/Service Description	Material/Service Code	Lic. Fee	Qty	Service			Installation/One Time Charges	Service Charge	Purchase Price/License Fees
				Billing Period Start	Billing Period End	Expiration Date			
UTILITY MAINT DEFINITY CALL CENTER-SFTW - SFTW MAINT	178488		1.00	12-17-16	01-16-17	12-16-17		37.71	
SOFTWARE MAINTENANCE MONTHLY CMS	187483		1.00						
UTILITY MAINT CONVERGED PERIPHERALS - MONTHLY CO	184249		1.00	12-17-16	01-16-17	12-16-17		34.38	
MONTHLY COMMUNICATION MANAGER	177785		1.00						
UTILITY MAINT COMMUNICATION MGR SFTW - SFTW MAINT	184253		1.00	12-17-16	01-16-17	12-16-17		128.33	
SOFTWARE MAINTENANCE MONTHLY COMMUNICATION	187488		1.00						
UTILITY MAINT S8500 SERVER CM V3 - MONTHLY CO	189967		1.00	12-17-16	01-16-17	12-16-17			1,837.64
MONTHLY COMMUNICATION MANAGER	177785		1.00						
COMMUNICATION MANAGER TDM PORTS SWITCH O	179235		628.00						
ADMINISTERED IP PORTS - BASIC SUPPORT 8-	184748		20.00						
SURVIVABLE REMOTE PROCESSOR (SRP) CM	179449		0.00						
LOCAL SURVIVABLE PROCESSOR (LSP) CM	179450		2.00						
WAN SPARE PROCESSOR (WSP) COMMUNICATION	179451		0.00						

Subtotal		2,038.06
Shipping Freight		
Taxes	Federal Excise Tax	0.00
	State/Local Tax	0.00
<b>Total this invoice</b>		<b>2,038.06</b>

Continued



Account Number: 0102283322  
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**SERVICE AGREEMENTS**  
(Continued)

Purchase Order:		Order Number/Service Contract Number: 0050946617		Invoice Date: 12-17-16		Invoice Number: 2219623515			
Sold To: 0004918189 VILLAGE OF ORLAND SPORTS PLEX 11351 W 159TH ST ORLAND PARK IL 60467-5659		Tax Code: 1403122100		Ship To: 0004918189 VILLAGE OF ORLAND SPORTS PLEX VILLAGE OF ORLAND SPORTS PLEX 11351 W 159TH ST ORLAND PARK IL 60467-5659					
Value Added Tax:		Clarify Contract ID:		Remarks: A True Up occurred on 09/16/13. Maintenance billing has been updated to reflect added/activated or removed/deactivated items since last measurement. If you have not yet done so, contact the Care Center at the number provided on your statement, for your latest True Up information.					
Product/Service Description	Material/Service Code	Lic. Fee	Qty	Service			Installation/One Time Charges	Service Charge	Purchase Price/License Fees
				Billing Period Start	Billing Period End	Expiration Date			
UTILITY MAINT S8500 SERVER CM V3 - MONTHLY CO	189967		1.00	12-17-16	01-16-17	12-16-17		95.55	
MONTHLY COMMUNICATION MANAGER	177785		1.00						
COMMUNICATION MANAGER TDM PORTS SWITCH O	179235		35.00						
			Subtotal					95.55	
			Shipping Freight						
Taxes			Federal Excise Tax					0.00	
			State/Local Tax					9.32	
<b>Total this invoice</b>								<b>104.87</b>	

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**SERVICE AGREEMENTS**  
(Continued)

Purchase Order:	Order Number/Service Contract Number: 0050946618	Invoice Date: 12-17-16	Invoice Number: 2219623517
Sold To: 0005079916 VILLAGE OF ORLAND PARK 15655 RAVINIA AVE ORLAND PARK IL 60462	Tax Code: 1419722100 Value Added Tax: Clarify Contract ID:	Ship To: 0005079916 VILLAGE OF ORLAND PARK 15655 RAVINIA AVE ORLAND PARK IL 60462	

Remarks: A True Up occurred on 09/16/13. Maintenance billing has been updated to reflect added/activated or removed/deactivated items since last measurement. If you have not yet done so, contact the Care Center at the number provided on your statement, for your latest True Up information

Product/Service Description	Material/Service Code	Lic. Fee	Qty	Service			Installation/One Time Charges	Service Charge	Purchase Price/License Fees
				Billing Period Start	Billing Period End	Expiration Date			
UTILITY MAINT S6500 SERVER CM V3 - MONTHLY CO MONTHLY COMMUNICATION MANAGER COMMUNICATION MANAGER TDM PORTS SWITCH O	189967 177785 179235		1.00 1.00 59.00	12-17-16	01-16-17	12-16-17		161.07	
Subtotal									
Shipping Freight									
Taxes									
Federal Excise Tax 0.00									
State/Local Tax 0.00									
<b>Total this invoice 161.07</b>									

**BULLETIN BOARD**

Please visit [survey.walkerinfo.com/SurveyAvayaUS](http://survey.walkerinfo.com/SurveyAvayaUS) to let us know about your purchase experience.



