

May 4, 2026  
City of Jonesboro, GA

**RE: Cisco SMARTnet Renewals**

Thank you for the opportunity to provide a proposal for **SMARTnet Renewals for the Cisco Unified Communications system**. Our goal is to provide you with the highest quality products and a level of customer service that exceeds your expectations.

Please do not hesitate to contact me if you have any questions about this proposal. Again, thank you for this opportunity. We look forward to working with you.

**SMARTnet Overview**

SMARTnet technical service contracts may be purchased to extend the life of your IT investment. This puts Cisco expertise in the hands of your staff through online interactive tools and resources, direct access to Cisco hardware and software TAC engineers, software and content updates, and advance hardware replacement options.

Cisco SMARTnet agreements are between the end-customer (**City of Jonesboro, GA**) and Cisco. NetPlanner Systems, Inc. will assist in opening new cases and assist in troubleshooting / re-loading configurations on replaced hardware, but these services are typically billable activities that are covered by the in-place service agreement or invoiced separately.

Cisco SMARTnet is much more than a simple warranty replacement, and should not be considered an “extended warranty” – but a specialized service that helps to lower ongoing costs, mitigate risks, and provide your technical staff with best-in-class support from Cisco employed experts.

Pricing presented is to extend the existing contract(s) for 1-year starting on date as identified below.

**Current Contract # 205270791 Expiring on June 30, 2026**

Associated HW: Qnty (1) Cisco ISR4321-V/K9  
Units: FLM254410E9  
Qnty (2) Cisco BE6M-M5-K9  
Units: WMP26010138, WMP2601013G

*These units will become end of support on February 29, 2028*

**SMARTnet Renewal TOTAL: \$1,610**

Atlanta, GA • Augusta, GA • Columbus, GA • Savannah, GA • Fayetteville, NC

**Corporate Headquarters:**

3145 Northwoods Parkway, Suite 800 • Norcross, GA 30071  
Office: (770) 662-5482 • Fax: (770) 441-3773 • Toll-Free: (800) 795-1975  
[www.netplanner.com](http://www.netplanner.com)

## PAYMENTS

Standard payment terms are NET 30

## INCLUSIONS

Pricing is valid for 30 days.

## WARRANTY

NetPlanner Systems includes NO WARRANTY with this pricing proposal as the items submitted are not eligible for warranty and/or are covered by manufacturer warranty.

## ACKNOWLEDGEMENTS

This Agreement represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, representations, commitments, understandings or agreements between the parties, either written or oral. This Agreement shall not be changed or modified by any oral agreement or any other agreement unless the same is in writing and signed by the party against whom enforcement of the change, modification or discharge is sought. If NetPlanner Systems, Inc.'s proposal is made a part of this Agreement and said proposal contains any terms or conditions inconsistent with the terms and conditions of this Agreement Form, then this Agreement Form shall govern.

## ACCEPTANCE

NetPlanner Systems, Inc. is hereby authorized to perform the work as specified. Payment shall be made as outlined above. Customer agrees this proposal constitutes in its entirety all that will be provided by NetPlanner Systems, Inc. Customer's signature certifies acceptance of the terms and conditions set forth in this proposal and posted at [www.netplanner.com/termsandconditions](http://www.netplanner.com/termsandconditions).

If this proposal is distributed by e-mail, then replying to such e-mail with the subject or message "I Accept" or any request by the Customer for NetPlanner Systems, Inc. to begin work on this project will constitute full acceptance of the terms and conditions set forth in this proposal and posted at [www.netplanner.com/termsandconditions](http://www.netplanner.com/termsandconditions).

### Customer

Authorized Signature:

\_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

### NetPlanner Systems, Inc.

Authorized Signature:

\_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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