Addend	um N	0. 1
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This Addendum Number and City of Ann Arbor ("Coertain Master Agreement Agreement are herein Inc	nt ("Agreement"	dated 0 -2	the date last su	ined helow /"Ei	Tactivo Dato") in	***	4 - 11
Customer Name:	City of Ann	Arbor			40		
Customer Billing Addres	88: 100 N. Fifth	Av.					
7	Ann Arbor, I						
Customer Billing Number							
Location of Equipment (rec).				
,	111 N. Fifth						
	Ann Arbor, I	MI 48104					
Date of Submission: 9/3		sor: NA					
Delivery Date: 11/30/20	06Installation/	Cutover Date:	12/15/2006				
Purchase Order Number:							
DUDGUAGE							
PURCHASE PRICE		.=					
Total Price of Equip			,				
2. Total Charge for Ins							
3. Total Purchase Pric			•				
* Taxes & Shipping water PAYMENT TERMS ¹ Option1	C WO	ption3 Option			97		
Down Payment:		50% () \$49,575.0i	מ			
	50%	(\$0.00	•			
Cutover:	30% 75%	50% () \$148,725.0	00			
TOTAL:			\$198,300.0				
¹ Option 1 is only allowed if execution of this Addendur Credit and Collections.	the Purchase I m. Option 2 sho	Price is over \$5 ould be used for	50,000 and the rall other situati	scheduled Cuto ons. Option 3 v	ever date is mora will be defined and	than 90 days a dapproved by S	after SBC
SELECTION OF MAINTEN	ANCE PLAN (F	or Warranty se	e Section V)				
☐ ACCEPT Maintenance P							
DECLINE Maintenance F		101	199			3	
Initial Term: 5 Years F	rom: <u>12/16/20(</u>	07 To: <u>12/15</u>	/2012	Monthly Mainter	nance Price: <u>\$731</u>	.00	
SBC PremierSERV ^{EM} Voice	CPE Support	Services Main	tenance Plan:	Complete			
Maintenance Payment Terr							
	ual Semi-		Quarterly [] Monthly	Financing		
This Addendum may be will Date of Submission referre	thdrawn by SB d to above.	IC if not signed	d and returned	by the Custon	er within sixty (6	60) days from t	he
This Arragment is for use	hy suthorized or	CONFIDENT	TAL INFORMATI	ON			

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Special Terms and Conditions for PSAP - LAN Configurations or Installations:

CUSTOMER WARRANTS TO SBC AND ALL 911 EMERGENCY SERVICE USERS THAT THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER, OR PREVIOUSLY SUPPLIED BY SBC, IS NOT CONNECTED AND WILL NOT BE CONNECTED TO ANY LOCAL AREA NETWORK ("LAN") OR ANY OTHER COMPUTER NETWORK OUTSIDE OF SBC'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CRIME INFORMATION CENTER NETWORK ("CIC") OR SIMILAR NETWORK; PROVIDED, HOWEVER, THAT CUSTOMER MAY CONNECT SAID EQUIPMENT AND/OR SERVICES TO THE CIC OR SIMILAR NETWORK IF AND ONLY IF SUCH CONNECTION IS EXPRESSLY APPROVED IN WRITING BY SBC, WHICH APPROVAL SHALL BE IN SBC'S SOLE DISCRETION. SBC RELIES ON THIS REPRESENTATION BY CUSTOMER IN AGREEING TO INSTALL AND/OR MAINTAIN SAID EQUIPMENT AND ALL SERVICES THEREON.

SBC MAINTAINS A STRICT POLICY ("PSAP NETWORK SECURITY POLICY") THAT IT WILL INSTALL 911 EQUIPMENT ONLY IN A SECURE PSAPILAN, AND ONLY WHERE SUCHILANS ARE NOT CONNECTED TO ANY OTHER COMPUTER NETWORK OUTSIDE OF SBC'S CONTROL. SBC WILL NOT INSTALL OR TERMINATE A PSAP LAN TO A FIREWALL. SBC WILL IDENTIFY THE DEMARCATION POINT FOR THE PSAP LAN, BEYOND WHICH CUSTOMER AGREES THAT SBC IS NOT RESPONSIBLE. IN THE EVENT CUSTOMER CONNECTS ITS PSAP LAN TO ANY OTHER COMPUTER NETWORK, CONTRARY TO SEC'S EXPRESS PSAP NETWORK SECURITY POLICY (WHICH CUSTOMER ACKNOWLEDGES IT HAS RECEIVED AND READ), AND THE PSAP LAN IS INFECTED OR DAMAGED AS A RESULT OF SUCH ACTIONS, THEN ALL WARRANTIES, AND MAINTENANCE AND SERVICE PROVISIONS OF THIS AGREEMENT SHALL BE NULL AND VOID AND SBC DISCLAIMS ANY LIABILITY WHATSOEVER RELATING TO ANY PSAP LAN WHICH CUSTOMER OR ITS AGENTS CONNECT TO ANY OTHER COMPUTER NETWORK CONTRARY TO THE PSAP NETWORK SECURITY POLICY.

UNDER SUCH CIRCUMSTANCES, SBC WILL PROVIDE REPAIR SERVICES FOR THE PSAP LAN AT CUSTOMER'S REQUEST, WHICH WILL BE BILLED ON A TIME AND MATERIAL BASIS AT SBC'S THEN-PREVAILING RATES. CUSTOMER FURTHER AGREES TO INDEMNIFY AND SAVE SBC HARMLESS FOR ANY DAMAGES TO OR CLAIMS BY ANY THIRD PARTY AGAINST SBC WHICH ARISE IN WHOLE OR IN PART FROM CUSTOMER'S CONNECTION OF THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER TO ANY LAN OR ANY OTHER COMPUTER NETWORK OUTSIDE OF SBC'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CIC.

SO AGREED by the Parties' respective authorized signatories:

CITY OF A	NN ARBOR	SBC GLOBAL S	ERVICES, INC.	
By:	Lorg W. Fraker	By:	1. anlu	2
Name:	Roger W. Fraser	Name:		
Title:	City Administrator	Title:	Contract Management	
Date:	9-28-06	Date:	9129100	9
Attachmen 1. Stateme 2. Bill of M. 3. Invoicing 4. Impleme 5. Certifica 6. Other: £	ants of Work e.g. SOW, SCOW, PIG aterials for Equipment and Services Statement and Payment Terms Statement Timeline Statement Acceptance			waller fr warm ob
	CONFIDE	NTIAL INFORMATION		

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I. SCOPE

This Addendum covers SBC's sale of voice customer premise equipment ("CPE" or "Equipment") (under the attached Bill of Materials, Order or other applicable document), installation and/or maintenance Service for such Equipment to be provided by SBC under the Maintenance Plan identified above (the Maintenance Plan"), and as further described below. The Equipment is further described in the attached Bill of Materials, Order, SOW, Equipment listing or other applicable attachment. This Addendum also covers any Orders issued under this Addendum, as well as any additions or replacement to the Equipment or Service.

II. SBC SERVICE AND SERVICE EXCLUSIONS

- (a) During the term of the Maintenance Plan, SBC will repair Equipment that malfunctions due to wear and tear resulting from normal use in accordance with standard operating instructions. Items excluded from coverage under the Maintenance Plan are headsets, portable telephones (cordless/wireless), answering machines, UPS systems, power conditioners and power supplies (including batteries and chargers), consumables and any Scritware which is at a revision level not supported by the Software licensor. SBC does not remove or recycle batteries.
- (b) The Maintenance Plan and any and all warranties provided to Customer in this Addendum or the SBC Master Agreement do not cover malfunctions or defects resulting from abnormal or nonstandard uses or conditions including, but not limited to, the following types of causes: fallure to provide a sultable environment for the Equipment, including exposure to improper temperature, humidity, chemicals or airborne agents, Customer abuse, misuse or use contrary to standard operating instructions; improper electrical voltages or currents; power or lightning surges or power interruption; improper storage or placement of the Equipment; damage caused by unauthorized attachments or modification; use with or interconnection of the Equipment to incompatible electrical or mechanical devices; and the installation, maintenance or disassembly, repair or alteration of the Equipment by any person other than SBC, or an entity expressly approved by SBC in writing; or Forced Majeure occurrences, in such excepted cases, Customer will pay SBC in accordance with SBC's then prevailing rates in connection with diagnosing such excepted problems and for any resulting repairs. Customer (i) is solely responsible for adequately backing up data and ensuring that its networks/systems are secured against unauthorized intrusion; and (ii) acknowledges that CPE/Software that supports telephony over Transmission Control Protocol/Internet Protocol (TCP/IP) may experience certain compromises in performance, reliability and security even when performing as warranted and that failure to follow manufacturer/licensor recommendations may make such compromises more acute.
- (c) SBC's maintenance Service provided under the Maintenance Plan shall include preventive and remedial maintenance, as required by the CPE manufacturer's specifications or by SBC. Replacemen: parts and products may be new or equivalent to new in performance. Such parts and products will be furnished on an exchange basis and the returned parts and products will become the property of SBC. SBC's preventive and remedial maintenance Service obligations hereunder do not include, and SBC is not otherwise obligated to provide replacement parts, software releases, second tier help desk support, updates, or maintenance Service resulting in CPE functionality which exceeds that expressly provided in manufacturers' or suppliers' specifications at the tirre such product was installed (including Year 2000 functionality).
- (d) SBC makes no guarantee as to parts availability on Equipment that has been discontinued by its manufacturer. In the event a manufacturer discontinues producing any Equipment or in the event the Equipment has outlived the manufacturer's suggested product life cycle, SBC shall continue to provide Service under the Maintenance Plan for as long as parts are available on a commerciality reasonable basis. In the event repair parts are not readily available, SBC shall advise Customer and Customer shall have the option to replace the Equipment with a similar product at SBC's then prevailing rates. In the event Customer declines to authorize such replacement, SBC shall delete such Equipment from this Addendum and cease providing Service for such Equipment, and SBC will issue, if applicable, a pro-rata refund for such deletion.
- (e) The periodic charges specified herein include all the stated maintenance Service performed at any time in connection with Emergencies and Non-Emergencies during Normal Business Hours. An "Emergency" is defined as any malfunction that leaves Customer unable to place or receive calls through the CPE, or any other failure agreed to in writing by the Parties.
- (f) Service performed outside of Normal Business Hours or outside the scope of the Maintenance Plan will be charged on a per occurrence basis billed in fifteen (15) minute increments with a minimum of two (2) hours at SBC's then prevailing hourly or premium hourly rate including travel time to and from Customer's Site. Customer shall also be responsible for travel and living expenses, when required. Provisioning of such Service shall be at the discretion of SBC and shall be subject to the availability of personnel and parts, if applicable.

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- (g) In the event SBC responds to Customer's request for Service and SBC reasonably determines that the problem was not caused by the Equipment maintained herein, Customer will be responsible for additional charges for such response at SBC's then prevailing rates.
- (h) SBC's responsibility with respect to its obligation to provide maintenance Service under this Addendum shall be limited to the Customer's side of the CPE residing on the Demarcation Point ("Demarcation Point" is defined as the point between facilities controlled or owned by the local telephone carrier and those facilities controlled or owned by Customer). Maintenance Services include maintenance as described herein for: (i) the CPE and/or associated system software stated herein; and (ii) such other equipment and/or software which is subsequently added to this Addendum by an Order, attachment or other applicable document. In the event that SBC responds to Customer's request for Service and Customer's claim of CPE malfunction is due to problems on the local telephone utility's side of the Demarcation Point due to malfunctions in equipment or software other than that covered by this Addendum, Customer will be responsible for additional charges for such response in accordance with SBC's then prevailing rates.
- (i) SBC may suspend performance or terminate this Addendum if Customer fails to pay all amounts due by the applicable due date and such failure is not cured within 30 days of receiving SBC's notice of non-payment.

III. SHIPPING AND DELIVERY

- (a) All shipping, transportation and delivery charges for the Equipment, including expedites, shall be paid by Customer. SBC shall use commercially reasonable efforts to deliver the Equipment by the delivery date specified in this Addendum. Customer may, upon written notice to SBC no later than ten (10) days prior to delivery, postpone the delivery, installation or Cutover dates specified in this Addendum one (1) time.
- (b) Such postponement shall not exceed thirty (30) days from the originally scheduled delivery, installation or Cutover dates and is subject to price changes.

IV. INSTALLATION AND CUTOVER

In the event SBC connects the Equipment or installs the Software on such Customer owned equipment, SBC shall not be liable for any damage to such Customer owned equipment, unless due to SBC's sole negligence. SBC shall use commercially reasonable efforts to complete installation and Cutover of the Equipment by the dates specified in this Addendum. Cutover shall be deemed accomplished upon connection to the telephone network to place and receive calls. Cutover of Equipment that is not dependent on the telephone network will occur when the Equipment is operational.

V. WARRANTY AND WARRANTY EXCLUSIONS

- (a) The "Warranty Period" for Equipment shall be twelve (12) months (and in the case of SBC-provided Software related to the Equipment, ninety (90) days (or such longer period provided by SBC's applicable Software licensor)) from the date of delivery to the carrier for shipment, or from the date of installation when SBC provides installation (or from such other date as determined by the applicable Equipment/Software manufacturer/licensor). SBC warrants that during the Warranty Period, the CPE/Software shall materially conform to the manufacturer's:licensor's published specifications. If Customer notifies SBC of a material defect during the Warranty Period, SBC shall, at SBC's sole option, repair or replace the Equipment/Software, free of charge to Customer. SBC's repair or replacement of CPE/Software shall be Customer's sole remedy for breach of the warranty as stated herein. All warranty Services will be performed during Normal Business Hours.
- (b) During the Warranty Period, any change in the location of CPE must be performed by SBC and shall be at Customer's expense.
- (c) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is an Emergency, SBC will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical.
- (d) In the event the problem is a non-Emergency, SBC shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (i) commence repair or replacement from a remote location. (ii) dispatch Service personnel to Customer's site, or (III) ship replacement CPE as soon as practical, provided, however,

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Customer must return the defective CPE within ten (10) days or SBC shall invoice Customer for the full replacement cost. SBC reserves the right to inspect all defective CPE and SBC shall have final determination of the status of such CPE.

VI. MAINTENANCE PLAN DESCRIPTIONS

- (a) SBC PremierSERVSM Voice CPE Support Services Complete. (i) SBC shall provide maintenance Services, including parts, for CPE as well as any intra-building distribution cables provided by SBC in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors; (ii) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is an Emergency, SBC will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate, within two (2) hours for PBX systems and four (4) hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. (iii) In the event the problem is a non-Emergency, SBC shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (1) commence repair or replacement from a remote location, (2) dispatch service personnel to Customer's Site, or (3) ship replacement CPE as soon as practical, provided, however, Customer must return the defective CPE within ten (10) days or SBC shall invoice Customer for the full replacement cost. SBC reserves the right to inspect all defective CPE and SBC shall have final determination of the status of such CPE.
- (b) SBC PremierSERVSM Voice CPE Support Services Essential. (ii) SBC shall provide maintenance Services, including parts, for CPE as well as any intra-building distribution cables provided by SBC in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors; (iii) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is an Emergency, SBC will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. (iii) in the event the problem is a non-Emergency, SBC shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (1) commence repair or replacement from a remote location, (2) dispatch service personnel to Customer's Site, or (3) ship replacement CPE as soon as practical, provided, however, Customer must return the defective CPE within ten (10) days or SBC shall invoice Customer for the full replacement cost. SBC reserves the right to inspect all defective CPE and SBC shall have final determination of the status of such CPE. "Business hours" refers to services performed during Normal Business Hours. Any Services performed outside of the Normal Business Hours shall be performed within mutually agreed to time periods.
- (c) SBC PremierSERVSM Voice CPE Support Services Dedicated. (i) SBC will provide technician, Customer Service Representative, Project Manager, or other agreed upon resource(s) as set forth herein or within an associated Statement of Work, on an annual basis to perform installation, maintenance, and/or move, add or change activities. (ii) SBC shall, at its sole discretion, assign either a qualified SBC employee or contractor ("Resource") or a combination of both to provide Services to Customer during Normal Business Hours. (iii) Each Resource will be granted time off for lunch and breaks as mandated by any labor agreement, Federal, State, County or City laws that are applicable. Customer must provide adequate office facilities/quarters/storage for Resource to administer daily responsibilities. (Iv) Customer may also purchase optional replacement parts coverage associated with Dedicated. SBC shall provide maintenance Services, including parts, for CPE as well as any intra-building distribution cables provided by SBC in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors. (v) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is an Emergency, SBC will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. Any Services performed outside of the Normal Business Hours shall be performed within mutually agreed to time periods.
- (d) SBC PremierSERVSM Voice CPE Support Services Custom. Custom provided maintenance shall include the Services as agreed to by Parties as described in the document.
- (e) Call Center Software Support Services Option:

(Customer Initials) \$0.00 Monthly Price for Call Center Software Support Services (included in the Monthly Maintenance Price)

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As additional support to the selected maintenance plan, Customer elects to purchase SBC Software Support Services as described below:

- (i) SBC's software support services may include preventive and/or remedial maintenance, as required by SBC or its supplier. The software support services may also include technical telephone consultation and diagnostic assistance, problem origination and expedite resolution. Software support services are typically performed remotely. SBC may provide on-site support services as SBC deems necessary. SBC's preventive and remedial software support services obligation hereunder do not include, and is not otherwise obligated to provide software releases, updates, upgrades or maintenance service resulting in Call Center Software functionality which exceeds that expressly provided in SBC's or its suppliers' specifications at the time such Software was installed (including Year 2000 functionality). Any software which is at a revision level not supported by the software licensor will be excluded from coverage.
 - (a) Software Support Services Complete. This service option is available with the SBC PremierSERVSM Voice CPE Support Services Complete Maintenance Plan. Customer may request software support service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is Severity Level 1 (as described herein), SBC shall, within two (2) hours after Customer's notification is logged in at SBC's Data Services Customer Care Center (DSCC), commence error correction activity from a remote location. In the event SBC does not respond within two (2) hours to Customer's Severity Level 1 (as described herein), the problem will be escalated. If Customer's problem is a Severity Level 2 or 3 (as described herein), SBC shall use reasonable efforts, within eight (8) business hours after Customer's problem is logged in by the DSCC, to commence error correction activity from a remote location.
 - (b) Software Support Services Essential. This service option is available with the SBC PremierSERVSM Voice CPE Support Services Essential Maintenance Plan. Customer may request maintenance service twenty-four (24) hours a day, seven (7) days a week by calling SBC. If Customer's problem is Severity Level 1 (as described herein), SBC shall, within two (2) business hours after Customer's notification is logged in at SBC's DSCC commence error correction activity from a remote location. In the event SBC does not respond within two (2) business hours, during SBC's Normal Business Day, to Customer's Severity Level 1 (as described herein), the problem will be escalated. If Customer's problem is a Severity Level 2 or 3 (as described herein), SBC shall use reasonable efforts, within eight (8) business hours, after Customer's problem is logged in by the DSCC, to commence error correction activity from a remote location, during SBC's Normal Business Day.

(ii) Severity Levels Defined

- (a) Severity Level 1. Application is inoperative; inability to use application materially impacts Customer's operations. If a bypass procedure is not utilized, SBC will continue error correction activity according to selected maintenance plan or optionally, on a time and materials basis. In addition, SBC shall provide verbal status reports on Severity Level 1 errors at intervals of no less than twice per day to designated Customer support representative, until a bypass is found.
- (b) Severity Level 2. Application is usable with limited functions. Error condition is not critical to continuing operation. Customer or SBC has determined the method of work around for the error condition.
- (c) Severity Level 3. Application is usable, but a minor problem exists.

VII. AGENCY

During the term of this Addendum, Customer will not permit any other person to maintain, repair or modify the CPE or to connect any other equipment. To the extent necessary for SBC to perform its Services under this Addendum, Customer agrees that SBC will be Customer's Site agent to represent Customer in any dealings with any telephone company or government agency with respect to CPE maintenance provided hereunder. Customer assumes all ongoing responsibility of directory listings, credit cards, system security, billing arrangements and other items not related to Equipment or Services provided by SBC unless expressly stated otherwise under this Addendum or some other express written agreement between Customer and SBC.

VIII. CHANGE IN EQUIPMENT

In the event that the term of the Maintenance Plan is longer than 1 year, SBC will have the right and option of conducting an Equipment review in each year of the Maintenance Plan. Based on the result of the Equipment review, the

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Maintenance Plan shall be amended to cover all Equipment additions and/or deletions which may have occurred and the maintenance price shall be adjusted accordingly. To the extent that the Customer desires to add or upgrade Equipment/Software subject to the Service, the Parties shall mutually agree on terms for such addition or upgrade. The 50% early termination liability set forth in the Master Agreement shall apply in the event that Customer terminates this Addendum, or reduces the grade of maintenance Services provided hereunder, prior to expiration of the term herein.

IX. RENEWAL

Unless terminated by either Party upon at least thirty (30) days written notice prior to expiration of the then existing Term, and to avoid Service interruption, the then current Term of this Addendum shall automatically extent for consecutive one (1) year Term(s) at SBC's then current pricing for such Services. Upon extension of the Maintenance Plan, the maintenance Services provided by SBC shall remain unchanged (except with respect to pricing) unless both Parties agree in writing to any changes at the time of extension. SBC may only increase the price of the Maintenance provided herein at: (i) the expiration of the initial term; (ii) commencement of any subsequent extension term; or (iii) the time Equipment is changed, upgraded or added to this Addendum. SBC will provide Customer with a 30 day notice of such increases.

X. SBC CAPITAL SERVICES ("SBC-CS") FINANCING OPTION

[Individual's initials on behalf of Customer]
Customer elects to finance the Total Purchase Price through SBC-CS. Customer hereby requests that SBC invoice SBC-CS and arrange for payment as described below:
SBC will invoice Customer in care of SBC-CS for 100% of the Total Purchase Price upon Cutover (as defined in the Agreement) and the invoice shall be paid promptly after its delivery to SBC-CS, provided that all required lease
documentation has been properly executed and received by SBC-CS. If all lease documentation is not executed and received by SBC-CS Customer agrees and will pay the Total Purchase Price to SBC upon receipt of an invoice from SBC.

END OF DOCUMENT