

## Solution Summary

### City of Columbus 5 Year Support Genesys & ConvergeOne Customer Care

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| <p><b>Customer:</b> City of Columbus, Ohio</p> <p><b>Ship to Address:</b> 1111 E Broad Street, 3rd Floor<br/>Columbus, OH 43205</p> <p><b>Bill to Address:</b> Dept of Technology, Fiscal Section<br/>PO Box 2949<br/>Attn: Accounts Receivable<br/>Columbus, OH 43216-2949</p> <p><b>Customer ID:</b> CITCOL0004</p> <p><b>Customer PO:</b></p> | <p><b>Primary Contact:</b> Brett Slater</p> <p><b>Email:</b> BTSlater@columbus.gov</p> <p><b>Phone:</b> (614) 645-5761</p> <p><b>National Account Manager:</b> Julie Wilson</p> <p><b>Email:</b> JWilson@convergeone.com</p> <p><b>Phone:</b> +13178766423</p> |
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| Solution Summary        | Current Due         | Remaining | Total Project       |
|-------------------------|---------------------|-----------|---------------------|
| Maintenance             |                     |           |                     |
| CIE Maintenance         | \$6,642.25          | Years 1-5 | \$35,126.29         |
| Manufacturer Support*   | \$164,594.83        | Years 1-5 | \$897,339.53        |
| <b>Project Subtotal</b> | <b>\$171,237.08</b> |           | <b>\$932,465.82</b> |
| Estimated Tax           | NOT INCLUDED        |           |                     |
| Estimated Freight       | NOT INCLUDED        |           |                     |
| <b>Project Total</b>    | <b>\$171,237.08</b> |           | <b>\$932,465.82</b> |

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "ConvergeOne" or "Seller") and Customer; or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.convergeone.com/online-general-terms-and-conditions/> . If Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: <https://www.convergeone.com/online-general-terms-and-conditions/> . In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect.

**Special Comment to Solution Summary:**

ConvergeOne T&M Rates for additional services are as follows (validate through the term of this contract) and all rates are based on Monday - Friday 8am through 5pm EST.

Genesys Converged Engineer: \$200/hour  
 Application/Developer: \$250/hour  
 Project Manager: \$200/hour  
 Trainer: \$200/hour

## Solution Quote

| #                  | Description                          | Term | Qty | Unit Price   | Extended Price |
|--------------------|--------------------------------------|------|-----|--------------|----------------|
| <b>Maintenance</b> |                                      |      |     |              |                |
| 1                  | Genesys Care Standard Support Year 1 |      | 1   | \$164,594.83 | \$164,594.83   |
| 2                  | Genesys Care Standard Support Year 2 |      | 1   | \$176,458.60 | \$176,458.60   |
| 3                  | Genesys Care Standard Support Year 3 |      | 1   | \$176,458.60 | \$176,458.60   |
| 4                  | Genesys Care Standard Support Year 4 |      | 1   | \$185,281.53 | \$185,281.53   |
| 5                  | Genesys Care Standard Support Year 5 |      | 1   | \$194,545.97 | \$194,545.97   |

## Summary Maintenance Services Order Form

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| <b>Customer:</b> City of Columbus, Ohio<br><b>Bill To Address:</b> Dept of Technology, Fiscal Section<br>PO Box 2949<br>Attn: Accounts Receivable<br>Columbus, OH 43216-2949<br><br><b>Customer ID:</b> CITCOL0004<br><b>Contact:</b> Brett Slater<br><b>Contact Phone:</b> (614) 645-5761<br><b>National Account Manager:</b> Julie Wilson<br><b>Email:</b> JWilson@convergeone.com | <b>Quote #:</b> SO-000652498<br><b>Quote Date:</b> 3/3/2021<br><b>Quote Valid Until:</b> 5/2/2021<br><br><b>Master Maintenance Agreement #:</b><br><br><b>Region:</b> Great Lakes<br><b>Customer PO:</b> |
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| Supported Sites<br>Address, City, State, Zip          | Sold To | Total Annual Price |
|---|---------|--------------------|
| 1111 E Broad Street, 3rd Floor, , Columbus, OH, 43205 |         |                    |

|   |                          |             |
|---|--------------------------|-------------|
| 1. ConvergeOne Basic 8x5 Customer Care Year 1 |                          | \$6,642.25  |
| 2. ConvergeOne Basic 8x5 Customer Care Year 2 |                          | \$7,121.01  |
| 3. ConvergeOne Basic 8x5 Customer Care Year 3 |                          | \$7,121.01  |
| 4. ConvergeOne Basic 8x5 Customer Care Year 4 |                          | \$7,121.01  |
| 5. ConvergeOne Basic 8x5 Customer Care Year 5 |                          | \$7,121.01  |
| The term of this contract is for 60 months.   | Total Value for this MSO | \$35,126.29 |

For the purchase of Maintenance Services, C1 will determine the start date for the Maintenance Services upon C1's acceptance of the applicable Order.

The pricing on this Order is based on the port and item counts provided to C1. If the actual quantities of ports that are maintained at the inception of this Order vary by more than five percent (5%) from the port count that had been provided to C1, and/or there is a discovery of additional items, C1 reserves the right to adjust the pricing for this Order to reflect the actual quantities being maintained.

In some cases, the Maintenance Services ordered hereunder (and the associated billing) may commence during the applicable Product warranty period. C1, at its discretion, may perform a true-up on a quarterly basis to reconcile future billing on any items that have been added (activated) or removed (deactivated) during the previous period.

## Supported Site Details Appendix

|                    |                        |                   |              |
|--------------------|------------------------|-------------------|--------------|
| <b>Customer</b>    | City of Columbus, Ohio | <b>Quote #</b>    | SO-000652498 |
| <b>Customer ID</b> | CITCOL0004             | <b>Quote Date</b> | 3/3/2021     |

This Supported Site Details Appendix provides an itemized list of the Products and Price for each Supported Site included in the Summary Maintenance Services Order Form. Each Supported Site detail below is considered a separate Order Form under the Agreement.

| Site Detail   |                      |                           |                        |                   |                    |
|---|----------------------|---------------------------|------------------------|-------------------|--------------------|
| Address, City, State, Zip                                   |                      | Sold To                   | Address Code           |                   | Total Annual Price |
| 1111 E Broad Street,<br>3rd Floor, , Columbus,<br>OH, 43205 |                      |                           | SHIP5                  |                   | \$6,642.25         |
| Qty   | Product #            | Description               | Coverage               | Annual Unit Price | Total Annual Price |
| 1   | MTC-C1 MAINT<br>ININ | Basic 8x5 Genesys Support | Genesys Basic -<br>8x5 | \$0.00            | \$0.00             |
| 1   | MTC-C1 MAINT<br>ININ | Basic 8x5 Genesys Support | Genesys Basic -<br>8x5 | \$6,642.25        | 6,642.25           |
| Total Year 1 Annual Price                                   |                      |                           |                        |                   | 6,642.25           |
| Total Value for Site  |                      |                           |                        |                   | \$35,126.29        |