

NetSolve, Incorporated
 Customer Service Order (CSO)
 CSO Number:

NetSolve Sales Exec: Austin Efax
Phone: -- Fax: 512-692-2820
Email: 0
This quote valid through: December 26, 2003

Sold To / Order Contact	Bill To	End User
ABC Company 3400 Capital Street Austin, TX 78756	ABC Company 3400 Capital Street Austin, TX 78756	Manufacturing Inc. 12345 Main Street New York NY
Attn: John Miller Phone: 512-330-5630 Fax: --	Attn: John Miller Phone: 512-330-5630 Fax: --	Attn: Phone: -- Fax: --

Services Summary

CRD ^(B)	Term	Product	Geog	Quantity		Recurring Unit Pricing			Extended Recurring Charges			Extended Non-Recurring Charges				
				R	NR	List	Disc	Net	List	Disc	Net	List	Disc	Net		
11-1-03	[45 days]	36 WAN	Dom	15	15											
11-1-03	[45 days]	36 WAN	Intl	7	7											
11-1-03	[45 days]	36 LAN Large Switches	Dom	3	3											
11-1-03	[45 days]	36 Security - Firewall	Dom	2	2											
11-1-03	[45 days]	36 Security - NIDS	Dom	1	1											
11-1-03	[45 days]	36 Security - HIDS	Dom	1	1											
11-1-03	[45 days]	36 Server	Dom	20	20											
11-1-03	[45 days]	36 LAN Small Switches	Dom	2	2											
11-1-03	[45 days]	36 IP Telephony	Dom	1,000	1,000											
Total All Products				1,051	1,051											
Total Domestic				1,044	1,044											
Total International				7	7											

Budgetary Only - Authorizations not yet Complete

Services are subject to the conditions contained in the 'Notes' on the following page.

This CSO, when executed by ABC Company and accepted at NetSolve headquarters shall be governed by the Agreement and any amendments or addenda to such Agreement between NetSolve, Incorporated and ABC Company. All Services are governed by the NetSolve Service Description incorporated in such Agreement.

Budgetary Only - Authorizations not yet Complete

Budgetary Only - Authorizations not yet Complete

NetSolve, Incorporated
Customer Service Order (CSO)
CSO Number:

NetSolve Sales Exec: -- Fax: 512-692-2820
This quote valid through: December 26, 2003
Pricing shown is for term (in months) shown above
Pricing excludes applicable taxes and freight

General Notes

- A. This CSO describes the installation, term, type, quantity and cost of all services and equipment provided to Customer by NetSolve ("Services").
- B. Provision of Services by the Customer Requested Dates reflected in this CSO requires receipt of a signed CSO and all applicable paperwork and Customer information required by NetSolve to provision the Services by January 0, 1900. The CRD Date on Page 1 reflects the CRD of first device followed by requested schedule for all devices to be installed stated in number of calendar days from the CRD."
- C. All CSOs are subject to network / topology design review by NetSolve.
- D. Customer is responsible for configuration, installation and integration work unless those services are included in the Services Detail attached hereto.
- E. Pricing is for term, in months, on Page 1 and excludes applicable taxes and freight.

CSO-Specific Notes

NetSolve, Incorporated Customer Service Order (CSO)
CSO Number:

NetSolve Sales Exec: -- Fax: 512-692-2820 This quote valid through: December 26, 2003 Pricing shown is for term (in months) shown above Pricing excludes applicable taxes and freight
--

Services Detail

Product	Service Element	Geog	R/N	Qty	Unit Pricing			Extended Recurring Charges			Extended Non-Recurring Charges		
					List	Disc	Net	List	Disc	Net	List	Disc	Net
WAN	Full Life Cycle	Dom	R	5									
	Full Life Cycle	Dom	NR	5									
	Fault Management	Dom	R	5									
	Fault Management	Dom	NR	5									
	Fault Monitoring	Dom	R	5									
	Fault Monitoring	Dom	NR	5									
	Full Life Cycle	Intl	R	2									
	Full Life Cycle	Intl	NR	2									
	Fault Management	Intl	R	2									
	Fault Management	Intl	NR	2									
	Fault Monitoring	Intl	R	3									
	Fault Monitoring	Intl	NR	3									
	LAN Large Switches	Full Life Cycle / LAN Layer 3	Dom	R	1								
Full Life Cycle / LAN Layer 3		Dom	NR	1									
Full Life Cycle / LAN Layer 2		Dom	R	1									
Full Life Cycle / LAN Layer 2		Dom	NR	1									
Fault Monitoring		Dom	R	1									
Fault Monitoring		Dom	NR	1									
LAN Small Switches	Full Life Cycle / LAN Layer 2	Dom	R	1									
	Full Life Cycle / LAN Layer 2	Dom	NR	1									
	Fault Monitoring	Dom	R	1									
	Fault Monitoring	Dom	NR	1									
Server	Fault Monitoring	Dom	R	20									
	Fault Monitoring	Dom	NR	20									
Security - Firewall	Full Life Cycle / High Performance	Dom	R	1									
	Full Life Cycle / High Performance	Dom	NR	1									
	Full Life Cycle / Low Performance	Dom	R	1									
	Full Life Cycle / Low Performance	Dom	NR	1									
Security - NIDS	Full Life Cycle	Dom	R	1									
	Full Life Cycle	Dom	NR	1									
Security - HIDS	Full Life Cycle	Dom	R	1									
	Full Life Cycle	Dom	NR	1									
IP Telephony	IPT	Dom	R	1,000									
	IPT	Dom	NR	1,000									

NetSolve, Incorporated Customer Service Order (CSO)
CSO Number:

NetSolve Sales Exec: -- Fax: 512-692-2820
This quote valid through: December 26, 2003
Pricing shown is for term (in months) shown above
Pricing excludes applicable taxes and freight

IP Telephony Detail

IPT contract parameter notes:

The monthly cost for IP telephony was determined based on aggregate architecture parameters discovered during the design process. These parameters and other factors combined to produce the monthly recurring amounts and the resulting price per phone. As this IP Telephony infrastructure evolves the following parameters will be monitored and additional charges may result.

CSO Line item	1,000	Phones Per Phone Monthly Recurring Cost
Service Type	IPT	
Term of contract	36	Months

Element / Factor	Quantity	Comment
Maximum Aggregate Phones Count	1,000	Re-Measured quarterly
Resulting price per phone		Price charged for additional phones
Maximum Number of server sites	1	Used in maximum device count
Maximum number of sites with IP Phones	5	Used in maximum device count
Maximum number of covered devices	36	Re-Measured quarterly
Actual number of devices reported	-	Original number (optional)
Maximum number of support hours included	18	
Phones Charged per excess device	27	To be used if max device count is exceeded

