



**PURECONNECT SUPPORT
EXHIBIT "A"
ConvergeOne Premier 24x7x365 Maintenance**

Name: City of Columbus
1601 Arlington Lane
Columbus, OH 43228

Coverage
05/01/17 - 04/30/18

Quantity	Item	Cost	Extended	Support Cost
Server Licenses				
1	Advanced Server	\$22,000.00	\$22,000.00	\$4,840.00
1	Switchover Clone for CIC Server	\$3,750.00	\$3,750.00	\$825.00
1	Interaction Dialer Server	\$3,750.00	\$3,750.00	\$825.00
1	CIC Development System - Included w/Server	\$0.00	\$0.00	\$0.00
User Access Licenses				
22	Basic Station	\$65.00	\$1,430.00	\$314.60
5	Business Client - Named	\$95.00	\$475.00	\$104.50
136	Contact Center Level 1 - Named	\$810.00	\$110,160.00	\$24,235.20
22	Contact Center Level 2 - Named	\$1,185.00	\$26,070.00	\$5,735.40
10	Contact Center Level 3 - Named	\$1,535.00	\$15,350.00	\$3,377.00
Access Add-on Licenses				
158	Unified Messaging Add-on - Named	\$35.00	\$5,530.00	\$1,216.60
132	Desktop Fax Add-On - Named	\$10.00	\$1,320.00	\$290.40
31	Interaction Supervisor Add-On - Named	\$625.00	\$19,375.00	\$4,262.50
31	Interaction Report Assistant - Named	\$0.00	\$0.00	\$0.00
5	Interaction Supervisor - System Status Monitoring	\$150.00	\$750.00	\$165.00
147	Interaction Recorder Add-on - Named	\$380.00	\$55,860.00	\$12,289.20
1	Screen Recorder Session	\$250.00	\$250.00	\$55.00
Session Licenses				
216	Basic Session	\$150.00	\$32,400.00	\$7,128.00
216	Advanced Session	\$375.00	\$81,000.00	\$17,820.00
57	Conference Sessions	\$60.00	\$3,420.00	\$752.40
22	Fax Sessions	\$100.00	\$2,200.00	\$484.00
295	Media Sessions	\$85.00	\$25,075.00	\$5,516.50
Additional Standalone Server Licenses				
1	IceLib / ICWS SDK	\$5,000.00	\$5,000.00	\$1,100.00
1	Scheduled Reports	\$3,500.00	\$3,500.00	\$770.00
1	Speech Recognition Services	\$999.00	\$999.00	\$219.78
Media Server & SIP Proxy Licenses				
4	Interaction Media Server - Medium Appliance Gen-8	\$6,999.00	\$0.00	\$0.00
5	Interaction Media Server - Medium Appliance	\$6,750.00	\$0.00	\$0.00
3	Interaction SIP Proxy, BCM	\$750.00	\$2,250.00	\$495.00
1	Interaction Media Server Dev License - Incl w/Server	\$0.00	\$0.00	\$0.00
3rd Party Licenses				
76	Nuance Recognizer 9 Tier 2 Base Language Port	\$1,100.00	\$83,600.00	\$18,392.00
24	Vocalizer 6 Base Language Selection - Advanced TTS	\$850.00	\$20,400.00	\$4,488.00
Miscellaneous				
	Interactive Intelligence CPI Charge			\$5,341.77

Annual Genesys Care Support	\$121,042.85
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ConvergeOne Premier 24x7x365 Maintenance	\$5,186.16
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TOTAL ANNUAL GENESYS CARE & CONVERGEONE MAINTENANCE	\$126,229.01
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Plus Applicable Sales Tax

<p>** Special Note ** Hardware including servers, FXS gateways and telephones are not covered under this software support agreement.</p>
