

PureConnect Customer Care EXHIBIT "A" ConvergeOne Basic 8x5 Customer Care with Genesys Care

Name: City of Columbus Carahsoft Quote # 26770521

Server Licenses	1	Server Licenses Advanced Server Switchover Clone for PureConnect On Premise Server Interaction Dialer Server PureConnect On Premise Development System - Included w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021	### Accord Accord	\$24,200.00 \$4,125.00 \$4,125.00 \$4,125.00 \$0.00 \$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$24,200.00 \$4,125.00 \$4,125.00 \$4,125.00 \$0.00 \$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$5,996.76 \$1,022.18 \$1,022.18 \$1,022.18 \$0.00 \$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
1 Advanced Server	1	Advanced Server Switchover Clone for PureConnect On Premise Server Interaction Dialer Server PureConnect On Premise Development System - Included w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Contact Center Level 3 - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-On - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$4,125.00 \$4,125.00 \$0.00 \$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$4,125.00 \$4,125.00 \$0.00 \$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$1,022.18 \$1,022.18 \$0.00 \$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
1 Switchover Clone for PureConnect On Premise Server	1 S I I S I I S I I S I I S I I S I I S I I S I I S I I S I I I S I I I S I I S I I S I I S I I S I I S I I S I I S I I S I I S I I S I I I S I	Switchover Clone for PureConnect On Premise Server Interaction Dialer Server PureConnect On Premise Development System - Included w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Contact Center Level 3 - Named Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$4,125.00 \$4,125.00 \$0.00 \$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$4,125.00 \$4,125.00 \$0.00 \$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$1,022.18 \$1,022.18 \$0.00 \$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
Interaction Dialer Server	1	Interaction Dialer Server PureConnect On Premise Development System - Included w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$4,125.00 \$0.00 \$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$4,125.00 \$0.00 \$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$1,022.18 \$0.00 \$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
PurcCornect On Premise Development System - Included	1	PureConnect On Premise Development System - Included w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Contact Center Level 3 - Named Maccess Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$0.00 \$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$0.00 \$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$0.00 \$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
1 w/Server S/1/2021 4/30/2022 S0.00 S0.00	1	w/Server User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
	22 II	User Access Licenses Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$71.50 \$104.50 \$891.00 \$1,303.50 \$1,688.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$1,573.00 \$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$22,000.00 \$0.00 \$62,700.00	\$389.79 \$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
22	22	Basic Station Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$104.50 \$891.00 \$1,303.50 \$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00	\$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
S	5	Business Client - Named Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$104.50 \$891.00 \$1,303.50 \$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$522.50 \$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00	\$129.48 \$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
139	139 G 22 G 10 G 161 U 132 I 150 I 239 I 239 I 239 I 239 I 318 I 318 I 1 I 1 I 1 I	Contact Center Level 1 - Named Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$891.00 \$1,303.50 \$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$123,849.00 \$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00	\$30,689.78 \$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
22	22 0 10 10 10 10 10 10 1	Contact Center Level 2 - Named Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$1,303.50 \$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$28,677.00 \$16,885.00 \$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00 \$62,700.00	\$7,106.16 \$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
10 Contact Center Level 3 - Named	10 C A A A A A A A A A A A A A A A A A A	Contact Center Level 3 - Named Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$1,688.50 \$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$16,885.00 \$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00 \$62,700.00	\$4,184.10 \$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
Access Add-on Licenses	161 U 132 II 132 II 5 II 32 II 32 II 32 II 150 II 239 IF 239 IF 239 IF 239 IF 318 II 1 II 1 II	Access Add-on Licenses Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$38.50 \$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$6,198.50 \$1,452.00 \$825.00 \$22,000.00 \$0.00 \$62,700.00	\$1,535.99 \$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
161	161 U 132 II 132 II 5 II 32 II 32 II 150 II 239 II 239 II 57 II 22 II 1 II 1 II 1 II	Unified Messaging Add-on - Named Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$1,452.00 \$825.00 \$22,000.00 \$0.00 \$62,700.00	\$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
132 Desktop Fax Add-On - Named	132 II 5 II 32 II 32 II 32 II 150 II 239 II 239 II 57 C 22 II 1 II 1 II 1 II	Desktop Fax Add-On - Named Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$11.00 \$165.00 \$687.50 \$0.00 \$418.00	\$1,452.00 \$825.00 \$22,000.00 \$0.00 \$62,700.00	\$359.81 \$204.44 \$5,451.60 \$0.00 \$15,537.06
Social Interaction Supervisor - System Status Monitoring - Named SI/2021 4/30/2022 \$165.00 \$825.00 \$32 Interaction Supervisor Add-On - Named SI/2021 4/30/2022 \$687.50 \$52,000.00 \$32 \$32 Interaction Report Assistant - Named SI/2021 4/30/2022 \$418.00 \$60,00 \$60.00 \$150 Interaction Recorder Add-On - Named SI/2021 4/30/2022 \$418.00 \$62,700.00 \$150 Interaction Recorder Add-On - Named SI/2021 4/30/2022 \$418.00 \$62,700.00 \$150 Session Licenses Since Session SI/2021 4/30/2022 \$418.00 \$62,700.00 \$150	5 II 32 II 32 II 32 II 150 II 239 IF 239 IF 239 IF 239 IF 318 IN 1 II 1 II	Interaction Supervisor - System Status Monitoring - Named Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$165.00 \$687.50 \$0.00 \$418.00 \$165.00	\$825.00 \$22,000.00 \$0.00 \$62,700.00	\$204.44 \$5,451.60 \$0.00 \$15,537.06
32	32 II 32 II 32 II 150 II 50 II	Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$687.50 \$0.00 \$418.00 \$165.00	\$22,000.00 \$0.00 \$62,700.00	\$5,451.60 \$0.00 \$15,537.06
32	32 II 32 II 32 II 150 II 50 II	Interaction Supervisor Add-On - Named Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022 4/30/2022 4/30/2022	\$687.50 \$0.00 \$418.00 \$165.00	\$22,000.00 \$0.00 \$62,700.00	\$5,451.60 \$0.00 \$15,537.06
32	32 II 150 II 239 IF 239 A 57 C 22 IF 1 S 318 IN	Interaction Report Assistant - Named Interaction Recorder Add-on - Named Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022 4/30/2022	\$0.00 \$418.00 \$165.00	\$0.00 \$62,700.00	\$15,537.06
Session Sess	150 II 239 IF 239 A 57 C 22 IF 318 IN 1 II 1 S	Session Licenses Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021 5/1/2021	4/30/2022 4/30/2022	\$165.00		
239 Basic Session	239 II 239 A 57 Q 22 II 318 N 4 1 II 1 S	Basic Session Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021	4/30/2022		\$39.435.00	
239 Advanced Session	239 A 57 C 22 F 1 S 318 N 4 I 1 I	Advanced Session Conference Sessions Fax Sessions	5/1/2021 5/1/2021	4/30/2022		\$39,435,00	
S7	57 C 22 F 1 S 318 N 4 I 1 I	Conference Sessions Fax Sessions	5/1/2021		\$412.50	+=>,.55.00	\$9,771.99
22	22 F 1 S 318 M 1 I 1 S	Fax Sessions			ψ+1∠Ο	\$98,587.50	\$24,429.98
1 Screen Recorder Session 5/1/2021 4/30/2022 \$275.00 \$275.00 \$318 Media Sessions 5/1/2021 4/30/2022 \$93.50 \$29,733.00 \$20,733.00 \$318 Media Sessions 5/1/2021 4/30/2022 \$93.50 \$29,733.00 \$318 Media Sessions 5/1/2021 4/30/2022 \$55,500.00 \$55,500.00 \$55,000.00 \$10 Scheduled Reports 5/1/2021 4/30/2022 \$3,850.00 \$3,850.00 \$3,850.00 \$11 Scheduled Reports 5/1/2021 4/30/2022 \$3,850.00 \$3,850.00 \$3,850.00 \$1 Scheduled Reports \$5/1/2021 4/30/2022 \$1,098.90 \$1,	1 S 318 M A A A A A A A A A A A A A A A A A A				\$66.00		\$932.22
318 Media Sessions 5/1/2021 4/30/2022 \$93.50 \$29,733.00 \$28,733.00 \$38,730.00 \$38,730.00 \$38,730.00 \$38,700.00	318 M						\$599.68
Additional Standalone Server Licenses	1 I I						\$68.15
1	1 I		5/1/2021	4/30/2022	\$93.50	\$29,733.00	\$7,367.84
1 Scheduled Reports 5/1/2021 4/30/2022 \$3,850.00 \$3,850.00 \$1,098.90 \$1,09	1 5			1			
Speech Recognition Services							\$1,362.90
Media Server & SIP Proxy Licenses 5/1/2021	1 2						\$954.03
12	7		5/1/2021	4/30/2022	\$1,098.90	\$1,098.90	\$272.31
13		•	5/1/2021	4/20/2022	\$0.00	ΦΩ ΩΩ	\$0.00
3rd Party Licenses and Integration Packages 76 Nuance Recognizer9 Tier 2 Base Language 5/1/2021 4/30/2022 \$1,100.00 \$83,600.00 \$2,24 24 Vocalizer 6 Base Language Selection - Advanced TTS 5/1/2021 4/30/2022 \$850.00 \$20,400.00 \$2,000.00 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>\$0.00 \$708.71</td></t<>							\$0.00 \$708.71
76 Nuance Recognizer9 Tier 2 Base Language 5/1/2021 4/30/2022 \$1,100.00 \$83,600.00 \$2 24 Vocalizer 6 Base Language Selection - Advanced TTS 5/1/2021 4/30/2022 \$850.00 \$20,400.00 \$3 Prorated Support Licenses - Note 1 5 CC1 Upgrade to CC2 12/12/2020 4/30/2022 \$412.50 \$2,062.50 16 Advanced Session 5/13/2021 4/30/2022 \$412.50 \$6,600.00 \$3 16 Basic Session 5/13/2021 4/30/2022 \$165.00 \$2,640.00 \$3 1 CC1 Upgrade to CC3 5/13/2021 4/30/2022 \$797.50 \$797.50 \$797.50 \$797.50 \$4 Contact Center Level 3 - Named 5/13/2021 4/30/2022 \$1,688.50 \$6,754.00 \$6 \$6,754.00 \$9 \$4 Desktop Fax Add-On - Named 5/13/2021 4/30/2022 \$11.00 \$44.00 \$44.00 \$44.00 \$1,672.00 \$1 \$1,672.00 \$1,672.00 \$1 \$1,672.00 \$1 \$1,672.00 \$1 \$1,672.00 <td< td=""><td></td><td></td><td>3/1/2021</td><td>4/30/2022</td><td>\$220.00</td><td>\$2,800.00</td><td>\$706.71</td></td<>			3/1/2021	4/30/2022	\$220.00	\$2,800.00	\$706.71
Vocalizer 6 Base Language Selection - Advanced TTS			5/1/2021	4/20/2022	\$1,100,00	\$92,600,00	\$20,716.08
Prorated Support Licenses - Note 1 5 CC1 Upgrade to CC2 12/12/2020 4/30/2022 \$412.50 \$2,062.50 16 Advanced Session 5/13/2021 4/30/2022 \$412.50 \$6,600.00 \$5 16 Basic Session 5/13/2021 4/30/2022 \$165.00 \$2,640.00 \$2 1 CC1 Upgrade to CC3 5/13/2021 4/30/2022 \$797.50 \$7797.50 \$7797.50 \$6,754.00 \$2 4 Contact Center Level 3 - Named 5/13/2021 4/30/2022 \$1,688.50 \$6,754.00 \$3 4 Desktop Fax Add-On - Named 5/13/2021 4/30/2022 \$11.00 \$44.00 4 Interaction Recorder Add-on - Named 5/13/2021 4/30/2022 \$418.00 \$1,672.00 2 Interaction Report Assistant - Named 5/13/2021 4/30/2022 \$50.00 \$0.00 5 Interaction SIP Soft Phone 5/13/2021 4/30/2022 \$55.00 \$275.00 2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$93.50		Vocalizer 6 Base Language Selection - Advanced TTS					\$5,055.12
5 CC1 Upgrade to CC2 12/12/2020 4/30/2022 \$412.50 \$2,062.50 16 Advanced Session 5/13/2021 4/30/2022 \$412.50 \$6,600.00 \$9 16 Basic Session 5/13/2021 4/30/2022 \$165.00 \$2,640.00 1 CC1 Upgrade to CC3 5/13/2021 4/30/2022 \$797.50 \$797.50 4 Contact Center Level 3 - Named 5/13/2021 4/30/2022 \$1,688.50 \$6,754.00 \$9 4 Desktop Fax Add-On - Named 5/13/2021 4/30/2022 \$11.00 \$44.00 4 Interaction Recorder Add-on - Named 5/13/2021 4/30/2022 \$418.00 \$1,672.00 2 Interaction Report Assistant - Named 5/13/2021 4/30/2022 \$0.00 \$0.00 5 Interaction SIP Soft Phone 5/13/2021 4/30/2022 \$55.00 \$275.00 2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$687.50 \$1,375.00 16 Media Sessions 5/13/2021 4/30/2022 \$38.50		8 8	3/1/2021	4/30/2022	\$650.00	\$20,400.00	\$3,033.12
16 Advanced Session 5/13/2021 4/30/2022 \$412.50 \$6,600.00 \$3 16 Basic Session 5/13/2021 4/30/2022 \$165.00 \$2,640.00 1 CC1 Upgrade to CC3 5/13/2021 4/30/2022 \$797.50 \$797.50 4 Contact Center Level 3 - Named 5/13/2021 4/30/2022 \$1,688.50 \$6,754.00 \$3 4 Desktop Fax Add-On - Named 5/13/2021 4/30/2022 \$11.00 \$44.00 4 Interaction Recorder Add-on - Named 5/13/2021 4/30/2022 \$418.00 \$1,672.00 2 Interaction Report Assistant - Named 5/13/2021 4/30/2022 \$55.00 \$20.00 5 Interaction SIP Soft Phone 5/13/2021 4/30/2022 \$55.00 \$275.00 2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$687.50 \$1,375.00 16 Media Sessions 5/13/2021 4/30/2022 \$93.50 \$1,496.00 4 Unified Messaging Add-on - Named 5/13/2021 4/30/2022 <t< td=""><td></td><td></td><td>12/12/2020</td><td>4/20/2022</td><td>¢412.50</td><td>#2.0<i>6</i>2.70</td><td>\$707.12</td></t<>			12/12/2020	4/20/2022	¢412.50	#2.0 <i>6</i> 2.70	\$707.12
16 Basic Session 5/13/2021 4/30/2022 \$165.00 \$2,640.00 1 CC1 Upgrade to CC3 5/13/2021 4/30/2022 \$797.50 \$797.50 4 Contact Center Level 3 - Named 5/13/2021 4/30/2022 \$1,688.50 \$6,754.00 \$3 4 Desktop Fax Add-On - Named 5/13/2021 4/30/2022 \$11.00 \$44.00 4 Interaction Recorder Add-on - Named 5/13/2021 4/30/2022 \$418.00 \$1,672.00 2 Interaction Report Assistant - Named 5/13/2021 4/30/2022 \$0.00 \$0.00 5 Interaction SIP Soft Phone 5/13/2021 4/30/2022 \$55.00 \$275.00 2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$687.50 \$1,375.00 16 Media Sessions 5/13/2021 4/30/2022 \$93.50 \$1,496.00 4 Unified Messaging Add-on - Named 5/13/2021 4/30/2022 \$38.50 \$154.00 20 Advanced Session 10/23/2021 4/30/2022 \$412.50 <							\$707.12
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5 Interaction SIP Soft Phone 5/13/2021 4/30/2022 \$55.00 \$275.00 2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$687.50 \$1,375.00 16 Media Sessions 5/13/2021 4/30/2022 \$93.50 \$1,496.00 4 Unified Messaging Add-on - Named 5/13/2021 4/30/2022 \$38.50 \$154.00 20 Advanced Session 10/23/2021 4/30/2022 \$412.50 \$8,250.00 \$5							\$0.00
2 Interaction Supervisor Add-On - Named 5/13/2021 4/30/2022 \$687.50 \$1,375.00 16 Media Sessions 5/13/2021 4/30/2022 \$93.50 \$1,496.00 4 Unified Messaging Add-on - Named 5/13/2021 4/30/2022 \$38.50 \$154.00 20 Advanced Session 10/23/2021 4/30/2022 \$412.50 \$8,250.00 \$5		1					\$65.90
4 Unified Messaging Add-on - Named 5/13/2021 4/30/2022 \$38.50 \$154.00 20 Advanced Session 10/23/2021 4/30/2022 \$412.50 \$8,250.00 \$		Interaction Supervisor Add-On - Named					\$329.52
20 Advanced Session 10/23/2021 4/30/2022 \$412.50 \$8,250.00 \$							\$358.52
							\$36.91
							\$1,064.18
		Basic Session		4/30/2022			\$425.67
					·		\$4,356.05
20 Desktop Fax Add-On - Named 10/23/2021 4/30/2022 \$11.00 \$220.00		1					\$28.38
6 Interaction Quality Manager - Named 10/23/2021 4/30/2022 \$418.00 \$2,508.00							\$323.51
							\$1,078.37
6 Interaction Report Assistant - Named 10/23/2021 4/30/2022 \$0.00 \$0.00 202 Interaction SIP Soft Phone 10/23/2021 4/30/2022 \$55.00 \$11,110.00 \$5		1					\$0.00 \$1,433.10
1 202	6 I	Interaction SIP Soft Phone	10/23/2021	4/30/2022	\$687.50	\$4,125.00	\$532.09

20	Media Sessions	10/23/2021	4/30/2022	\$93.50	\$1,870.00	\$241.21
20	Unified Messaging Add-on - Named	10/23/2021	4/30/2022	\$38.50	\$770.00	\$99.32
8	Advanced Session	10/26/2021	4/30/2022	\$412.50	\$3,300.00	\$418.95
8	Basic Session	10/26/2021	4/30/2022	\$165.00	\$1,320.00	\$167.58
8	Contact Center Level 3 - Named	10/26/2021	4/30/2022	\$1,688.50	\$13,508.00	\$1,714.91
9	Desktop Fax Add-On - Named	10/26/2021	4/30/2022	\$11.00	\$99.00	\$12.57
2	Interaction Quality Manager - Named	10/26/2021	4/30/2022	\$418.00	\$836.00	\$106.13
9	Interaction Recorder Add-on - Named	10/26/2021	4/30/2022	\$418.00	\$3,762.00	\$477.60
2	Interaction Report Assistant - Named	10/26/2021	4/30/2022	\$0.00	\$0.00	\$0.00
2	Interaction Supervisor Add-On - Named	10/26/2021	4/30/2022	\$687.50	\$1,375.00	\$174.56
8	Media Sessions	10/26/2021	4/30/2022	\$93.50	\$748.00	\$94.96
9	Unified Messaging Add-on - Named	10/26/2021	4/30/2022	\$38.50	\$346.50	\$43.99

Year 1 Genesys Care	\$164,594.83
Year 2 Genesys Care 5/1/2022 - 4/30/2022	\$176,458.60
Year 3 Genesys Care 5/1/2023 - 4/30/2024	\$176,458.60
Year 4 Genesys Care 5/1/2024 - 4/30/2025	\$185,281.53
Year 5 Genesys Care 5/1/2025 - 4/30/2026	\$194,545.97
Total 5-Year PreCommit Genesys Care	\$897,339.53

Year 1 ConvergeOne Basic 8x5 Customer Care with Genesys Care	\$6,642.25
Year 2 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2022 - 4/30/2023	\$7,121.01
Year 3 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2023 - 4/30/2024	\$7,121.01
Year 4 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2024 - 4/30/2025	\$7,121.01
Year 5 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2025 - 4/30/2026	\$7,121.01
Total 5-Year PreCommit ConvergeOne Basic 8x5 Customer Care	\$35,126.29

TOTAL 5-YEAR PRECOMMIT CONVERGEONE CUSTOMER CARE & GENESYS CARE

\$932,465.82

Plus Applicable Sales Tax

** Special Note **

Note¹ indicates Care for this item is based on prorated Care as defined by the start and end dates.

Hardware including servers, FXS gateways and telephones are not covered under this software Customer Care agreement.