



March 3rd, 2017

Dear Customers,

Genesys has announced a change in the maintenance price for the PureConnect, formerly CIC, platform effective immediately for new software license purchases and May 1st, 2017, for maintenance renewals. Genesys PureConnect maintenance pricing will be calculated at 22% of the PureConnect software net price. In addition, first year maintenance pricing attached to new license purchases will be effective upon software order.

The purchase of Genesys maintenance entitles you to all of the benefits and security that it has in the past including unlimited access to the most current software, access to support through ConvergeOne, unrestricted access to online documentation, and the assurance that your PureConnect platform will continue to be enriched to remain the industry's leading Customer Experience platform.

In addition, Genesys has committed to investing in its support infrastructure to enable quicker issue resolution and access to higher-level Genesys resources. Genesys will also enhance their R&D investment in PureConnect that will result in a robust product roadmap offering new capabilities including:

- ✓ Analytics tools and dashboards
- ✓ Enhanced web agent desktop capabilities, including scripting and personal response management
- ✓ Enriched APIs for digital channel management and analytics

ConvergeOne is committed to your success and ensuring that you are able to benefit from the full range of Customer Experience, Employee Experience, and Business Optimization capabilities in your PureConnect platform. ConvergeOne's maintenance and support prices will be unchanged. Please contact your National Account Manager or me if you have any questions or concerns. We appreciate your business.

Sincerely,

A handwritten signature in black ink that reads 'Owen B. Robinson'.

Owen B. Robinson
Senior Director, Genesys Practice

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