



PURCHASE ORDER

Visit Orlando

6277 Sea Harbor Drive, Suite 400
Orlando, FL, 32821
UNITED STATES

VENDOR:

VERTEKS CONSULTING INC.
REMIT
2100 SW 22ND PLACE
OCALA, FL, 34471
UNITED STATES

SHIP TO:

Bill Witt
Main
6277 Sea Harbor Drive
Suite 400
Orlando, FL, 32821
UNITED STATES

BILL TO:

Main
6277 Sea Harbor Drive
Suite 400
Orlando, FL, 32821
UNITED STATES

PO Number: PO10015
Order Date: 12/10/2019
Authorized By: Bill Witt
Buyer Contact: Bill Witt
Ship To Attn: Witt, Bill
Tax Id: 59-3419762
Policy Name: *Visit Orlando PO Policy
Name:
Net Payment Terms: 15
Total: \$11,597.00
Currency: USD
Description: Copy of (Phone System Annual Maintenance)
Notes To Supplier:
Job Number:

NO.	Supplier Part ID	Description	Tax Amount	Quantity	Unit Price	Subtotal
1		Phone System Annual Maintenance	\$680.00	1.00	\$10,917.00	\$10,917.00
Notes:						
SUBTOTAL:						\$10,917.00
SHIPPING:						\$0.00
TAX:						\$680.00
TOTAL:						\$11,597.00

INSTRUCTIONS

Please direct all invoices to VisitOrlando_InvoiceCapture@conkursolutions.com

Notes to Supplier Continued:

Verteks Consulting Mitel Support Plan Options

Description	Silver	Gold	Platinum
Plan Type	Includes free remote support and labor as noted	Adds free on-site support for hardware and other benefits	Extensive support with our most rapid response guaranteed
Mitel Phones Covered	Optional	Optional	Optional
Hardware Replacement ¹	Advanced Replacement Next Business Day, On-Site Labor Billed Hourly	Advanced Replacement 4 Hours - Labor Included	Advanced Replacement 4 Hours - Labor Included
Remote Troubleshooting Support ²	Included at No Charge	Included at No Charge	Included at No Charge
Remote Adds/Moves & Changes ³	Up to 6 Hours Per Year	Up to 8 Hours Per Year	Up to 10 Hours Per Year
Mitel Software Updates Available for Download	Yes	Yes	Yes
Director Remote Upgrades Per Year⁴	Billed Hourly	Billed Hourly	1 Free, \$800 each additional
Contact Center Remote Upgrades Per Year⁴	Billed Hourly	Billed Hourly	1 Free, Others Billed Hourly
Onsite Upgrades ⁵	5% Discount	10% Discount	15% Discount
Remote Support on downed system	Included at No Charge	Included at No Charge	Included at No Charge
Response SLA Critical Service Request ⁶	4 hours during Normal Business Hours and 6 hours at all other times including Holidays	2 hours during Normal Business Hours and 4 hours at all other times including Holidays	1 hour during Normal Business Hours and 2 hours at all other times including Holidays
Response SLA Non Critical Service Request	6 hours during Business Hours, next business day at all other times	4 hours during Business Hours, next business day at all other times	2 hours during Business Hours, 4 hours at all other times
24X7 Proactive Monitoring From VCI NOC ⁷	Yes	Yes	Yes
Windows OS Maintenance on Mitel Servers ⁸	Yes	Yes	Yes
Off Site Backup of Mitel Director ⁹	Weekly	Weekly	Weekly
Professional Services Rate for non-warranty onsite support ¹⁰	5% Discount	10% Discount	15% Discount
Webinar End User and Administrator Training ¹¹	Free Monthly Webinar Training and 2 Free Admin Trainings Per Year	Free Monthly Webinar Training and 4 Free Admin Trainings Per Year	Free Monthly Webinar Training and 8 Free Admin Trainings Per Year
Membership in Mitel User Group	Yes	Yes	Yes

Your Current Plan

Support Plan Acceptance

We will activate your support coverage upon written acceptance and initial payment. Our payment terms call for pre-payment of all support fees.

Support Term: 1 Year

Term Dates: From December 22nd, 2019 to December 21st, 2020

Support & System Maintenance Plan Selected (Please check selected plan)

- | | | |
|--------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> | Silver Support | \$10,917 Per Year plus Tax |
| <input type="checkbox"/> | Gold Support | \$13,101 Per Year plus Tax |
| <input type="checkbox"/> | Platinum Support | \$15,284 Per Year plus Tax |
| <input type="checkbox"/> | Optional – Add Handsets | \$3,414 Per Year plus Tax |

Your Current Plan

We, the undersigned, have read and agree that both named parties will comply with all of the requirements and conditions contained within this agreement, including items noted in the 'Support Plan Definitions, Clarifications and Terms & Conditions for Verteks Consulting Support Plans'.



Signature
Don Gulling, President, Verteks Consulting, Inc.

November 25th, 2019
Date

Signature

Date

Printed Name and Title
Visit Orlando