Section 4. SIP Ethernet

Virtual Communication Express (VCE) Description

Virtual Communication Express (VCE) is a Verizon Hosted VoIP Unified Communications service. VCE is offered with the following pricing options, which options cannot be mixed within a location (i.e., Customer must choose either Standard or Premier for each of its locations):

The "Standard" bundle offers Customer the option to pay for each user. Standard Capacity Trunk and Network capacity connections are required in addition to VCE service to support the expected call volume for calls outside of Customer's enterprise.

The "Premier" bundle includes the calling features associated with the Standard bundle, standard trunk capacity and additional Unified Communication (UC) Features, per user, not in the standard package above. UC features include Mobile Client, Tablet Client, Soft-phone client, instant messaging capabilities, instant meeting bridge (bridge 120 port capacity) and point-to-point video conferencing features.

Customer will pay for users and trunks at the following rates. Except as noted for the Standard Trunk Capacity pricing option, each Virtual Communication end user must be assigned to one of the user bundles listed below.

Network connection is required for this VCE service not included in the charges below.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCE Standard User - (Customer provided/Verizon Certified phone)	Standard User (Customer provided/Verizon Certified phone) provides basic telephony features such as voicemail, call forwarding, 3-way calling, caller ID, etc., plus access to a Web-based interface for additional enhanced features, e.g., scheduled call forwarding and Call Blast (an incoming call rings a number of devices simultaneously; also known as "simultaneous ring"). Standard user bundles also require purchase of sufficient trunks to support (per user bundle). Phone not included.	Per User	N/A	$11.11
VCE Standard User - Verizon Phone	Standard User (Verizon provided phone from options below not included on this line item) – Includes all features of Standard user above (per user bundle). Phone not included.	Per User	N/A	$11.11

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCE Premier User (Customer provided/Verizon Certified phone)	Premier User (Customer provided/Verizon Certified phone) – Provides all the capabilities of Standard User, plus: Premier Users will receive a Mobile, Tablet and Soft-phone client(s) (all described below). In addition, instant messaging capabilities are provided to enable Premier Users to chat with other Customer Virtual Comm Premier Users, see the status of other Premier Users (i.e., Busy, Available, On a call, In a meeting), or share what is displayed on their desktop through a web browser (per user bundle). Instant Meeting Bridge (bridge 120 port capacity) and point to point video conferencing features are enabled. Phone not included.	Per User	N/A	$29.90
VCE Premier User (Verizon provided phone)	Premier User (Verizon provided phone from options below not included on this line item) – Includes all features of Standard user above (per user bundle). Phone not included.	Per User	N/A	$29.90
VCE Remote User	Remote User – May be ordered with either a Standard or Premier User. Allows a different 911 service address than the primary service address.	Per User	N/A	N/A
VCE Standard Trunk Capacity	Standard Trunk Capacity – For Standard Users, Standard Trunk Capacity provides capability to make or receive calls outside of Customer's enterprise. A trunk includes unlimited intra-enterprise VoIP calling (VoIP origination and termination within Customer's enterprise), and unlimited local calling and unlimited long distance ("LD"). Calls to international locations can also be made but are billed at metered rates as set forth below (per trunk).	Per Call Path	N/A	$23.12
VCE Fax Station User	Fax Station User provides basic telephony capability which, when combined with a fax machine connected to a Verizon-supported analog telephone adapter (excluded from this line item) configured with the G.711 or T.38 codec, enables end users to send and receive faxes.	Per User	N/A	$10.55

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCE Emulate Key System Packages – For Premier locations, key system packages are available as grouped line packages where all lines are associated with the same telephone number. Each line in the package shares a similar Premier feature set, and all devices assigned to the package display all the lines associated with the package. So, an inbound call can be answered by an end user from any device assigned to the key system package. Premier features described above come with each package. This is allowing for shared call appearance both ways.				
VCE Emulate Key System 2 Line		Per Package	N/A	$72.36
VCE Emulate Key System 4 Line		Per Package	N/A	$140.70
VCE Emulate Key System 8 Line		Per Package	N/A	$266.33
VCE Emulate Key System 12 Line		Per Package	N/A	$376.88
VCE One-Time Non-Recurring Charges	There will be a one-time VCE set up charged for every location the customer orders. It also includes a PacketSmart P-100 probe for assisting in trouble shooting and network analysis if a problem should arise.	Per Location	$50.25	N/A
VCE Optional Network Features(s)				
VCE Auto Attendant	With respect to the Auto Attendant feature, "instance" means each menu of options that a user may choose to access. Each separate listing of touch tone options presented to a user is considered a separate menu. (One Instance included with service)	Per Instance	N/A	$25.13
VCE Call Center CRM Client	Call Center CRM Client	Per Instance	N/A	$5.53
VCE Call Center	Call Center	Per Instance	N/A	N/A
VCE Call Center Agent	Call Center Agent	Configured User	N/A	$65.33
VCE Call Center Supervisor	Call Center Supervisor	Configured User	N/A	$85.43
VCE Call Center Call Queue	Call Center Call Queue	Per Queue	N/A	N/A
VCE Call Center Call Queue Agent	Call Center Call Queue Agent	Per Instance	N/A	N/A
VCE Call Center Call Recording	Call Center Call Recording (instance)	Per Instance	N/A	$10.05

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCE Desktop Softphone	Soft-phone Client enables a configured user to use a Windows®-based or Mac®-based computer as a Virtual Comm telephonic endpoint. Such configured users can configure their Virtual Comm services to receive inbound-only calls, place outbound-only calls, or to enable both inbound and outbound calling.	Per User	N/A	$1.26
VCE Hunt Group	Distribute incoming calls across a group of employees at one or multiple locations. Great for routing inbound calls to sales, support, billing or other departments. Also allows for a Reception Group to take a call in the case the receptionist is not available.	Per Group	N/A	$10.05
VCE Instant Meeting Bridge (bridge 120 port capacity)	Allows multiple callers in different locations to join a conference call. Provides a dial-in audio conferencing bridge with leader and participant passcodes.	Per Occurrence	N/A	$10.05
VCE Instant Meeting Moderator	Instant Meeting Moderator	Per Occurrence	N/A	$15.08
Intercom Paging	Allows a user to set up a one-way call to a group of users by dialing a number or extension. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. The originator's message is heard through the speakers of the phones without the target users having to take any action.	Per Occurrence	N/A	$0.00
Skype4Business Client Enablement	Lync Client is for customers who are actively using Skype4Business (Lync) for their UC. This is a VCE Desktop Client with an Add-In to the Skype Client that allows for outbound calls generated from Skype/Lync to initiate a click to dial in the VCE Client dialer.	Per Occurrence	N/A	$0.00

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Mobile Client	Mobile Client enables a configured user to install an application on his/her Android® or iOS®-based smartphone to utilize it as a Virtual Comm telephonic endpoint. Such configured users can configure their Virtual Comm services to receive inbound calls to their Virtual Comm number on their smartphone, or place outbound calls from their smartphone that present the caller ID of their Virtual Comm number to the called party. These calls may incur charges for use of cellular minutes or data services from the user's wireless provider. Such charges are the responsibility of Customer or the user, as applicable.	Per User	N/A	$1.26
Receptionist	Receptionist enables a configured user (e.g., an office receptionist) to monitor any or all of the end users who are provisioned with Virtual Comm accounts. Receptionist screens graphically display the monitored end users' status (i.e., busy, idle, do not disturb), as well as certain call information (e.g., name, number, session duration), and allows a Receptionist configured user to more efficiently process inbound calls to a Virtual Comm number.	Per User	N/A	$36.18
Tablet Client	Extend Virtual Communications Express to your Tablet with capabilities like voice calling, instant messaging, audio/video conferencing, desktop sharing, and 911 support.	Per Occurrence	N/A	$1.26
Unified Communications	Unified Communications Application features provides feature parity with the Premier user when combined with the purchase of mobile/desktop/tablet client(s) (e.g. mobile/desktop/tablet client sold separately).	Per Occurrence	N/A	$8.04

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Standalone Voicemail	The standalone voice mailbox provides all the benefits of a standard voice mailbox, how ever, it is not assigned to an individual user, but instead can be shared by a group of users allow ing common access to stored messages. Providing a communal voice mailbox facilitates quick message retrieval and, ultimately, improved customer service.	Per User	N/A	$6.03

On-Site Field Services

On-site support is available for Virtual Communications Express implementations, There are 3 primary types of field services available. On-Site Field Services can be used for a pre-implementation site survey (w ith or w ithout the Packet Smart LAN assessment). On-Site Field Services can also be used for day of implementation professional installation. An additional option for On-Site Field Services is for post implementation onsite support at the customer's request. All these activities are priced based on an hourly charge w ith a minimum amount of time required for each activity scope based.

Standard Hours are 7:30 am – 5:00 pm, local time at the site. Field Services w ill be performed during Standard Hours.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Site Survey	Site Survey - $58.50 per each 15 minutes A minimum of one (1) hour of time on-site w ill be billed for Site Survey. Additional time beyond 1 hour w ill be billed to the next largest 15-minute increment at the rate show n. Customer also w ill be charged the applicable PacketSmart LAN Assessment Charge show n below, if required.	Per Occurrence	$58.79	N/A
On-site Tech Dispatch Base Charge	On-site Tech Dispatch - $130.00 base charge + $30.16 per each 15 minutes. On-Site Tech Dispatch is the dispatch of a Verizon technician to Customer's site at Customer's request. A base charge of $130 w ill be billed for Installation w hich includes one hour of time on-site. Additional time beyond 1 hour w ill be billed to the next largest 15-minute increment at the rate show n. If additional materials are required to complete the requested w ork, the Field Service Tech w ill provide Customer w ith an estimate of such charges w hile on-site.	Per Occurrence	$130.65	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
On-site Tech Dispatch Additional 15 Minutes	On-site Tech Dispatch - $130.00 base charge + $30.16 per each 15 minutes. On-Site Tech Dispatch is the dispatch of a Verizon technician to Customer's site at Customer's request. A base charge of $130 will be billed for Installation which includes one hour of time on-site. Additional time beyond 1 hour will be billed to the next largest 15-minute increment at the rate shown. If additional materials are required to complete the requested work, the Field Service Tech will provide Customer with an estimate of such charges while on-site.	Per Occurrence	$36.34	N/A
PacketSmart LAN Assessment < 51	PacketSmart LAN Assessment Charge 50 or fewer Users (Post Install Remove) – $125	Per Occurrence	$125.63	N/A
PacketSmart LAN Assessment > 50	(for Site Survey) >50 Users (Post Install Remote) – $200	Per Occurrence	$201.00	N/A
International Tier Usage - The final pricing component of Virtual Communications Express is the international usage. All international usage will be billed a per minute rate. Rates will apply based on what tier that country is assigned to as follows:				
Tier A Countries	Canada, United Kingdom	Per Minute	N/A	$0.0600
Tier B Countries	Andorra, Argentina, Australia, Austria, Bahrain, Belgium, Bermuda, Brazil, Bulgaria, China, Colombia, Croatia, Denmark, Dominican Republic, Finland, France, French Guiana, Germany, Greece, Hong Kong, India, Ireland, Israel, Italy, Japan, South Korea, Luxembourg, Mexico, Monaco, Netherlands, Norway, Peru, Poland, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand, Vatican City, Venezuela	Per Minute	N/A	$0.1010

Tier C Countries	Albania, Angola, Anguilla, Antarctica (Scott Base), Antigua & Barbuda, Argentina Mobile Termination, Armenia, Aruba, Australia Mobile Termination, Bahamas, Bahamas Mobile Termination, Bahrain Mobile Termination, Bangladesh, Bangladesh Mobile Termination, Barbados, Benin, Bolivia, Bosnia, Botswana, British Virgin Is, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Cayman Islands Mobile Termination, Chile, Chile Mobile Termination, Christmas Island, Cocos Island, Colombia Mobile Termination, Costa Rica, Cyprus, Cyprus Mobile Termination, Czech Republic, Czech Republic Mobile Termination, Denmark Mobile Termination, Dominica, Ecuador, Egypt, Egypt Mobile Termination, El Salvador, Faroe Islands, Finland Mobile Termination, France Mobile Termination, French Antilles (including Martinique, St. Barthelemy and St. Martin), French Guiana Mobile Termination, Georgia, Georgia Mobile Termination, Germany Mobile Termination, Gibraltar, Greece Mobile Termination, Grenada, Guadeloupe, Guatemala, Hungary, Hungary Mobile Termination, Iceland, Iceland Mobile Termination, Indonesia, Indonesia Mobile Termination, Iran, Iran Mobile Termination, Iraq, Iraq Mobile Termination, Jamaica, Japan Mobile Termination, Jordan, Jordan Mobile Termination, Kazakhstan, Kazakhstan Mobile Termination, Kenya, South Korea Mobile Termination, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon, Liechtenstein, Lithuania, Lithuania Mobile Termination, Luxembourg Mobile Termination, Macau, Macedonia, Malawi, Malawi Mobile Termination, Malaysia, Malaysia Mobile Termination, Malta, Mauritius, Moldova, Montenegro, Montserrat, Mozambique, Namibia, Netherland Antilles, Netherland Antilles Mobile Termination, Netherlands Mobile Termination, Nevis, New Zealand, Nicaragua, Niger, Nigeria, Pakistan, Palestine, Panama, Panama Mobile	Per Minute	N/A	$0.2510

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
	Termination, Paraguay, Paraguay Mobile Termination, Peru Mobile Termination, Philippines, Portugal Mobile Termination, Reunion. Romania, Russia, Russia Mobile Termination, Rwanda, Saudi Arabia, Saudi Arabia Mobile Termination, Serbia, Slovak Republic, Slovak Republic Mobile Termination, Slovenia, South Africa, South Africa Mobile Termination, Spain Mobile Termination, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent, Sudan, Swaziland, Sweden Mobile Termination, Syria, Tajikistan, Tajikistan Mobile Termination, Thailand Mobile Termination, Trinidad & Tobago, Trinidad & Tobago Mobile Termination, Turkey, Turkmenistan, Turkmenistan Mobile Termination, Turks & Caicos, Uganda, Uganda Mobile Termination, Ukraine, Ukraine Mobile Termination, United Arab Emirates, United Arab Emirates Mobile Termination, Uruguay, Uzbekistan, Uzbekistan Mobile Termination, Venezuela Mobile Termination, Vietnam Mobile Termination, Yemen, Yemen Mobile Termination, Zambia, Zambia Mobile Termination, Zimbabwe			

Tier D Countries		Per Minute	N/A	$0.5030
	Afghanistan, Afghanistan Mobile Termination, Albania Mobile Termination, Algeria, Algeria Mobile Termination, Andorra Mobile Termination, Angola Mobile Termination, Anguilla Mobile Termination, Antarctica (Casey, Davis, Macquarie and Mawson Island), Armenia Mobile Termination, Aruba Mobile Termination, Ascension, Austria Mobile Termination, Azerbaijan, Azerbaijan Mobile Termination, Barbados Mobile Termination, Belarus, Belarus Mobile Termination, Belgium Mobile Termination, Belize, Belize Mobile Termination, Benin Mobile Termination, Bhutan, Bhutan Mobile Termination, Bolivia Mobile Termination, Bosnia & Herzegovina Mobile Termination, Botswana Mobile Termination, Brazil Mobile Termination, British Virgin Is Mobile Termination, Bulgaria Mobile Termination, Burkina Faso Mobile Termination, Burundi Mobile Termination, Cameroon Mobile Termination, Cape Verde Mobile Termination, Central African Rep, Chad, Chad Mobile Termination, Comorros, Congo, Cook Islands Croatia Mobile Termination, Cuba, Dem Rep Congo, Diego Garcia, Djibouti, Dominica Mobile Termination, Dominican Republic Mobile Termination, East Timor, East Timor Mobile Termination, Easter Island, Ecuador Mobile Termination, El Salvador Mobile Termination, Equatorial Guinea, Eritrea, Eritrea Mobile Termination, Estonia, Estonia Mobile Termination, Ethiopia, Ethiopia Mobile Termination, Faroe Islands Mobile Termination, Falkland Islands, Fiji, Fiji Mobile Termination, French Polynesia, French Polynesia Mobile Termination, Gabon, Gambia, Ghana, Gibraltar Mobile Termination, Greenland, Grenada Mobile Termination, Guadeloupe Mobile Termination, Guantanamo Bay, Guatemala Mobile Termination, Guinea, Guinea-Bissau, Guinea Mobile Termination, Guyana, Haiti, Haiti Mobile Termination, Honduras, Honduras Mobile			

	Termination, Ireland Mobile Termination, Israel Mobile Termination, Italy Mobile Termination, Ivory Coast, Ivory Coast Mobile Termination, Jamaica Mobile Termination, Kenya Mobile Termination, Kiribati, North Korea, Latvia Mobile Termination, Lebanon Mobile Termination, Lesotho, Lesotho Mobile Termination, Liberia, Libya, Libya Mobile Termination, Liechtenstein Mobile Termination, Macedonia Mobile Termination, Madagascar, Maldives, Mali, Mali Mobile Termination, Malta Mobile Termination, Marshall Islands, Mauritania, Mauritania Mobile Termination, Mayotte Island, Micronesia, Moldova Mobile Termination, Monaco Mobile Termination, Mongolia, Montenegro Mobile Termination, Morocco, Morocco Mobile Termination, Mozambique Mobile Termination, Myanmar, Namibia Mobile Termination, Nauru, Nepal, Nepal Mobile Termination, New Caledonia, New Zealand Mobile Termination, Nicaragua Mobile Termination, Niue, Norfolk Island, Norway Mobile Termination, Oman, Oman Mobile Termination, Palau, Palau Mobile Termination, Papua New Guinea, Papua New Guinea Mobile Termination, Philippines Mobile Termination, Poland Mobile Termination, Qatar, Qatar Mobile Termination, Romania Mobile Termination, Rwanda Mobile Termination, San Marino, San Marino Mobile Termination, Sao Tome, Senegal, Senegal Mobile Termination, Serbia Mobile Termination, Seychelles, Sierra Leone, Slovenia Mobile Termination, Solomon Islands, Somalia, Sri Lanka Mobile Termination, St Helena, St Kitts & Nevis Mobile Termination, St Lucia Mobile Termination, St Pierre & Miquelon, St Vincent Mobile Termination, Sudan Mobile Termination, Suriname, Swaziland Mobile Termination, Switzerland Mobile Termination, Syria Mobile Termination, Taiwan Mobile Termination, Tanzania, Tanzania Mobile Termination, Togo, Togo Mobile Termination, Tonga, Tunisia, Tunisia			

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
	Mobile Termination, Turkey Mobile Termination, Tuvalu, United Kingdom Mobile Termination, Uruguay Mobile Termination, Vanuatu, Vietnam, Wallis & Futuna, Western Samoa, Western Samoa Mobile Termination, Zimbabwe Mobile Termination			
Customer Premise Equipment (Rental or Purchase)				
VCE IP Phone options for Customer Premise Equipment (IP Phones or Analog Adapters) are available on a Non-Recurring Charge or Monthly Charge that provides the IP Phone for the VCE service (NRC or MRC, not both).				
Polycom				
Polycom VVX 601 Business Media Phone	The phone's 4.3-inch TFT touch screen enables simplified interactions all-in-one productivity tool. The phone is equipped with great features including: 16 lines, Polycom HD Voice, a 2 Ethernet switch and 2 USB 2.0 host of rich telephony functions. It features Integrated Bluetooth which allows Bluetooth Headset pairing.	Per Device	$285.42	$14.29
Polycom VVX 501 Business Media Phone	The phone's 3.5-inch TFT touch screen enables simplified interactions all-in-one productivity tool. The phone is equipped with great features including: 12 lines, Polycom HD Voice, a Gigabit Ethernet switch that supports PoE and a host of rich telephony functions.	Per Device	$238.36	$11.92
Polycom VVX 411 Business Media Phone	The phone is equipped with great features including: 12 lines, 3.5" TFT color LCD. Two-port gigabit Ethernet switch allows a single drop to the desktop for high-speed connection to both phone and computer.	Per Device	$196.00	$9.79
Polycom VVX 401 Business Media Phone	The Polycom VVX 401 is a 12 line HD Voice business media phone with a 3.5" color LCD display and dual 10/100 RJ45 ports.	Per Device	$177.18	$8.71
Polycom VVX 311 Business Media Phone	The Polycom VVX 311 is a 6 line HD Voice business media VoIP phone with dual Gigabit RJ45 ports making it ideal for call center operators and cubicle workers.	Per Device	$158.36	$7.65

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Polycom VVX 301 Business Media Phone	The Polycom VVX 301 is a 6 line HD Voice business media VoIP phone.	Per Device	$139.53	$6.57
Polycom VVX 201 Business Media Phone	The VVX 201 is a 2-line phone that features 132 x 64 graphical backlit LCD resolution and has RJ-9 headset.	Per Device	$139.58	$3.76
Polycom VVX 101 Business Media Phone	Polycom VVX 101 business media phone is a one-line SIP phone for a home office or shared/common areas delivering enterprise grade sound quality. Use the VVX 101 as a simple, one line phone for home office or shared/common-areas	Per Device	$119.81	$3.71
Polycom VVX Color Expansion Module	28 Multifunctional Line Keys, 4.3" LCD expansion module for telephone attendants, receptionists, administrative assistants, secretaries, and other power users who manage multiple simultaneous telephone calls on a daily basis.	Per Device	$149.35	$6.60
Polycom SoundStation IP 6000	Polycom VVX 101 business media phone is a one-line SIP phone for a home office or shared/common areas delivering enterprise grade sound quality. E72:E76Use the VVX 101 as a simple, one line phone for home office or shared/common-areas	Per Device	$700.92	$28.63
Polycom SoundStation IP 5000	Polycom SoundStation, conference phone experience in a smaller form that's optimized for executive offices and small conference room usability.	Per Device	$542.48	$22.15
Polycom 7000 Conference Phone	IP 7000 conference phone delivers outstanding performance and robust capabilities for organizations operating on SIP-based VoIP platforms. Conference room solutions, ideal for boardrooms, conference rooms, auditoriums and executive offices	Per Device	$876.74	$35.79
PacketSmart Probe IP 150	BroadCloud PacketSmart Monitoring observes customer networks and live calls 24x7x365 to identify the source of local area network (LAN) and wide area network (WAN) issues that may impact VoIP quality.	Per Device	$174.15	$6.40

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Mitel 6800 Series SIP Phones				
6869 SIP Phone	Support for up to 24 lines and today's high speed networks through dual Gigabit Ethernet ports, the 6869 offers a large 4.3" color backlit LCD display, 12 programmable soft keys, five programmable context-sensitive system keys, and native DHSG/EHS headset support. Support for up to 24 lines	Per Device	$288.29	$10.91
6867 SIP Phone	A 9-line SIP phone designed for power users who demand a lot from both their phones and their networks. The Aastra 6867i provides remarkable HD wideband audio and an enhanced speakerphone that utilizes dual microphones and advanced audio processing to achieve richer and clearer handsfree conversations. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6867i offers a large color LCD display, 6 programmable soft keys, 4 programmable context sensitive system keys and native DHSG/EHS headset support.	Per Device	$236.96	$8.82
6865 SIP Phone	This 2-Line SIP phone with 3.4" 128x48 pixel graphical backlit display, programmable hard keys, and smaller desktop footprint is an ideal option for professional workers in business environments that have light telephone use requirements.	Per Device	$170.98	$6.13
6863 SIP Phone	This 2-Line SIP phone with 2.75" graphical monochrome LCD display, programmable hard keys, and smaller desktop footprint is an ideal option for professional workers in business environments that have light telephone use requirements.	Per Device	$141.65	$4.94
M685 Expansion Module	The M685 features a color LCD screen and 28 programmable keys, with the ability to scroll through three pages of programmed entries	Per Device	$203.98	$6.55

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Plantronics Headphone Options				
Blackwire 315	Corded USB headsets are easy to use, simple to deploy, and offer the choice of USB or 3.5mm connectivity.	Per Device	$97.82	$2.21
Blackwire 520	Hi-quality corded USB headsets are easy to use, simple to deploy, and offer the choice of USB or 3.5mm connectivity.	Per Device	$116.94	$2.99
Voyager Legend UC	Hi-quality Blue Tooth headsets are easy to use, simple to deploy	Per Device	$166.66	$5.03
Voyager Focus 5200 UC Wireless	Hi-quality Blue Tooth headsets are easy to use, simple to deploy	Per Device	$178.94	$5.52
Voyager Focus UC	Hi-quality Blue Tooth and USB two ear headsets	Per Device	$209.42	$6.77
SupraPlus Wideband HW251N	Corded headsets are easy to use, simple to deploy, 3.5mm connectivity.	Per Device	$104.41	$2.49
Savi W740 Wireless DECT	Lightest DECT wireless headset on the market. Digital encryption: 64-bit	Per Device	$261.25	$8.89
Plantronics MDA 200 Headset	Connect a headset to both your desk phone and computer	Per Device	$123.51	$3.28
Calisto P620 Speakerphone	Personal Bluetooth® wireless speakerphone peripheral device. Connects to your PC and Bluetooth-compatible mobile	Per Device	$149.52	$4.33
Cisco SPA Adapters				
SPA 122 (2 port)	2 Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$112.62	$3.33
SPA 8000 (8 Port)	8 Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$288.54	$11.90
Audiocodes Analog Adapter				
MP-112 (two port)	2 Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$112.33	$4.11
MP-114 (four port)	4 Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$173.56	$7.85
MP-118 (eight port)	58Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$275.16	$13.97
MP-124 (twenty-four port)	24 Port ATA – Analog Phone/Fax/Paging Adapter	Per Device	$800.51	$40.83

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CPE Replacement. After Virtual Comm implementation is completed, if Customer experiences a Virtual Comm service issue with the one-time charge or Monthly CPE Service that is determined by Verizon to be due to a defective phone, Verizon will replace the phone with a phone of similar capabilities. Verizon will ship the replacement phone to Customer who must return the defective phone to Verizon within 14 calendar days after receiving the replacement. Verizon will provide return labels to Customer for use in shipping the defective equipment back to Verizon.				
VCE Customer Support Options				
VCE Basic Services Package - (Installation for 1st 10 Phones)***	VCE Basic Services Package - (Installation for 1st 10 Phones)***	Per Occurrence	$1,073.00	N/A
VCE Basic - 11th phone and each above	VCE Basic - 11th phone and each above	Per Occurrence	$38.00	N/A
VCE Plus (Installation + Cut Support for 1st 10 Phones)****	VCE Plus (Installation + Cut Support for 1st 10 Phones)****	Per Occurrence	$1,548.00	N/A
VCE Plus - 11th phone and each above	VCE Plus - 11th phone and each above	Per Occurrence	$57.00	N/A
VCE Premier (Installation + Cut Support + Survey for 1st 10 phones)*****	VCE Premier (Installation + Cut Support + Survey for 1st 10 phones)*****	Per Occurrence	$2,118.00	N/A
VCE Premier - 11th phone and each above	VCE Premier - 11th phone and each above	Per Occurrence	$76.00	N/A
VCE Survey Only (1st 10 Phones)**	VCE Survey Only (1st 10 Phones)**	Per Occurrence	$570.00	N/A
VCE Survey Only - 11th phone and each above	VCE Survey Only - 11th phone and each above	Per Occurrence	$19.00	N/A
Block of 4 hrs. Standard 8-5 local time support	Block of 4 hrs. Standard 8-5 local time support	Per Occurrence	$1,026.00	N/A
Block of 4 hrs. = Overtime hrs.	Block of 4 hrs. = Overtime hrs.	Per Occurrence	$1,349.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCE Customer Support Scope Notes: **Standard Implementation included with Standard and Premier User:** Includes Dashboard Orientation/Call, Remote Packetsmart Setup Assistance, Remote Porting Coordination and Limited Testing. ****Site Survey:** Includes Dashboard Orientation/Call, Remote Packetsmart Setup Assistance, Remote Porting Coordination and Limited Testing, Verizon Project Manager Assigned, and Initial Site Survey. *****Basic Install:** Includes Dashboard Orientation/Call, Remote Packetsmart Setup Assistance, Remote Porting Coordination and Limited Testing, Verizon Project Manager Assigned, Verizon Technician Equipment Install and Testing (Phone/ATA/Packetsmart), Managed Dashboard Configuration - Initial Setup. ******Plus Install:** Includes Dashboard Orientation/Call, Verizon Project Manager Assigned, Verizon Technician Equipment Install and Testing (Phone/ATA/Packetsmart), Managed Dashboard Configuration - Initial Setup, Verizon Onsite Port Assistance and Post Port Testing, Remote Dashboard Training (User/Admin) - 3 hours <MySite/MyPhone>. *******Premium Install:** Includes Dashboard Orientation/Call, Verizon Project Manager Assigned, Verizon Technician Equipment Install and Testing (Phone/ATA/Packetsmart), Managed Dashboard Configuration - Initial Setup, Verizon OnsitePort Assistance and Post Port Testing, Remote Dashboard Training (User/Admin) - 3 hours <MySite/MyPhone>, Initial Site Survey, and Onsite Phone/VM Training *Up to 4 hours.				

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Session Initiation Protocol (SIP)				
SIP IP Trunking Description leverages Verizon's IP backbone to access the Public Switched Telephone Network and voice services, allowing more efficient use of their wide area network resources. For customers equipped with a premise based or hosted IP PBX, IP Trunking service is delivered via a standards-based SIP trunk directly to the call control platform. This streamlined approach eliminates the need for expensive TDM enterprise gateways or TDM cards, and the associated maintenance costs. IP Trunking offers single and multi-site configurations and is certified for use with some Alcatel, Avaya, Cisco, Nortel, Siemens, and other CPE platforms. Verizon required network connection not included in these SIP IP Trunking Charges.				
SIP Enterprise Concurrent Calls Tiered (Local and LD) 250	Verizon SIP Call provides a concurrent call path with 250 local minutes and all you can use long distance Intra-State and InterState calling. Enterprise Calls allows a single location to increase capacity based on availability of call paths enterprise-wide.	Per Call Path	N/A	$11.94
SIP Enterprise Concurrent Calls Tiered (Local and LD) 750	Verizon SIP Call provides a concurrent call path with 750 local minutes and all you can use long distance Intra-State and InterState calling. Enterprise Calls allows a single location to increase capacity based on availability of call paths enterprise-wide.	Per Call Path	N/A	$16.01
SIP Enterprise Trunking Premium Service 0-100	This feature will permit Customer to route inbound and outbound traffic through a redundantly-provisioned backup Company SBC HA Pair in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.	Per Enterprise	N/A	$149.24
SIP Enterprise Trunking Premium Service 101-500	This feature will permit Customer to route inbound and outbound traffic through a redundantly-provisioned backup Company SBC HA Pair in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.	Per Enterprise	N/A	$678.38

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SIP Enterprise Trunking Premium Service 501-1000	This feature will permit Customer to route inbound and outbound traffic through a redundantly-provisioned backup Company SBC HA Pair in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.	Per Enterprise	N/A	$1,193.94
SIP Enterprise Trunking Premium Service 1001-5000	This feature will permit Customer to route inbound and outbound traffic through a redundantly-provisioned backup Company SBC HA Pair in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.	Per Enterprise	N/A	$2,713.50
SIP Enterprise Trunking Premium Service > 5000	This feature will permit Customer to route inbound and outbound traffic through a redundantly-provisioned backup Company SBC HA Pair in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.	Per Enterprise	N/A	$4,070.25
Verizon SIP Metered call provides concurrent call paths at a metered local and long distance Intra-State and Inter-State calling.				
SIP Metered LD Per Minute Rate	Per minute charge	Per Minute	N/A	See Service End User Agreements Service Attachment VOICE OVER IP ("VOIP") SERVICE +, Section 5.2
Enterprise Concurrent Calls (Metered)	Verizon SIP Call provides concurrent call paths at a metered per minute long distance Intra-State and InterState calling. Allowing a single location to increase capacity based on availability of call paths enterprise-wide.	Per Call Path	N/A	$9.77

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SIP Optional Network Features:				
Caller ID with Name - Inbound	Phone number and a Caller ID Name	Per Telephone Number	N/A	$0.24
Redirect to TN	Redirects a telephone call to another destination	Per Telephone Number	$1.50	$30.00
DID Telephone number charge	Direct Inward Dialing (DID) is a service of a local phone company (or local exchange carrier) that provides telephone numbers for calling into a company	Per DID	$0.25	$0.20
Auto Attendant Instances	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to configurable extensions	Per Instance	N/A	$20.00
Call Forwarding		Per Occurrence	N/A	$0.54
Voice Mails		Per Occurrence	N/A	$1.90
SIP Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+50)	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 50 additional call paths	Per Enterprise	N/A	$189.95
SIP Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+100)	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 100 additional call paths	Per Enterprise	N/A	$325.62
SIP Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+200)	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 200 additional call paths	Per Enterprise	N/A	$569.84
SIP Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+300)	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 300 additional call paths	Per Enterprise	N/A	$732.65

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SIP Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+400)	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 400 additional call paths	Per Enterprise	N/A	$922.59
SIP Burstable Enterprise Shared Trunks+ Peak CCL Overage - Local and LD	An overage usage per Concurrent Call applies for BEST+ Service in each billing period in which Customer's total number of Concurrent Calls exceeds Customer's committed BEST pool (up to total Peak, per billing period, allowed by the BEST+ Tier the customer commits to within contract)	Per Call Path	N/A	$19.54
SIP Service Establishment - Normal Business Hours (1 - 500)		Per Establishment	$100.50	N/A
SIP Service Establishment - Normal Business Hours (> 501)		Per Establishment	$502.50	N/A
VoIP Essential Feature Package (U.S) Tiered 250	Customer has the option to order a limited feature package that restricts use of certain VoIP features. This optional feature package is only available with location level concurrent calls. If Customer orders this package, the selected customer site will not be able to use the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Further, the customer will not be able to use the following Enterprise level features: BEST+; Enterprise Trunk Premium; or share tiered long distance minutes across Customer sites.	Per Call Path	N/A	$10.85

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VoIP Essential Feature Package (U.S) Tiered 750	Customer has the option to order a limited feature package that restricts use of certain VoIP features. This optional feature package is only available w ith location level concurrent calls. If Customer orders this package, the selected customer site w ill not be able to use the follow ing features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Further, the customer w ill not be able to use the follow ing Enterprise level features: BEST+; Enterprise Trunk Premium; or share tiered long distance minutes across Customer sites.	Per Call Path	N/A	$14.92
VoIP Essential Feature Package (U.S) Metered	Customer has the option to order a limited feature package that restricts use of certain VoIP features. This optional feature package is only available w ith location level concurrent calls. If Customer orders this package, the selected customer site w ill not be able to use the follow ing features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Further, the customer w ill not be able to use the follow ing Enterprise level features: BEST+; Enterprise Trunk Premium; or share tiered long distance minutes across Customer sites.	Per Call Path	N/A	$8.68

Verizon Hosted Virtual Contact Center (VCC) Service

The Verizon Hosted Contact Center skills-based Automatic Call Distributor (ACD) powers through the callers in queue and distributes them to the agents with the skills to help them. Proficiency levels of agents are also considered to make sure calls are routed to the available agent with the highest proficiency. Key features include Predictive dialing, Skills-based routing, Proficiency 'weighting', Remote home agent capabilities, Inbound/Outbound call blending, Multiple channels, Universal contact queue, Database connectivity, Queue Keeper, and Automatic call back, Supervisor Monitor/Coach/ Barge, Call Recording, PCI compliant call recording, Multi-Channel – Voice/Email/Chat, Interactive Voice Response (IVR), Speech Recognition, Studio (Visual based admin), Central (Setting up/Modifying users), Reporting and Secure hosted connectivity.

Verizon Hosted Contact Center additional features include:

1) Personal Connection Dialer: Personal Connection Dialer combines inbound contact handling with full-featured campaign-based outbound dialing.
2) ECHO is a survey solution that delivers a customer service survey immediately following a contact allowing the End User's customer to leave comments regarding their experience.
3) Analytics- Driven Quality (ADQ)
   • Quantify the largest call drivers in your business
   • Provide targeted monitoring to focus on key call categories that are impacting your business
   • Detect emotion through pitch and tone, in addition to audio translation
   • Identify customer concerns and desires through speech detection
   • Target coaching for agents through KPI-driven monitoring
4) inView
   • Real-time performance dashboards pre-integrated with Verizon Hosted Contact Center ACD
   • Cloud optimized solution
   • Data aggregator and business intelligence
5) Workforce Management (WFM) is a tool used for scheduling purposes.
6) Quality Management makes it easy to identify the right agents and calls for evaluation, capture employees feedback, and share across peers and groups.
7) Quality Optimization provides out-of-the-box KPIs for a complete assessment of quality.
8) Workload Manager provides complete control over forecasting, scheduling, and management for all types of transactions such as mail, web requests, chats video calls, claim process, order fulfillment, and work order processing.
9) Screen Recording Capture/recording of screen activity on the agent desktop
10) Desktop Analytics Essentials Real-time platform for triggering and tagging of recordings

In Summary, Verizon Virtual Hosted Contact Center benefits include:

• Call Routing Efficiency
Using the Verizon Hosted Contact Center ACD allows contact centers to ensure contacts are routed to the right agent with the right skill. This decreases the number of re-skills and transfers while increasing first call resolution and lowering costs.

• Customer Satisfaction
Through better routing, customers get in touch with the right person the first time they contact you which provides a better customer experience. Should your wait

time increase, the customer can be presented with the option to reserve their spot in queue and be called back when it is their turn also increasing the quality of customer experience. All this leads to an enhanced customer experience and higher customer satisfaction.

• Flexibility

The cloud-based delivery model allows you to make a distributed workforce and at-home agents appear as one large unified contact center. This flexibility also allows you to let your agents take calls at-home should there be an emergency or disaster, creating a unique employee benefit.

• Scalability

We don't confine you to the capacity of an expensive server you purchased. The Verizon Hosted Contact Center model allows you to scale up and down as your business needs change without a penalty.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Onboarding Package				
Onboarding Package. The Virtual Contact Center (VCC) implementation team utilizes audio and web-based tools to provide comprehensive and collaborative end-to-end project management for all VCC implementations. All projects begin with a review of the overall process and quickly proceed to requirements gathering to determine the criteria and business rules needed to successfully configure ACD, IVR, and multimedia routing for the customer's contact center. Once the scope of the project is agreed upon we work closely with the customer's designated administrator(s) to configure the details of the call flow, providing training throughout the process. A thorough 3-step testing process (Verizon / joint / customer) follows to ensure that the configuration is working as desired. Extensive online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s) to ensure that all VCC users are prepared for the transition to VCC. On the agreed upon go-live date, the VCC implementation project manager coordinates all cutover activities and ensures that calls are being delivered to VCC agents. A 10-business day monitoring period follows the cutover where the VCC Implementation project manager remains engaged to address any post-cutover issues that may arise and answer questions as needed prior to the formal handoff to Virtual Contact Center support.				
System implementation 0-14 agents		Per Application	$13,567.50	N/A
System implementation 15-49 agents		Per Application	$20,100.00	N/A
System implementation 50+ agents		Per Application	$27,135.00	N/A
Per Agent implementation		Non-Recurring	$15.08	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
User Agent User Concurrent / Unique Unique User Includes: - The Unique Logged in Agent measures the number of agents (or supervisors) who login to the ACD / Dialer platform at any point, for any duration, during the billing interval. - 1 ACD Agent - 1 Campaign Dialer Agent (For a selected station, the agent can operate either as an ACD agent or as a dialer agent at any given time. Initial availability of campaign dialing functionality requires a Dialer Implementation.) - 1 Universal Port - Used for IVR and voice, but does not affect chat or email - 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. - Includes access to call monitoring and call conferencing - Accounts support FTP or SFTP delivery of call recordings - Supervisor reporting - B7 ACD / IVR programming toolset (i.e., inContact Studio) Concurrent User Includes: The Concurrent Agent license measures the number of agents simultaneously logged into the ACD platform during the billing interval. - 1 ACD Agent (enabled for voice only transactions) - 1 Universal Port - Used for IVR and voice - Includes access to call monitoring and call conferencing - Accounts support FTP or SFTP delivery of call recordings - Supervisor reporting - ACD / IVR programming toolset (i.e., inContact Studio) - Agent Scripting				
User 0 User Minimum Concurrent		Per Configured User	N/A	$139.29
User 50 User Minimum Concurrent		Per Configured User	N/A	$137.90
User 100 User Minimum Concurrent		Per Configured User	N/A	$130.94
User 200 User Minimum Concurrent		Per Configured User	N/A	$132.33
User 400 User Minimum Concurrent		Per Configured User	N/A	$125.36
User 1800 User Minimum Concurrent		Per Configured User	N/A	$125.36
User 0 User Minimum Unique		Per Configured User	N/A	$92.86

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
User 5 User Minimum Unique		Per Configured User	N/A	$86.36
User 25 User Minimum Unique		Per Configured User	N/A	$87.29
User 50 User Minimum Unique		Per Configured User	N/A	$82.65
User 100 User Minimum Unique		Per Configured User	N/A	$83.58
User 200 User Minimum Unique		Per Configured User	N/A	$78.00
User 250 User Minimum Unique		Per Configured User	N/A	$78.93
User 400 User Minimum Unique		Per Configured User	N/A	$75.22
User 1800 User Minimum Unique		Per Configured User	N/A	$75.22
Chat, Email, Co-Browse				
Email/Chat Concurrent User Concurrent				
Adds email/chat to concurrent agent rate				
Email/Chat Implementation InContact Both Email and Chat		Per Configured User	$2,271.30	N/A
Email/Chat Concurrent User 0 User Minimum Concurrent		Per Configured User	N/A	$6.63
Email/Chat Concurrent User 50 User Minimum Concurrent		Per Configured User	N/A	$6.10
Email/Chat Concurrent User 100 User Minimum Concurrent		Per Configured User	N/A	$5.84
Email/Chat Concurrent User 200 User Minimum Concurrent		Per Configured User	N/A	$5.70
Email/Chat Concurrent User 250 User Minimum Concurrent		Per Configured User	N/A	$5.64
Email/Chat Concurrent User 400 User Minimum Concurrent		Per Configured User	N/A	$5.57
Email/Chat Concurrent User 1800 User Minimum Concurrent		Per Configured User	N/A	$5.57

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Advanced Chat User				
Adds Advanced Chat functionality without co-browsing. Allows for agent to interact dynamically with customers or share information. Billed per unique agent within a monthly billing period.				
Advanced Chat User 0 User Minimum		Per Configured User	N/A	$8.14
Advanced Chat User 5 User Minimum		Per Configured User	N/A	$7.98
Advanced Chat User 25 User Minimum		Per Configured User	N/A	$7.89
Advanced Chat User 50 User Minimum		Per Configured User	N/A	$7.74
Advanced Chat User 100 User Minimum		Per Configured User	N/A	$7.57
Advanced Chat User 200 User Minimum		Per Configured User	N/A	$7.41
Advanced Chat User 250 User Minimum		Per Configured User	N/A	$7.24
Advanced Chat User 400 User Minimum		Per Configured User	N/A	$7.08
Advanced Chat User 1800 User Minimum		Per Configured User	N/A	$7.08
Advanced Chat and Cobrowse Consulting				
Adds Advanced Chat and Co-browse functionality. Allows for agent to interact dynamically with customers, initiate co-browsing session, or share information. Billed per unique agent within a monthly billing period.				
Advanced Chat, Proactive Chat and Cobrowse Bundle User		Per Configured User	N/A	$15.56
Advanced Chat, Proactive Chat and Cobrowse Bundle User 0 User Minimum		Per Configured User	N/A	$15.56
Advanced Chat, Proactive Chat and Cobrowse Bundle User 5 User Minimum		Per Configured User	N/A	$15.41
Advanced Chat, Proactive Chat and Cobrowse Bundle User 25 User Minimum		Per Configured User	N/A	$15.25
Advanced Chat, Proactive Chat and Cobrowse Bundle User 50 User Minimum		Per Configured User	N/A	$15.09
Advanced Chat, Proactive Chat and Cobrowse Bundle User 100 User Minimum		Per Configured User	N/A	$14.94

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Advanced Chat, Proactive Chat and Cobrowse Bundle User 200 User Minimum		Per Configured User	N/A	$14.78
Advanced Chat, Proactive Chat and Cobrowse Bundle User 250 User Minimum		Per Configured User	N/A	$14.62
Advanced Chat, Proactive Chat and Cobrowse Bundle User 400 User Minimum		Per Configured User	N/A	$14.47
Advanced Chat, Proactive Chat and Cobrowse Bundle User 1800 User Minimum		Per Configured User	N/A	$14.47
Advanced Chat, Proactive Chat and Cobrowse				
Adds Advanced Chat, Proactive Chat and Co-browse bundle functionality. Allows for agent to interact dynamically with customers, initiate co-browsing session, or share information. Billed per unique agent within a monthly billing period.				
Email/Chat Implementation InContact Chat Only		Per Configured User	$1,135.65	N/A
Chat Only Configured User		Per Configured User	N/A	$5.07
Chat Only Configured User 0 User Minimum		Per Configured User	N/A	$5.07
Chat Only Configured User 5 User Minimum		Per Configured User	N/A	$4.96
Chat Only Configured User 25 User Minimum		Per Configured User	N/A	$4.91
Chat Only Configured User 50 User Minimum		Per Configured User	N/A	$4.81
Chat Only Configured User 100 User Minimum		Per Configured User	N/A	$4.71
Chat Only Configured User 200 User Minimum		Per Configured User	N/A	$4.56
Chat Only Configured User 250 User Minimum		Per Configured User	N/A	$4.41
Chat Only Configured User 400 User Minimum		Per Configured User	N/A	$4.25
Chat Only Configured User 1800 User Minimum		Per Configured User	N/A	$4.25

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Email Only Configured User				
Adds Email functionality only to agent license. Agent is limited to single media handling. Billed for all agents configured within the business unit.				
Email/Chat Implementation InContact Email Only		Per Configured User	$1,135.65	N/A
Email Only Configured User		Per Configured User	N/A	$7.04
Email Only Configured User 0 User Minimum		Per Configured User	N/A	$7.04
Email Only Configured User 5 User Minimum		Per Configured User	N/A	$6.89
Email Only Configured User 25 User Minimum		Per Configured User	N/A	$6.82
Email Only Configured User 50 User Minimum		Per Configured User	N/A	$6.68
Email Only Configured User 100 User Minimum		Per Configured User	N/A	$6.54
Email Only Configured User 200 User Minimum		Per Configured User	N/A	$6.33
Email Only Configured User 250 User Minimum		Per Configured User	N/A	$6.12
Email Only Configured User 400 User Minimum		Per Configured User	N/A	$5.91
Email Only Configured User 1800 User Minimum		Per Configured User	N/A	$5.91
Cobrowse User				
Adds Co-browse chat functionality to agent license. Allows for agent to initiate co-browsing session and share information with patron. Billed per unique agent within a monthly billing period.				
Advanced Chat and Cobrowse Consulting Per Application		Per Configured User	$369.09	N/A
Cobrowse User 0 User Minimum		Per Configured User	N/A	$3.52
Cobrowse User 5 User Minimum		Per Configured User	N/A	$3.45
Cobrowse User 25 User Minimum		Per Configured User	N/A	$3.42
Cobrowse User 50 User Minimum		Per Configured User	N/A	$3.35

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Cobrowse User 100 User Minimum		Per Configured User	N/A	$3.28
Cobrowse User 200 User Minimum		Per Configured User	N/A	$3.21
Cobrowse User 250 User Minimum		Per Configured User	N/A	$3.14
Cobrowse User 400 User Minimum		Per Configured User	N/A	$3.07
Cobrowse User 1800 User Minimum		Per Configured User	N/A	$3.07
Additional Universal Ports				
Additional Universal Ports Concurrent				
• A port is a measure of the maximum number of simultaneous phone calls permitted for a business unit. • One port supports the ability to handle one voice-related (phone) contact • A port can be used for inbound calls (for IVR, ACD, or "pass-through" transfers) or outbound calls (agent-requested dials, dialer / callback / or other system generated dials, or the outbound leg of call transfers)				
Additional Universal Ports 0 User Minimum Concurrent		Per Port	N/A	$46.43
Additional Universal Ports 50 User Minimum Concurrent		Per Port	N/A	$44.57
Additional Universal Ports 100 User Minimum Concurrent		Per Port	N/A	$43.65
Additional Universal Ports 200 User Minimum Concurrent		Per Port	N/A	$43.18
Additional Universal Ports 250 User Minimum Concurrent		Per Port	N/A	$42.72
Additional Universal Ports 400 User Minimum Concurrent		Per Port	N/A	$42.25
Additional Universal Ports 1800 User Minimum Concurrent		Per Port	N/A	$42.25
Additional Universal Ports 0 User Minimum Unique		Per Port	N/A	$46.43
Additional Universal Ports 5 User Minimum Unique		Per Port	N/A	$45.97
Additional Universal Ports 25 User Minimum Unique		Per Port	N/A	$45.50

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Additional Universal Ports 50 User Minimum Unique		Per Port	N/A	$44.57
Additional Universal Ports 100 User Minimum Unique		Per Port	N/A	$43.65
Additional Universal Ports 200 User Minimum Unique		Per Port	N/A	$43.18
Additional Universal Ports 250 User Minimum Unique		Per Port	N/A	$42.72
Additional Universal Ports 400 User Minimum Unique		Per Port	N/A	$42.25
Additional Universal Ports 1800 User Minimum Unique		Per Port	N/A	$42.25
Additional Storage				
Additional Storage Additional 1GB of voice, script, image storage				
• File server disk space used by end users to store files such as call recordings and prompts.				
• Measured per peak number of gigabytes of disk space utilized during the billing interval LESS the number of Unique logged in agents and supervisors for the billing interval. (One gigabyte of storage is included with the purchase of each configured station.)				
Additional Storage Additional 1GB of voice, script, image storage 0 User Minimum Concurrent		Per 1 GB	N/A	$0.86
Additional Storage Additional 1GB of voice, script, image storage 50 User Minimum Concurrent		Per 1 GB	N/A	$0.84
Additional Storage Additional 1GB of voice, script, image storage 100 User Minimum Concurrent		Per 1 GB	N/A	$0.83
Additional Storage Additional 1GB of voice, script, image storage 200 User Minimum Concurrent		Per 1 GB	N/A	$0.82
Additional Storage Additional 1GB of voice, script, image storage 250 User Minimum Concurrent		Per 1 GB	N/A	$0.81
Additional Storage Additional 1GB of voice, script, image storage 400 User Minimum Concurrent		Per 1 GB	N/A	$0.80

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Additional Storage Additional 1GB of voice, script, image storage 1800 User Minimum Concurrent		Per 1 GB	N/A	$0.80
Additional Storage Additional 1GB of voice, script, image storage 0 User Minimum Unique		Per 1 GB	N/A	$0.86
Additional Storage Additional 1GB of voice, script, image storage 5 User Minimum Unique		Per 1 GB	N/A	$0.86
Additional Storage Additional 1GB of voice, script, image storage 25 User Minimum Unique		Per 1 GB	N/A	$0.84
Additional Storage Additional 1GB of voice, script, image storage 50 User Minimum Unique		Per 1 GB	N/A	$0.84
Additional Storage Additional 1GB of voice, script, image storage 100 User Minimum Unique		Per 1 GB	N/A	$0.83
Additional Storage Additional 1GB of voice, script, image storage 200 User Minimum Unique		Per 1 GB	N/A	$0.82
Additional Storage Additional 1GB of voice, script, image storage 250 User Minimum Unique		Per 1 GB	N/A	$0.81
Additional Storage Additional 1GB of voice, script, image storage 400 User Minimum Unique		Per 1 GB	N/A	$0.80
Additional Storage Additional 1GB of voice, script, image storage 1800 User Minimum Unique		Per 1 GB	N/A	$0.80

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Archived Storage				
Archived Storage Long term 1GB of voice, script, image storage				
Archived Storage. ~ Provides cost-effective long-term storage for data archiving requirements ~ Billed per GB stored ~ Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology				
Archived Storage Long term 1GB of voice, script, image storage 0 User Minimum Concurrent		Per 1 GB	N/A	$0.40
Archived Storage Long term 1GB of voice, script, image storage 50 User Minimum Concurrent		Per 1 GB	N/A	$0.37
Archived Storage Long term 1GB of voice, script, image storage 100 User Minimum Concurrent		Per 1 GB	N/A	$0.35
Archived Storage Long term 1GB of voice, script, image storage 200 User Minimum Concurrent		Per 1 GB	N/A	$0.31
Archived Storage Long term 1GB of voice, script, image storage 250 User Minimum Concurrent		Per 1 GB	N/A	$0.29
Archived Storage Long term 1GB of voice, script, image storage 400 User Minimum Concurrent		Per 1 GB	N/A	$0.28
Archived Storage Long term 1GB of voice, script, image storage 1800 User Minimum Concurrent		Per 1 GB	N/A	$0.28
Archived Storage Long term 1GB of voice, script, image storage 0 User Minimum Unique		Per 1 GB	N/A	$0.35

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Archived Storage Long term 1GB of voice, script, image storage 5 User Minimum Unique		Per 1 GB	N/A	$0.35
Archived Storage Long term 1GB of voice, script, image storage 25 User Minimum Unique		Per 1 GB	N/A	$0.34
Archived Storage Long term 1GB of voice, script, image storage 50 User Minimum Unique		Per 1 GB	N/A	$0.32
Archived Storage Long term 1GB of voice, script, image storage 100 User Minimum Unique		Per 1 GB	N/A	$0.31
Archived Storage Long term 1GB of voice, script, image storage 200 User Minimum Unique		Per 1 GB	N/A	$0.27
Archived Storage Long term 1GB of voice, script, image storage 250 User Minimum Unique		Per 1 GB	N/A	$0.26
Archived Storage Long term 1GB of voice, script, image storage 400 User Minimum Unique		Per 1 GB	N/A	$0.25
Archived Storage Long term 1GB of voice, script, image storage 1800 User Minimum Unique		Per 1 GB	N/A	$0.25

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Retrieval Storage				
Retrieval Storage Long term 1GB with meta search feature				
Retrieval Storage. ~ Provides metadata-based search capabilities to locate and retrieve data from long-term storage ~ Billed per GB stored ~ Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Helps to restore files into Active storage for analysis, audits and other needs - Duration for which files are to be taken off Long-Term can be specified during retrieval				
Retrieval Storage Long term 1GB with meta search feature 0 User Minimum Concurrent		Per 1 GB	N/A	$3.65
Retrieval Storage Long term 1GB with meta search feature 50 User Minimum Concurrent		Per 1 GB	N/A	$3.43
Retrieval Storage Long term 1GB with meta search feature 100 User Minimum Concurrent		Per 1 GB	N/A	$3.40
Retrieval Storage Long term 1GB with meta search feature 200 User Minimum Concurrent		Per 1 GB	N/A	$3.36
Retrieval Storage Long term 1GB with meta search feature 250 User Minimum Concurrent		Per 1 GB	N/A	$3.21
Retrieval Storage Long term 1GB with meta search feature 400 User Minimum Concurrent		Per 1 GB	N/A	$3.14
Retrieval Storage Long term 1GB with meta search feature 1800 User Minimum Concurrent		Per 1 GB	N/A	$3.14
Retrieval Storage Long term 1GB with meta search feature 0 User Minimum Unique		Per 1 GB	N/A	$3.65
Retrieval Storage Long term 1GB with meta search feature 5 User Minimum Unique		Per 1 GB	N/A	$3.61

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Retrieval Storage Long term 1GB with meta search feature 25 User Minimum Unique		Per 1 GB	N/A	$3.50
Retrieval Storage Long term 1GB with meta search feature 50 User Minimum Unique		Per 1 GB	N/A	$3.43
Retrieval Storage Long term 1GB with meta search feature 100 User Minimum Unique		Per 1 GB	N/A	$3.40
Retrieval Storage Long term 1GB with meta search feature 200 User Minimum Unique		Per 1 GB	N/A	$3.36
Retrieval Storage Long term 1GB with meta search feature 250 User Minimum Unique		Per 1 GB	N/A	$3.21
Retrieval Storage Long term 1GB with meta search feature 400 User Minimum Unique		Per 1 GB	N/A	$3.14
Retrieval Storage Long term 1GB with meta search feature 1800 User Minimum Unique		Per 1 GB	N/A	$3.14

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Features				
Voice Recording Concurrent				
Voice Recording represents the ability for a Business Unit to record calls / conversations between agents and callers / called parties.				
- Note: The ability to record calls (Voice Recording) is an independent charge from the storage of those calls (Storage and Data Management).				
- For End Users that purchase Voice Recording, it is measured as the per peak number of Unique Logged or Concurrent Users for the billing interval. The Voice Recording surcharge is either applied to all Unique Logged in / Concurrent Users or to none of the Unique Logged In / Concurrent Users.				
- This offering enables the ability to record calls on the native inContact platform (e.g., does not include QM-based voice recording), and it DOES include 1 Gigabyte of storage per purchased Concurrent Agent.				
- If peak storage for the billing interval exceeds that allotted by this offering, then the balance of storage will be charged separately per the "Additional Storage" offering.				
Voice Recording Concurrent 50 User Minimum		Per Configured User	N/A	$9.41
Voice Recording Concurrent 100 User Minimum		Per Configured User	N/A	$8.65
Voice Recording Concurrent 200 User Minimum		Per Configured User	N/A	$8.28
Voice Recording Concurrent 250 User Minimum		Per Configured User	N/A	$7.34
Voice Recording Concurrent 400 User Minimum		Per Configured User	N/A	$6.87
Voice Recording Concurrent 1800 User Minimum		Per Configured User	N/A	$6.58
Voice Recording Unique 0 User Minimum		Per Configured User	N/A	$6.58
Voice Recording Unique 5 User Minimum		Per Configured User	N/A	$9.41
Voice Recording Unique 25 User Minimum		Per Configured User	N/A	$9.31
Voice Recording Unique 50 User Minimum		Per Configured User	N/A	$9.03
Voice Recording Unique 100 User Minimum		Per Configured User	N/A	$8.65
Voice Recording Unique 200 User Minimum		Per Configured User	N/A	$8.28
Voice Recording Unique 250 User Minimum		Per Configured User	N/A	$7.34

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Voice Recording Unique 400 User Minimum		Per Configured User	N/A	$6.87
Voice Recording Unique 1800 User Minimum		Per Configured User	N/A	$6.58
Professional Services OnDemand (PSOD)				
PSOD service provides a customer with real-time access to inContact's Professional Services consultants for rapid assistance. This service is generally intended for quick changes where time is of the essence and the change can be completed in less than one hour. Note that some changes require collaboration with other departments within inContact and would not be eligible for completion through PS On-Demand. Upon answering the PSOD call the inContact representative will ensure the caller is authorized to make changes to that account. Service is currently available Monday through Friday, 6:00am - 6:00pm Mountain Time, excluding major holidays. The nature of PSOD is an instant resource to the customer who agrees to pay related PSOD. inContact does not require a formal order from Reseller to deliver the PSOD service. When PSOD is used by a customer, related will be charged to Reseller through standard invoicing and billing processes. In the case a customer disputes Reseller for PSOD, inContact will supply service details to Reseller. In the event that customers or Reseller disputes for PSOD services rendered without satisfactory remedy, inContact reserves the right to discontinue PSOD services for one or more customers at any time.				
Professional Services OnDemand 0 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 5 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 25 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 50 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 100 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 200 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 250 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 400 User Minimum		Per Configured User	N/A	$90.45
Professional Services OnDemand 1800 User Minimum		Per Configured User	N/A	$90.45

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Technical Account Manager On Demand				
Professional Services OnDemand (PSOD) PSOD service provides a customer with real-time access to inContact's Professional Services consultants for rapid assistance. This service is generally intended for quick changes where time is of the essence and the change can be completed in less than one hour. Note that some changes require collaboration with other departments within inContact and would not be eligible for completion through PS On-Demand. Upon answering the PSOD call the inContact representative will ensure the caller is authorized to make changes to that account. Service is currently available Monday through Friday, 6:00am - 6:00pm Mountain Time, excluding major holidays. The nature of PSOD is an instant resource to the customer who agrees to pay related PSOD. inContact does not require a formal order from Reseller to deliver the PSOD service. When PSOD is used by a customer, related will be charged to Reseller through standard invoicing and billing processes. In the case a customer disputes Reseller for PSOD, inContact will supply service details to Reseller. In the event that customers or Reseller disputes for PSOD services rendered without satisfactory remedy, inContact reserves the right to discontinue PSOD services for one or more customers at any time.				
		Per Hour	N/A	$90.45
Technical Account Manager				
Technical Account Manager. (TAM) - An inContact role tasked with helping customers achieve their contact center vision and strategy. The TAM has industry knowledge and knows best practices to help the customer define and meet success criteria. Technical Success Account Manager assists with: - Unlimited agents - Dedicated toll free number with direct customer access to the TAM - TAM is the main point of contact for all post-implementation technical needs (e.g. break/fix, change requests, projects, etc.) - Works with the customer to support its long-term technical vision with inContact - Provides best practices on leveraging inContact product offerings				
Technical Account Manager 0 User Minimum		Per Month	N/A	$4,673.25
Technical Account Manager 5 User Minimum		Per Month	N/A	$4,673.25
Technical Account Manager 25 User Minimum		Per Month	N/A	$4,626.52
Technical Account Manager 50 User Minimum		Per Month	N/A	$4,533.05
Technical Account Manager 100 User Minimum		Per Month	N/A	$4,439.59
Technical Account Manager 200 User Minimum		Per Month	N/A	$4,392.86
Technical Account Manager 250 User Minimum		Per Month	N/A	$4,299.39

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Technical Account Manager 400 User Minimum		Per Month	N/A	$4,252.66
Technical Account Manager 1800 User Minimum		Per Month	N/A	$4,205.93
Custom Project Hourly rate available for custom projects approved by Virtual Contact Center's Professional Services team.				
VCC - PS		Per Hour	$263.81	N/A
Self Service IVR Basic Implementation Self Service IVR Basic. - Adds data lookup to one internal Virtual Contact Center hosted database table; up to 25 menu options (no external data integration) - Up to 3 database "calls" (lookup only); increases deployment timeline up to 60 days				
		Per Application	$3,844.13	N/A
Self Service IVR Premium Implementation Self Service IVR Premium. - Adds integration to one external CRM/database; up to 50 menu options - Up to 3 database/web service "calls" (lookup, push or update); not all external CRM solutions supported - Automated Speech Recognition (ASR) not included - Increases deployment timeline up to 60 days				
Self Service IVR Premium Implementation		Per Application	$10,251.00	N/A
Automated Speech Recognition Action Bundle Implementation Automated Speech Recognition Action Bundle. Implementation of Automated Speech Recognition includes the setup of up to 10 ASR functions within customer IVR scripting.				
Automated Speech Recognition Action Bundle Implementation		Per Application	$6,406.88	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Automated Speech Recognition				
Automated Speech Recognition Minutes. - inContact support directed-dialog ASR, meaning it accepts verbal input from a caller, converts the audio to a digital format, and then looks for a matching pattern based a defined list of acceptable responses. - A variety of common commands are natively supported (e.g., "yes/no, date, time, currency, numbers, and digits). - Users can also define custom lists of words against which spoken utterances are compared. - Billing is usage based and billed in six (6) second increments.				
Automated Speech Recognition Minutes 0 User Minimum		Per Minute	N/A	$0.07
Automated Speech Recognition Minutes 5 User Minimum		Per Minute	N/A	$0.07
Automated Speech Recognition Minutes 25 User Minimum		Per Minute	N/A	$0.07
Automated Speech Recognition Minutes 50 User Minimum		Per Minute	N/A	$0.07
Automated Speech Recognition Minutes 100 User Minimum		Per Minute	N/A	$0.07
Automated Speech Recognition Minutes 200 User Minimum		Per Minute	N/A	$0.06
Automated Speech Recognition Minutes 250 User Minimum		Per Minute	N/A	$0.06
Automated Speech Recognition Minutes 400 User Minimum		Per Minute	N/A	$0.06
Automated Speech Recognition Minutes 1800 User Minimum		Per Minute	N/A	$0.06
Customer Relationship Management (CRM) Driven Screen Pop/Call Routing Implementation				
CRM Driven Screen Pop/Call Routing. - Adds integration to one CRM solution to support a screen-pop or custom call routing - Up to 3 web service "calls" (lookup only); not all external CRM solutions supported - This service package was included in the original MSRA and remains available for any VCC customers contracted with this particular definition.				
CRM Driven Screen Pop/Call Routing Implementation		Per Application	$6,406.88	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Named Agent Routing Implementation Named Agent Routing. - CRM integration check to find last agent spoken with or based on CRM query to connect to appropriate agent based on parameters such as Case Number				
Named Agent Routing Implementation		Per Application	$6,406.88	N/A
Auto Attendant Implementation Choice of Auto Attendant Standard or Auto Attendant LITE. Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. ~ Key Features include: - Improved voicemail management with multiple options for voicemail access - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS or company directory - Bulk upload - Auditing and logging of user and system events - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call routing ~ NOTE: This application is subject to the following limitations - It bears the "inContact" brand. It cannot be co-branded or branded. - It is available only in English. ~ Billed based on the peak number of active users that log in to Auto Attendant during the month. ~ inContact Professional Services must implement the solution ~ Auto Attendant Lite provides most of the same features as Standard, listed above, with the exclusion of Voicemail and cannot be sold in conjunction with Auto Attendant Standard. ~ NOTE: This application is subject to the following limitations - It bears the "inContact" brand. It cannot be co-branded or branded. - It is available only in English. ~ Billed based on the peak number of active users that have logins to Auto Attendant during the month.				
		Per Application	$5,427.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Auto Attendant				
Choice of Auto Attendant Standard or Auto Attendant LITE. Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. ~ Key Features include: - Improved voicemail management with multiple options for voicemail access - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS or company directory - Bulk upload - Auditing and logging of user and system events - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call routing ~ NOTE: This application is subject to the following limitations - It bears the "inContact" brand. It cannot be co-branded or branded. - It is available only in English. ~ Billed based on the peak number of active users that log in to Auto Attendant during the month. ~ inContact Professional Services must implement the solution ~ Auto Attendant Lite provides most of the same features as Standard, listed above, with the exclusion of Voicemail and cannot be sold in conjunction with Auto Attendant Standard. ~ NOTE: This application is subject to the following limitations - It bears the "inContact" brand. It cannot be co-branded or branded. - It is available only in English. ~ Billed based on the peak number of active users that have logins to Auto Attendant during the month.				
Auto Attendant Implementation		Per Application	$5,427.00	N/A
Auto Attendant Lite 0 User Minimum		Per Configured User	N/A	$5.07
Auto Attendant Lite 5 User Minimum		Per Configured User	N/A	$5.01
Auto Attendant Lite 25 User Minimum		Per Configured User	N/A	$4.86
Auto Attendant Lite 50 User Minimum		Per Configured User	N/A	$4.66

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Auto Attendant Lite 100 User Minimum		Per Configured User	N/A	$4.46
Auto Attendant Lite 200 User Minimum		Per Configured User	N/A	$4.25
Auto Attendant Lite 250 User Minimum		Per Configured User	N/A	$3.95
Auto Attendant Lite 400 User Minimum		Per Configured User	N/A	$3.80
Auto Attendant Lite 1800 User Minimum		Per Configured User	N/A	$3.80
Auto Attendant Standard		Per Configured User	N/A	$7.24
Auto Attendant Standard 0 User Minimum		Per Configured User	N/A	$7.24
Auto Attendant Standard 5 User Minimum		Per Configured User	N/A	$7.16
Auto Attendant Standard 25 User Minimum		Per Configured User	N/A	$7.02
Auto Attendant Standard 50 User Minimum		Per Configured User	N/A	$6.87
Auto Attendant Standard 100 User Minimum		Per Configured User	N/A	$6.80
Auto Attendant Standard 200 User Minimum		Per Configured User	N/A	$6.66
Auto Attendant Standard 250 User Minimum		Per Configured User	N/A	$6.58
Auto Attendant Standard 400 User Minimum		Per Configured User	N/A	$6.51
Auto Attendant Standard 1800 User Minimum		Per Configured User	N/A	$6.51

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCC Agent for SalesForce				
inContact Agent for SalesForce. ~ A contact control interface that is embedded directly into the Salesforce CRM environment ~ Billed per agent license on a monthly basis; allows flexibility to increase or decrease agent licenses on demand ~ Key product features & components: - Salesforce Object Screen Pops - Click-To-Dial - Automatic Task/Activity creation - Hosted on the Salesforce AppEXchange - 100% Cloud, no installation of package components is required on the desktop - Supports the following channels: voice, email, chat, workitem - Supports both Sales Cloud and Service Cloud Console views				
inContact Agent for SalesForce 0 User Minimum		Per Configured User	N/A	$12.30
inContact Agent for SalesForce 5 User Minimum		Per Configured User	N/A	$12.18
inContact Agent for SalesForce 25 User Minimum		Per Configured User	N/A	$11.93
inContact Agent for SalesForce 50 User Minimum		Per Configured User	N/A	$11.69
inContact Agent for SalesForce 100 User Minimum		Per Configured User	N/A	$11.56
inContact Agent for SalesForce 200 User Minimum		Per Configured User	N/A	$11.32
inContact Agent for SalesForce 250 User Minimum		Per Configured User	N/A	$11.19
inContact Agent for SalesForce 400 User Minimum		Per Configured User	N/A	$11.07
inContact Agent for SalesForce 1800 User Minimum		Per Configured User	N/A	$11.07

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCC Agent for Oracle Service Cloud Per User				
inContact Agent for Oracle Service Cloud. ~ Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks and the inContact data and products ~ Configured Users are billed based on the highest number of users set up on the platform at any one time during the month ~ Key product features & components: - Full Voice Channel capabilities including Personal Connection - Work Item routing - Chat Channel support - Oracle Service Cloud data mapping from all Contacts - Agent indicators & Marquee messaging - Contact History				
inContact Agent for Oracle Service Cloud 0 User Minimum		Per Configured User	N/A	$18.09
inContact Agent for Oracle Service Cloud 5 User Minimum		Per Configured User	N/A	$17.91
inContact Agent for Oracle Service Cloud 25 User Minimum		Per Configured User	N/A	$17.55
inContact Agent for Oracle Service Cloud 50 User Minimum		Per Configured User	N/A	$17.19
inContact Agent for Oracle Service Cloud 100 User Minimum		Per Configured User	N/A	$17.00
inContact Agent for Oracle Service Cloud 200 User Minimum		Per Configured User	N/A	$16.64
inContact Agent for Oracle Service Cloud 250 User Minimum		Per Configured User	N/A	$16.46
inContact Agent for Oracle Service Cloud 400 User Minimum		Per Configured User	N/A	$16.28
inContact Agent for Oracle Service Cloud 1800 User Minimum		Per Configured User	N/A	$16.28

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Direct Data Access				
Direct Data Access. Provides a client with a secure connection from Microsoft Excel directly to the inContact data model for reporting and analytics using their existing inContact user credentials. - Offering requires a one-time activation and then a monthly-recurring charge for continued access - End-user is required to provide his/her own license to MS Excel 2010 or greater. - inContact will provide instructions and support for establishing the Direct Data Access connection from MS Excel, but does NOT provide expertise, services, or resources for Microsoft's Excel product. Implementation includes ~ End-user is required to provide his/her own license to MS Excel 2010 or greater ~ inContact will provide instructions and support for establishing the Direct Data Access connection form MS Excel ~ Excel training or support not included.				
Direct Data Access Implementation Per BU		Per Business Unit	$3,203.44	N/A
Direct Data Access 0 User Minimum		Per Configured User	N/A	$651.24
Direct Data Access 5 User Minimum		Per Configured User	N/A	$644.73
Direct Data Access 25 User Minimum		Per Configured User	N/A	$631.70
Direct Data Access 50 User Minimum		Per Configured User	N/A	$618.68
Direct Data Access 100 User Minimum		Per Configured User	N/A	$612.17
Direct Data Access 200 User Minimum		Per Configured User	N/A	$599.14
Direct Data Access 250 User Minimum		Per Configured User	N/A	$573.09
Direct Data Access 400 User Minimum		Per Configured User	N/A	$547.04
Direct Data Access 1800 User Minimum		Per Configured User	N/A	$547.04

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
IP Security Connectivity				
IPSec Connectivity. IPSec is a Virtual Private Network (VPN) established between inContact's cloud and a customer's call center. - Billed per VPN tunnel - It provides a secure IP connection that can be used to transport voice traffic, data traffic or both voice and data over the Internet. - Packets are encrypted and then transported across the network where they are then unencrypted at the remote site. Only the remote site has the "keys" to unencrypt the data. Once unencrypted at the remote site it is then forwarded on to the client. - Each customer considering using IPSec to secure their voice and data traffic will need to discuss their equipment options with their network equipment vendor to be sure it integrates with their existing equipment, is sized appropriately and can support the increased bandwidth required to encrypt and decrypt voice traffic.				
IPSec Connectivity Implementation Per site		Per Site	$640.69	N/A
IPSec Connectivity 0 User Minimum		Per Configured User	N/A	$56.38
IPSec Connectivity 5 User Minimum		Per Configured User	N/A	$55.82
IPSec Connectivity 25 User Minimum		Per Configured User	N/A	$54.69
IPSec Connectivity 50 User Minimum		Per Configured User	N/A	$53.56
IPSec Connectivity 100 User Minimum		Per Configured User	N/A	$53.00
IPSec Connectivity 200 User Minimum		Per Configured User	N/A	$51.87
IPSec Connectivity 250 User Minimum		Per Configured User	N/A	$51.31
IPSec Connectivity 400 User Minimum		Per Configured User	N/A	$49.05
IPSec Connectivity 1800 User Minimum		Per Configured User	N/A	$49.05

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Carrier DataCenter Connection Carrier DataCenter Connection. Charge to setup/implement a Rack Unit for hosting customer equipment in VCC data center for use by customer for connectivity				
Carrier DataCenter Connection Implementation		Per Occurrence	$1,507.50	N/A
Carrier DataCenter Connection 0 User Minimum		Per Rack Unit	N/A	$940.68
Carrier DataCenter Connection 5 User Minimum		Per Rack Unit	N/A	$931.27
Carrier DataCenter Connection 25 User Minimum		Per Rack Unit	N/A	$921.87
Carrier DataCenter Connection 50 User Minimum		Per Rack Unit	N/A	$903.05
Carrier DataCenter Connection 100 User Minimum		Per Rack Unit	N/A	$884.24
Carrier DataCenter Connection 200 User Minimum		Per Rack Unit	N/A	$865.43
Carrier DataCenter Connection 250 User Minimum		Per Rack Unit	N/A	$865.43
Carrier DataCenter Connection 400 User Minimum		Per Rack Unit	N/A	$846.61
Carrier DataCenter Connection 1800 User Minimum		Per Rack Unit	N/A	$846.61

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Payment Card Industry (PCI) Level 1 Per User Concurrent / Unique				
PCI Level 1. Add on feature to Unique Logged or Concurrently logged in User model to allow PCI compliance for inbound and outbound phone calls. - 1 PCI Level 1 Seat License - billed based on the highest number of users logged into the platform at any one time during the month				
PCI Level 1 Concurrent 0 User Minimum		Per Configured User	N/A	$16.58
PCI Level 1 Concurrent 50 User Minimum		Per Configured User	N/A	$15.26
PCI Level 1 Concurrent 100 User Minimum		Per Configured User	N/A	$14.59
PCI Level 1 Concurrent 200 User Minimum		Per Configured User	N/A	$13.93
PCI Level 1 Concurrent 250 User Minimum		Per Configured User	N/A	$12.93
PCI Level 1 Concurrent 400 User Minimum		Per Configured User	N/A	$12.44
PCI Level 1 Concurrent 1800 User Minimum		Per Configured User	N/A	$12.44
PCI Level 1 Unique 0 User Minimum		Per Configured User	N/A	$16.58
PCI Level 1 Unique 5 User Minimum		Per Configured User	N/A	$16.42
PCI Level 1 Unique 25 User Minimum		Per Configured User	N/A	$15.92
PCI Level 1 Unique 50 User Minimum		Per Configured User	N/A	$15.26
PCI Level 1 Unique 100 User Minimum		Per Configured User	N/A	$14.59
PCI Level 1 Unique 200 User Minimum		Per Configured User	N/A	$13.93
PCI Level 1 Unique 250 User Minimum		Per Configured User	N/A	$12.93
PCI Level 1 Unique 400 User Minimum		Per Configured User	N/A	$12.44
PCI Level 1 Unique 1800 User Minimum		Per Configured User	N/A	$12.44

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Travel & Expense Units				
Travel & Expense Units. All services that involve on-site engagement with customers are subject to travel and expenses. Such costs include, but are not limited to, transportation, lodging, and meals. Total travel and expenses rounded up to the nearest dollar and will assess the charge by adjusting the quantity value based on a per-unit price of $1.00.				
Travel & Expense Units		Per Unit	$1.01	N/A
Connector for Skype for Business				
Connector for Skype for Business 0 User Minimum		Per Configured User	N/A	$3.08
Connector for Skype for Business 5 User Minimum		Per Configured User	N/A	$3.02
Connector for Skype for Business 25 User Minimum		Per Configured User	N/A	$2.98
Connector for Skype for Business 50 User Minimum		Per Configured User	N/A	$2.92
Connector for Skype for Business 100 User Minimum		Per Configured User	N/A	$2.86
Connector for Skype for Business 200 User Minimum		Per Configured User	N/A	$2.77
Connector for Skype for Business 250 User Minimum		Per Configured User	N/A	$2.68
Connector for Skype for Business 400 User Minimum		Per Configured User	N/A	$2.58
Connector for Skype for Business 1800 User Minimum		Per Configured User	N/A	$2.58
Monthly Success Package, Premier / Enterprise				
Identified support person to specifically handle a particular business unit				
Monthly Success Package 01 Premier 0 User Minimum		Per Month	N/A	$1,959.75
Monthly Success Package 01 Premier 5 User Minimum		Per Month	N/A	$1,940.15
Monthly Success Package 01 Premier 25 User Minimum		Per Month	N/A	$1,920.56
Monthly Success Package 01 Premier 50 User Minimum		Per Month	N/A	$1,900.96

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Monthly Success Package 01 Premier 100 User Minimum		Per Month	N/A	$1,881.36
Monthly Success Package 01 Premier 200 User Minimum		Per Month	N/A	$1,861.76
Monthly Success Package 01 Premier 250 User Minimum		Per Month	N/A	$1,842.17
Monthly Success Package 01 Premier 400 User Minimum		Per Month	N/A	$1,822.57
Monthly Success Package 01 Premier 1800 User Minimum		Per Month	N/A	$1,822.57
Monthly Success Package 02 Premier Plus 0 User Minimum		Per Month	N/A	$6,532.50
Monthly Success Package 02 Premier Plus 5 User Minimum		Per Month	N/A	$6,467.18
Monthly Success Package 02 Premier Plus 25 User Minimum		Per Month	N/A	$6,401.85
Monthly Success Package 02 Premier Plus 50 User Minimum		Per Month	N/A	$6,336.53
Monthly Success Package 02 Premier Plus 100 User Minimum		Per Month	N/A	$6,271.20
Monthly Success Package 02 Premier Plus 200 User Minimum		Per Month	N/A	$6,205.88
Monthly Success Package 02 Premier Plus 250 User Minimum		Per Month	N/A	$6,140.55
Monthly Success Package 02 Premier Plus 400 User Minimum		Per Month	N/A	$6,075.23
Monthly Success Package 02 Premier Plus 1800 User Minimum		Per Month	N/A	$6,075.23
Monthly Success Package 03 Enterprise 0 User Minimum		Per Month	N/A	$14,572.50
Monthly Success Package 03 Enterprise 5 User Minimum		Per Month	N/A	$14,426.78
Monthly Success Package 03 Enterprise 25 User Minimum		Per Month	N/A	$14,281.05
Monthly Success Package 03 Enterprise 50 User Minimum		Per Month	N/A	$14,135.33

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Monthly Success Package 03 Enterprise 100 User Minimum		Per Month	N/A	$13,989.60
Monthly Success Package 03 Enterprise 200 User Minimum		Per Month	N/A	$13,843.88
Monthly Success Package 03 Enterprise 250 User Minimum		Per Month	N/A	$13,698.15
Monthly Success Package 03 Enterprise 400 User Minimum		Per Month	N/A	$13,552.43
Monthly Success Package 03 Enterprise 1800 User Minimum		Per Month	N/A	$13,552.43
Monthly Success Package 04 Enterprise Plus 0 User Minimum		Per Month	N/A	$29,145.00
Monthly Success Package 04 Enterprise Plus 5 User Minimum		Per Month	N/A	$28,853.55
Monthly Success Package 04 Enterprise Plus 25 User Minimum		Per Month	N/A	$28,562.10
Monthly Success Package 04 Enterprise Plus 50 User Minimum		Per Month	N/A	$28,270.65
Monthly Success Package 04 Enterprise Plus 100 User Minimum		Per Month	N/A	$27,979.20
Monthly Success Package 04 Enterprise Plus 200 User Minimum		Per Month	N/A	$27,687.75
Monthly Success Package 04 Enterprise Plus 250 User Minimum		Per Month	N/A	$27,396.30
Monthly Success Package 04 Enterprise Plus 400 User Minimum		Per Month	N/A	$27,104.85
Monthly Success Package 04 Enterprise Plus 1800 User Minimum		Per Month	N/A	$27,104.85

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
iBenchmark, Lite and Expert				
iBenchmark Expert				
Benchmark Portal is recognized worldwide as the leader in contact center benchmarking, with the largest database of contact center metrics and the most advanced tools for benchmarking analytics.				
iBenchmark Lite 0 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 5 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 25 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 50 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 100 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 200 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 250 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 400 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Lite 1800 User Minimum		Per Configured Agent	N/A	$0.00
iBenchmark Expert 0 User Minimum		Per Configured Agent	N/A	$14.07
iBenchmark Expert 5 User Minimum		Per Configured Agent	N/A	$13.79
iBenchmark Expert 25 User Minimum		Per Configured Agent	N/A	$13.65
iBenchmark Expert 50 User Minimum		Per Configured Agent	N/A	$13.37
iBenchmark Expert 100 User Minimum		Per Configured Agent	N/A	$13.09
iBenchmark Expert 200 User Minimum		Per Configured Agent	N/A	$12.66
iBenchmark Expert 250 User Minimum		Per Configured Agent	N/A	$12.24

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
iBenchmark Expert 400 User Minimum		Per Configured Agent	N/A	$11.82
iBenchmark Expert 1800 User Minimum		Per Configured Agent	N/A	$11.82

Workforce Management (WFM)

NICE Workforce Management 01 Essential

WFM Essentials is used for scheduling and includes:
- Forecast with greater precision months in advance so organizations can staff up or down
- Improve FCR by scheduling agents based on specific (and multiple) skill sets
- Monitor agent activities and adherence in real time
- Track intraday data to make timely decisions
- Modules: Real-Time Adherence, Forecaster, Change Manager, Historical Adherence, Report Manager, Administrator, Scheduler, Planner, Multi-Skill/Multi-Site
- Configured Users billed based on highest number of users set up on the platform at any 1 time during month and can be enabled at team level
- Can only be sold to End Users using inContact ACD/IVR
- Add-ons: Workload Manager, Interaction Management

WFM Essentials Implementation includes:
~ Project and Implementation Managers who oversee project, provide business requirements session, and author documentation
~ Integration with inContact ACD with Initial System Configuration with Remote enablement, except where noted
~ 5 days public training for up to 4 customer users at the inContact training center*.
* Additional training days/users may be added
~ User acceptance testing, Go live support, and 3 days of on-site follow up**
**Travel and expenses not included

NICE Workforce Management 01 Essential Implementation		Per Business Unit	$43,114.50	N/A
NICE Workforce Management 01 Essential	0 User Minimum	Per Configured Agent	N/A	$39.20
NICE Workforce Management 01 Essential	5 User Minimum	Per Configured Agent	N/A	$38.80
NICE Workforce Management 01 Essential	25 User Minimum	Per Configured Agent	N/A	$38.02
NICE Workforce Management 01 Essential	50 User Minimum	Per Configured Agent	N/A	$37.24
NICE Workforce Management 01 Essential	100 User Minimum	Per Configured Agent	N/A	$36.84
NICE Workforce Management 01 Essential	200 User Minimum	Per Configured Agent	N/A	$36.06

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Workforce 250 User Minimum Management 01 Essential		Per Configured Agent	N/A	$34.49
NICE Workforce 400 User Minimum Management 01 Essential		Per Configured Agent	N/A	$34.10
NICE Workforce 1800 User Minimum Management 01 Essential		Per Configured Agent	N/A	$34.10

NICE Workforce Management 02 Advanced

WFM Advanced: Includes all capabilities of WFM Essentials to Allow for monitoring adherence in real time and tracking intraday data to make timely staffing and operational decisions, PLUS:
- Ability to have staff manage/trade shifts and volunteer for overtime
- Modules: Time-Off Manager, Agent Schedule Portal, Availability Points
- Add-ons: WFM Advanced Plus Package

WFM Advanced Implementation Includes everything with Essentials, PLUS:
~ 2 hour virtual best practices session before go live
~ Includes Public InContact Training Center or Option for Training to be 5 days private training at customer's location**
~ 4 hours of virtual training on advanced practices

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Workforce Management 02 Advanced Implementation		Per Business Unit	$55,174.50	N/A
NICE Workforce 0 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$39.80
NICE Workforce 5 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$39.40
NICE Workforce 25 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$38.21
NICE Workforce 50 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$38.21
NICE Workforce 100 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$37.41
NICE Workforce 200 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$37.41
NICE Workforce 250 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$36.61
NICE Workforce 400 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$36.22
NICE Workforce 1800 User Minimum Management 02 Advanced		Per Configured Agent	N/A	$36.22

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Workforce Management Advanced Plus				
NICE Workforce Management Advanced Plus. Add-on to the Workforce Management Advanced and Workforce Optimization Advanced options. Workforce Management Advanced Plus provides KPI and Scorecard functionality specific to WFM data. ~ Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level ~ Includes Front-office Pack for WFM including tracking and aggregation of KPI's related to WFM Implementation Includes: - Project manager and Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - User acceptance testing - Application training included with Workforce Management Advanced sessions - Go live support - Remote Enablement				
NICE Workforce Management Advanced Plus Implementation		Per Occurrence	$55,174.50	N/A
NICE Workforce Management Advanced Plus 0 User Minimum		Per Configured Agent	N/A	$10.85
NICE Workforce Management Advanced Plus 5 User Minimum		Per Configured Agent	N/A	$10.75
NICE Workforce Management Advanced Plus 25 User Minimum		Per Configured Agent	N/A	$10.42
NICE Workforce Management Advanced Plus 50 User Minimum		Per Configured Agent	N/A	$9.99
NICE Workforce Management Advanced Plus 100 User Minimum		Per Configured Agent	N/A	$9.55
NICE Workforce Management Advanced Plus 200 User Minimum		Per Configured Agent	N/A	$9.44
NICE Workforce Management Advanced Plus 250 User Minimum		Per Configured Agent	N/A	$9.23
NICE Workforce Management Advanced Plus 400 User Minimum		Per Configured Agent	N/A	$9.12
NICE Workforce Management Advanced Plus 1800 User Minimum		Per Configured Agent	N/A	$9.12

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge

CXone Pro Workforce Management Pro
 	
- Provides forecasting, scheduling, and schedule adherence management. Intended for customers who need to generate forecasts for call volume only and generate the necessary agent schedules to handle the forecasted volume.
- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.
- Key product features & components:
  - Forecasting and Scheduling
  - Intraday Management
  - Shift Bidding
  - Time Off Management
  - Reporting: Standard and Ad-Hoc				

CXone Pro Workforce Management Pro Implementation		Per Business Unit	$8,517.38	N/A
CXone Pro Workforce Management Pro 0 User Minimum		Per Configured Agent	N/A	$20.10
CXone Pro Workforce Management Pro 5 User Minimum		Per Configured Agent	N/A	$19.70
CXone Pro Workforce Management Pro 25 User Minimum		Per Configured Agent	N/A	$19.30
CXone Pro Workforce Management Pro 50 User Minimum		Per Configured Agent	N/A	$18.89
CXone Pro Workforce Management Pro 100 User Minimum		Per Configured Agent	N/A	$18.49
CXone Pro Workforce Management Pro 200 User Minimum		Per Configured Agent	N/A	$18.09
CXone Pro Workforce Management Pro 250 User Minimum		Per Configured Agent	N/A	$17.69
CXone Pro Workforce Management Pro 400 User Minimum		Per Configured Agent	N/A	$17.29
CXone Pro Workforce Management Pro 1800 User Minimum		Per Configured Agent	N/A	$17.29

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Workload Manager NICE Workload Manager. Add-on to the Workforce Management and Workforce Optimization options (Essentials or Advanced). Workload Manager provides a method for managing back office transactions as well as forecasting and scheduling the resources who handle them. ~ Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level ~ Includes the following: -Forecasting, scheduling, and management for all types of back office transactions such as: voicemail, email, mail, web requests, chats video calls, claim processing, order fulfillment, and work order processing. Implementation Includes: - Project manager and Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - User acceptance testing - Application training included with Workforce Management training - Go live support - Remote Enablement				
NICE Workload Manager Implementation		Per Business Unit	$6,030.00	N/A
NICE Workload Manager 0 User Minimum		Per Configured Agent	N/A	$4.70
NICE Workload Manager 5 User Minimum		Per Configured Agent	N/A	$4.66
NICE Workload Manager 25 User Minimum		Per Configured Agent	N/A	$4.57
NICE Workload Manager 50 User Minimum		Per Configured Agent	N/A	$4.47
NICE Workload Manager 100 User Minimum		Per Configured Agent	N/A	$4.42
NICE Workload Manager 200 User Minimum		Per Configured Agent	N/A	$4.33
NICE Workload Manager 250 User Minimum		Per Configured Agent	N/A	$4.14
NICE Workload Manager 400 User Minimum		Per Configured Agent	N/A	$4.10
NICE Workload Manager 1800 User Minimum		Per Configured Agent	N/A	$4.10

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CXone Pro Workforce Optimization Pro				
NICE Quality Optimization provides out-of-the-box KPIs for a complete assessment of quality. - The solution enables contact centers to: • Automate evaluation to ensure consistency and save supervisor time • Select calls for evaluation based on individual agent performance or skill set • Listen to a specific call from directly within the reporting application • Report on-call evaluations alongside other critical KPIs - NICE Quality Optimization provides out-of-the-box KPIs for a complete assessment of quality. Modules include: Evaluations and calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards, Quality Planner, Out of the Box KPIs, Scorecards, KPI-based Interaction Drill Down - Includes Interaction Management package (voice recording and encryption) - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level - Available Add-ons: Screen Recording and Desktop Analytics Essentials				
CXone Pro Workforce Optimization Pro Implementation		Per Business Unit	$14,763.45	N/A
CXone Pro Workforce Optimization Pro 0 User Minimum		Per Configured Agent	N/A	$49.20
CXone Pro Workforce Optimization Pro 5 User Minimum		Per Configured Agent	N/A	$48.22
CXone Pro Workforce Optimization Pro 25 User Minimum		Per Configured Agent	N/A	$47.24
CXone Pro Workforce Optimization Pro 50 User Minimum		Per Configured Agent	N/A	$46.25
CXone Pro Workforce Optimization Pro 100 User Minimum		Per Configured Agent	N/A	$45.27
CXone Pro Workforce Optimization Pro 200 User Minimum		Per Configured Agent	N/A	$44.28
CXone Pro Workforce Optimization Pro 250 User Minimum		Per Configured Agent	N/A	$43.30
CXone Pro Workforce Optimization Pro 400 User Minimum		Per Configured Agent	N/A	$42.32
CXone Pro Workforce Optimization Pro 1800 User Minimum		Per Configured Agent	N/A	$42.32

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Workforce Management (WFM) Data Upload				
In cases where compatible WFM databases can be successfully uploaded to a new implementation of VCC WFM, this charge will cover the effort required to capture as many database fields as possible from prior WFM systems. The upload feature has interoperability considerations that can be assessed prior to implementing this project.				
WFM Data Upload Implementation		Per Application	$2,839.13	N/A
NICE Quality Management				
NICE Quality Management (QM) helps identify the right agents and calls for evaluation, capture employee feedback, and share across peers and groups - Automate evaluation to ensure consistency and save time - Select calls for evaluation based on agent performance or skill set - Listen to a specific call from within the reporting application - Report on-call evaluations - Modules: Evaluations & calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards, Quality Planner, Interaction Management - Configured Users billed based on highest # of users set up on the platform at any 1 time during month; can be enabled at team level - Add-ons: Screen Recording, Desktop Analytics Essentials				
NICE Quality Management 01 Essentials				
NICE QM Essentials Implementation includes: - Project and Implementation Managers who oversee the project, business requirements session and documentation - Integration with inContact ACD and Initial System Configuration with Remote enablement ~ 4 Quality Forms ~ 2 Business Analyzer Queries ~ 3 My Universe Pre-defined Templates ~ 2 customized reports ~ Quality Planner - 3 days public training for up to 4 customer users at the inContact training center* - Additional training days may be added to support additional users - User acceptance testing, Go live support, and Post go live follow up**				
NICE Quality Management Implementation 01 Essentials		Per Business Unit	$19,597.50	N/A
NICE Quality Management 0 User Minimum 01 Essentials		Per Configured Agent	N/A	$48.48
NICE Quality Management 5 User Minimum 01 Essentials		Per Configured Agent	N/A	$48.00
NICE Quality Management 25 User Minimum 01 Essentials		Per Configured Agent	N/A	$47.51

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Quality Management 50 User Minimum 01 Essentials		Per Configured Agent	N/A	$47.51
NICE Quality Management 100 User Minimum 01 Essentials		Per Configured Agent	N/A	$47.03
NICE Quality Management 200 User Minimum 01 Essentials		Per Configured Agent	N/A	$47.03
NICE Quality Management 250 User Minimum 01 Essentials		Per Configured Agent	N/A	$45.57
NICE Quality Management 400 User Minimum 01 Essentials		Per Configured Agent	N/A	$44.60
NICE Quality Management 1800 User Minimum 01 Essentials		Per Configured Agent	N/A	$44.60
NICE Quality Management 02 Advanced NICE QM Optimization Advanced Implementation includes everything detailed for QM Essentials, PLUS: ~ 6 Quality Forms ~ 4 Business Analyzer Queries ~ 4 customized reports ~ Option for public inContact training OR 3 days private training at the customer's location** - Additional 4 hours of remote training to review advanced practices **Travel and expenses not included				
NICE Quality Management Implementation 02 Advanced		Per Business Unit	$25,627.50	N/A
NICE Quality Management 0 User Minimum 02 Advanced		Per Configured Agent	N/A	$52.82
NICE Quality Management 5 User Minimum 02 Advanced		Per Configured Agent	N/A	$52.29
NICE Quality Management 25 User Minimum 02 Advanced		Per Configured Agent	N/A	$51.77
NICE Quality Management 50 User Minimum 02 Advanced		Per Configured Agent	N/A	$51.77
NICE Quality Management 100 User Minimum 02 Advanced		Per Configured Agent	N/A	$51.24
NICE Quality Management 200 User Minimum 02 Advanced		Per Configured Agent	N/A	$51.24
NICE Quality Management 250 User Minimum 02 Advanced		Per Configured Agent	N/A	$49.65

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Quality Management 400 User Minimum 02 Advanced		Per Configured Agent	N/A	$48.60
NICE Quality Management 1800 User Minimum 02 Advanced		Per Configured Agent	N/A	$48.60
NICE Interaction Management NICE Interaction Management. Provides voice recording, encryption, and management of recorded interactions. ~ Includes the following: - Automated, rules-based archiving of captured interactions - System usability tools - Maintenance and administration tools - Query and playback - Reporting - End-to-end media encryption to protect captured data during every state of its lifecycle Implementation Includes: - Project manager and Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Integration with inContact ACD - Initial System Configuration - Four total hours of remote training - User acceptance testing - Go live support - Post go live follow up				
NICE Interaction Management Implementation		Per Business Unit	$9,045.00	N/A
NICE Interaction Management 0 User Minimum		Per Configured Agent	N/A	$34.73
NICE Interaction Management 5 User Minimum		Per Configured Agent	N/A	$34.39
NICE Interaction Management 25 User Minimum		Per Configured Agent	N/A	$33.34
NICE Interaction Management 50 User Minimum		Per Configured Agent	N/A	$31.95
NICE Interaction Management 100 User Minimum		Per Configured Agent	N/A	$30.56

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Interaction Management 200 User Minimum		Per Configured Agent	N/A	$30.22
NICE Interaction Management 250 User Minimum		Per Configured Agent	N/A	$29.52
NICE Interaction Management 400 User Minimum		Per Configured Agent	N/A	$29.18
NICE Interaction Management 1800 User Minimum		Per Configured Agent	N/A	$29.18

NICE Screen Recording

NICE Screen Recording Captures and records agent desktop activity to ensure appropriate processes are being follow ed for compliance reasons as w ell as for quality assurance and agent coaching/training.
~Includes the follow ing:
- Capture agent desktop activity
- Record agent screens for playback
It is an Add-on to Interaction Management, Quality, and Workforce Optimization options.

Implementation Includes:
- Project manager and Implementation manager w ho oversees the project from start to finish
- Business requirements session and documentation
- Initial System Configuration w ith Remote Enablement
- User acceptance testing
- Application training included w ith Quality Management training
- Go live support

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Screen Recording Implementation		Per Business Unit	$9,045.00	N/A
NICE Screen Recording 0 User Minimum		Per Configured Agent	N/A	$20.26
NICE Screen Recording 5 User Minimum		Per Configured Agent	N/A	$20.06
NICE Screen Recording 25 User Minimum		Per Configured Agent	N/A	$19.45
NICE Screen Recording 50 User Minimum		Per Configured Agent	N/A	$18.64
NICE Screen Recording 100 User Minimum		Per Configured Agent	N/A	$17.83
NICE Screen Recording 200 User Minimum		Per Configured Agent	N/A	$17.63

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
NICE Screen Recording 250 User Minimum		Per Configured Agent	N/A	$17.22
NICE Screen Recording 400 User Minimum		Per Configured Agent	N/A	$17.02
NICE Screen Recording 1800 User Minimum		Per Configured Agent	N/A	$17.02

CXone Pro Audio Recording
 - Provides audio recording, encryption, as well as search and playback of recorded interactions.
 - Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.
 - Key product features & components:
   - Audio Recording (total or %-based)
   - Search
   - Playback
   - Encryption				

CXone Pro Audio Recording Implementation		Per Business Unit	$3,406.95	N/A
CXone Pro Audio Recording 0 User Minimum		Per Configured Agent	N/A	$15.20
CXone Pro Audio Recording 5 User Minimum		Per Configured Agent	N/A	$14.89
CXone Pro Audio Recording 25 User Minimum		Per Configured Agent	N/A	$14.59
CXone Pro Audio Recording 50 User Minimum		Per Configured Agent	N/A	$14.28
CXone Pro Audio Recording 100 User Minimum		Per Configured Agent	N/A	$13.98
CXone Pro Audio Recording 200 User Minimum		Per Configured Agent	N/A	$13.68
CXone Pro Audio Recording 250 User Minimum		Per Configured Agent	N/A	$13.37
CXone Pro Audio Recording 400 User Minimum		Per Configured Agent	N/A	$13.07
CXone Pro Audio Recording 1800 User Minimum		Per Configured Agent	N/A	$13.07

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CXone Pro Quality Management with Voice Recording				

- Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes CXone Audio Recording (provides audio recording, encryption, as well as search and playback of recorded interactions).
- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month. This includes Admin users.
- Key product features & components:
  - Form Designer
  - Evaluation
  - Calibration
  - Dispute
  - Coaching
  - Dashboards
  - Quality Planner
  - Audio Recording (total or %-based)
  - Search
  - Playback
  - Encryption				

CXone Pro Quality Management with Voice Recording Implementation		Per Business Unit	$7,949.55	N/A
CXone Pro Quality Management with Voice Recording 0 User Minimum		Per Configured Agent	N/A	$32.56
CXone Pro Quality Management with Voice Recording 5 User Minimum		Per Configured Agent	N/A	$31.91
CXone Pro Quality Management with Voice Recording 25 User Minimum		Per Configured Agent	N/A	$31.26
CXone Pro Quality Management with Voice Recording 50 User Minimum		Per Configured Agent	N/A	$30.61
CXone Pro Quality Management with Voice Recording 100 User Minimum		Per Configured Agent	N/A	$29.96
CXone Pro Quality Management with Voice Recording 200 User Minimum		Per Configured Agent	N/A	$29.31
CXone Pro Quality Management with Voice Recording 250 User Minimum		Per Configured Agent	N/A	$28.65
CXone Pro Quality Management with Voice Recording 400 User Minimum		Per Configured Agent	N/A	$28.00
CXone Pro Quality Management with Voice Recording 1800 User Minimum		Per Configured Agent	N/A	$28.00

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CXone Pro Screen Recording Pro				

Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.)
- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.
- Key product features & components:
  - Screen Recording (total or %-based)
  - Search
  - Playback
  - Encryption				

CXone Pro Screen Recording Pro Implementation		Per Business Unit	$4,542.60	N/A
CXone Pro Screen Recording Pro 0 User Minimum		Per Configured Agent	N/A	$9.41
CXone Pro Screen Recording Pro 5 User Minimum		Per Configured Agent	N/A	$9.22
CXone Pro Screen Recording Pro 25 User Minimum		Per Configured Agent	N/A	$9.03
CXone Pro Screen Recording Pro 50 User Minimum		Per Configured Agent	N/A	$8.84
CXone Pro Screen Recording Pro 100 User Minimum		Per Configured Agent	N/A	$8.65
CXone Pro Screen Recording Pro 200 User Minimum		Per Configured Agent	N/A	$8.47
CXone Pro Screen Recording Pro 250 User Minimum		Per Configured Agent	N/A	$8.28
CXone Pro Screen Recording Pro 400 User Minimum		Per Configured Agent	N/A	$8.09
CXone Pro Screen Recording Pro 1800 User Minimum		Per Configured Agent	N/A	$8.09

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VCC Analytics Advanced / Omnichannel Analytics				
inContact Analytics Advanced - A robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds - Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month. - Key product features : - Call recording, call playback, and call searching - Call tagging - Custom queries - Sentiment analysis and trend analysis IMPLEMENTATION Includes: - Remote Build Requirements Session to plan out users, tags, and review initial standard phrases - Initial configuration of users, tags, and standard phrases - 5 hours eLearning - 2 hours remote training to create users, tags, and standard phrases - 2 hours remote training to create custom phrases - 2 hour follow up Q&A post go live				
inContact Advanced Analytics 01 Basic Implementation		Per Occurrence	$7,537.50	N/A
inContact Advanced Analytics 02 Advanced Implementation		Per Occurrence	$12,060.00	N/A
inContact Analytics Advanced / Omnichannel Analytics 0 User Minimum		Per Configured Agent	N/A	$36.18
inContact Analytics Advanced / Omnichannel Analytics 5 User Minimum		Per Configured Agent	N/A	$36.18
inContact Analytics Advanced / Omnichannel Analytics 25 User Minimum		Per Configured Agent	N/A	$35.82
inContact Analytics Advanced / Omnichannel Analytics 50 User Minimum		Per Configured Agent	N/A	$35.64
inContact Analytics Advanced / Omnichannel Analytics 100 User Minimum		Per Configured Agent	N/A	$35.46
inContact Analytics Advanced / Omnichannel Analytics 200 User Minimum		Per Configured Agent	N/A	$35.09

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inContact Analytics Advanced / Omnichannel Analytics 250 User Minimum		Per Configured Agent	N/A	$34.73
inContact Analytics Advanced / Omnichannel Analytics 400 User Minimum		Per Configured Agent	N/A	$34.37
inContact Analytics Advanced / Omnichannel Analytics 1800 User Minimum		Per Configured Agent	N/A	$34.37

ECHO Survey

ECHO delivers a customer survey immediately following a contact allowing the End User's customer to leave comments regarding their experience
- Customizable by the inContact Pro Services team to meet customer requirements. Customizations include introduction of customer-specific fields into the DB, user screens, and reports. It is targeted at businesses with 200+ agents
- Delivered via a stand-alone platform, integrated to work with inContact ACD/IVR, but is accessed on its own website with distinct End User credentials
- Only hosted in North American data centers. User interface is not localized and is only available in English. Individual surveys can be delivered in target languages
- Billing model is a choice of "Per Agent" OR "Per Survey" (selected per Business Unit) depending on typical usage scenario
Per Agent" model is typically used when assessing agent performance on contacts. "Per Survey" model is used If surveys are being sent independently from contact center transactions (between customer and agent),
- Measured either per peak number of agents who receive one or more survey or the total number of completed surveys during the billing interval.

Reporting packages include:
~ ECHO Service Recovery/Trigger Reports Bundle; Admin Manage & Edit Triggers; Trigger & Trigger Team Analysis Reports; Analysis Reports; Survey Appeals and Locator; ECHO Analytics Report Bundle; SPC Charges; Survey Cross Tab; Trend Analysis; Impact/Performance; Admin "blank a record
IMPLEMENTATION includes:
~ Setup of ECHO reporting site, reporting packages, initial users, and default settings
~ Analysis of existing queue scripts and appropriate modification of those scripts to allow the survey invitation (for IVR surveys)
~ Use of inContact standard voice talent for recording IVR survey prompts
~ QA, review, and training (via WebEx) with customer
~ Up to 2 surveys (in same channel)
~ Survey setup process from loading to creating surveys, as detailed in "ECHO New Survey Creation"

| ECHO Implementation | | Per Business Unit | $18,090.00 | N/A |

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
ECHO New Survey Creation ECHO New Survey Creation. Engagement with the customer to understand and organize 1 new survey design Implementation includes - Load the new survey into ECHO - Load survey prompt recordings into ECHO if needed (IVR survey only) - Handle translated texts ad special survey logic - Create survey invitation and reminder as needed and translate as needed Facilitate testing and review with customer - Load survey into existing EHCO processes				
ECHO New Survey Creation Implementation		Per Survey Creation	$1,809.00	N/A
ECHO Per Agent 0 User Minimum		Per Configured Agent	N/A	$28.94
ECHO Per Agent 5 User Minimum		Per Configured Agent	N/A	$28.65
ECHO Per Agent 25 User Minimum		Per Configured Agent	N/A	$28.08
ECHO Per Agent 50 User Minimum		Per Configured Agent	N/A	$27.50
ECHO Per Agent 100 User Minimum		Per Configured Agent	N/A	$27.21
ECHO Per Agent 200 User Minimum		Per Configured Agent	N/A	$26.63
ECHO Per Agent 250 User Minimum		Per Configured Agent	N/A	$26.34
ECHO Per Agent 400 User Minimum		Per Configured Agent	N/A	$26.05
ECHO Per Agent 1800 User Minimum		Per Configured Agent	N/A	$26.05
ECHO Per Completed Survey 0 User Minimum		Per Configured Agent	N/A	$1.09
ECHO Per Completed Survey 5 User Minimum		Per Configured Agent	N/A	$1.08
ECHO Per Completed Survey 25 User Minimum		Per Configured Agent	N/A	$1.06
ECHO Per Completed Survey 50 User Minimum		Per Configured Agent	N/A	$1.03

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
ECHO Per Completed Survey 100 User Minimum		Per Configured Agent	N/A	$1.02
ECHO Per Completed Survey 200 User Minimum		Per Configured Agent	N/A	$1.00
ECHO Per Completed Survey 250 User Minimum		Per Configured Agent	N/A	$0.99
ECHO Per Completed Survey 400 User Minimum		Per Configured Agent	N/A	$0.98
ECHO Per Completed Survey 1800 User Minimum		Per Configured Agent	N/A	$0.98
ECHO Transcription Services ECHO Transcription Services. ~ inContact transcribes the recorded voice comments of end-user customers and associates those transcribed comments with the appropriate ECHO survey ~ Billed per comment bases on the number of comments that are transcribed in the calendar month ~ Key Features: - Only available as an add-on for IVR surveys, NOT Chat or Email surveys - Allows customers to do word searches and utilize Dashboard Comment Cloud feature for IVR surveys ~ NOTE: Transcription services provided for ECHO only				
ECHO Transcription Services 0 User Minimum		Per Configured Agent	N/A	$1.45
ECHO Transcription Services 5 User Minimum		Per Configured Agent	N/A	$1.43
ECHO Transcription Services 25 User Minimum		Per Configured Agent	N/A	$1.39
ECHO Transcription Services 50 User Minimum		Per Configured Agent	N/A	$1.33
ECHO Transcription Services 100 User Minimum		Per Configured Agent	N/A	$1.30
ECHO Transcription Services 200 User Minimum		Per Configured Agent	N/A	$1.27
ECHO Transcription Services 250 User Minimum		Per Configured Agent	N/A	$1.26
ECHO Transcription Services 400 User Minimum		Per Configured Agent	N/A	$1.23
ECHO Transcription Services 1800 User Minimum		Per Configured Agent	N/A	$1.23

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
ECHO Non-inContact ACD Integration				
ECHO Non-inContact ACD Integration. Integrations that allow inContact to obtain the necessary data to do IVR surveys for customers who don't use inContact's ACD. This is only required when the customer is not able to set up their own process to send us the data - Integration with another ACD (not inContact) for surveys - This charge only applies if a customer has paid the NRC for an integration				
ECHO Non-inContact ACD Integration Implementation		Per Occurrence	ICB	N/A
ECHO Non-inContact ACD Integration 0 User Minimum		Per Configured Agent	N/A	$578.88
ECHO Non-inContact ACD Integration 5 User Minimum		Per Configured Agent	N/A	$573.09
ECHO Non-inContact ACD Integration 25 User Minimum		Per Configured Agent	N/A	$555.72
ECHO Non-inContact ACD Integration 50 User Minimum		Per Configured Agent	N/A	$532.57
ECHO Non-inContact ACD Integration 100 User Minimum		Per Configured Agent	N/A	$520.99
ECHO Non-inContact ACD Integration 200 User Minimum		Per Configured Agent	N/A	$509.41
ECHO Non-inContact ACD Integration 250 User Minimum		Per Configured Agent	N/A	$503.63
ECHO Non-inContact ACD Integration 400 User Minimum		Per Configured Agent	N/A	$492.05
ECHO Non-inContact ACD Integration 1800 User Minimum		Per Configured Agent	N/A	$492.05

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inView Performance Management				
inView Performance Management. A suite of management tools designed to facilitate performance of front-line service and sales activities by delivering real-time, personalized performance data to floor-level employees. ~ Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level ~ Key product features & components: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources - Real-time and historical reporting Implementation and setup of inView Performance Management - 3 dashboard built for director, supervisor and agent during implementation - Access for supervisors and agents to dashboard - Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access - Two hour remote education - eLearning access and training guides				
inView Performance Management Implementation		Per Business Unit	$9,610.31	N/A
inView Performance Management 0 User Minimum		Per Configured Agent	N/A	$21.71
inView Performance Management 5 User Minimum		Per Configured Agent	N/A	$21.49
inView Performance Management 25 User Minimum		Per Configured Agent	N/A	$21.06
inView Performance Management 50 User Minimum		Per Configured Agent	N/A	$20.62
inView Performance Management 100 User Minimum		Per Configured Agent	N/A	$20.41
inView Performance Management 200 User Minimum		Per Configured Agent	N/A	$19.97
inView Performance Management 250 User Minimum		Per Configured Agent	N/A	$19.75
inView Performance Management 400 User Minimum		Per Configured Agent	N/A	$19.54
inView Performance Management 1800 User Minimum		Per Configured Agent	N/A	$19.54

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inView Gamification inView Gamification. ~ Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement ~ Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level ~ Key product features & components: - Drive desired behaviors and increase autonomy and accountability - Create achievements, incentives, and challenges for agents to complete in order to earn coins, XP, and trophies				
inView Gamification Implementation			ICB	N/A
inView Gamification 0 User Minimum		Per Configured Agent	N/A	$11.58
inView Gamification 5 User Minimum		Per Configured Agent	N/A	$11.46
inView Gamification 25 User Minimum		Per Configured Agent	N/A	$11.23
inView Gamification 50 User Minimum		Per Configured Agent	N/A	$11.00
inView Gamification 100 User Minimum		Per Configured Agent	N/A	$10.88
inView Gamification 200 User Minimum		Per Configured Agent	N/A	$10.65
inView Gamification 250 User Minimum		Per Configured Agent	N/A	$10.54
inView Gamification 400 User Minimum		Per Configured Agent	N/A	$10.42
inView Gamification 1800 User Minimum		Per Configured Agent	N/A	$10.42

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inView Messaging inView Messaging. - Messaging promotes collaboration and information consistency betw een employees, teams and business units. It can also enhance job satisfaction by providing a familiar social atmosphere often missing from the contact center due to restrictions on mobile device use in the w orkplace -i Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level -i Key product features & components: ~ Employees can easily communicate w ith others to ask questions or seek help using a social environment ~ Announcements and job aids can be broadcast to highlight important topics or disseminate helpful information				
inView Messaging Implementation		Per Occurrence	ICB	N/A
inView Messaging 0 User Minimum		Per Configured Agent	N/A	$5.79
inView Messaging 5 User Minimum		Per Configured Agent	N/A	$5.73
inView Messaging 25 User Minimum		Per Configured Agent	N/A	$5.62
inView Messaging 50 User Minimum		Per Configured Agent	N/A	$5.50
inView Messaging 100 User Minimum		Per Configured Agent	N/A	$5.44
inView Messaging 200 User Minimum		Per Configured Agent	N/A	$5.33
inView Messaging 250 User Minimum		Per Configured Agent	N/A	$5.27
inView Messaging 400 User Minimum		Per Configured Agent	N/A	$5.21
inView Messaging 1800 User Minimum		Per Configured Agent	N/A	$5.21

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inView Coaching and Learning Management Inbound SMS Application. A one-time charge to setup a Business Unit for Inbound (patron and agent conversations) SMS in the carrier's system. ~ There is A monthly maintenance per Business Unit, which is a prerequisite to a short and/or long code. The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. ~ Key product features & components: - 2,000 monthly messages included (short/long code carrier surcharges still apply).Messages do not roll over to month to month. - Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier				
inView Coaching and Learning Management Implementation		Per Occurrence	ICB	N/A
inView Coaching and Learning Management 0 User Minimum		Per Configured Agent	N/A	$16.64
inView Coaching and Learning Management 5 User Minimum		Per Configured Agent	N/A	$16.48
inView Coaching and Learning Management 25 User Minimum		Per Configured Agent	N/A	$16.14
inView Coaching and Learning Management 50 User Minimum		Per Configured Agent	N/A	$15.81
inView Coaching and Learning Management 100 User Minimum		Per Configured Agent	N/A	$15.64
inView Coaching and Learning Management 200 User Minimum		Per Configured Agent	N/A	$15.31
inView Coaching and Learning Management 250 User Minimum		Per Configured Agent	N/A	$15.14
inView Coaching and Learning Management 400 User Minimum		Per Configured Agent	N/A	$14.98
inView Coaching and Learning Management 1800 User Minimum		Per Configured Agent	N/A	$14.98

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Short Message Service (SMS)				
Inbound SMS Application				
Inbound SMS. - Cost of receiving an individual text message from a patron into the inContact platform. - Billed at the per message model				
Inbound SMS Implementation		Per Application	$1,809.00	N/A
Inbound SMS Application Setup		Per Occurrence	$452.25	N/A
Inbound SMS Application 0 User Minimum		Per Configured User	N/A	$175.88
Inbound SMS Application 5 User Minimum		Per Configured User	N/A	$174.12
Inbound SMS Application 25 User Minimum		Per Configured User	N/A	$168.84
Inbound SMS Application 50 User Minimum		Per Configured User	N/A	$161.81
Inbound SMS Application 100 User Minimum		Per Configured User	N/A	$154.77
Inbound SMS Application 200 User Minimum		Per Configured User	N/A	$153.01
Inbound SMS Application 250 User Minimum		Per Configured User	N/A	$149.49
Inbound SMS Application 400 User Minimum		Per Configured User	N/A	$147.74
Inbound SMS Application 1800 User Minimum		Per Configured User	N/A	$147.74
Inbound SMS 0 User Minimum		Per Message	N/A	$0.025
Inbound SMS 5 User Minimum		Per Message	N/A	$0.025
Inbound SMS 25 User Minimum		Per Message	N/A	$0.024
Inbound SMS 50 User Minimum		Per Message	N/A	$0.023
Inbound SMS 100 User Minimum		Per Message	N/A	$0.022
Inbound SMS 200 User Minimum		Per Message	N/A	$0.020
Inbound SMS 250 User Minimum		Per Message	N/A	$0.018

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Inbound SMS 400 User Minimum		Per Message	N/A	$0.018
Inbound SMS 1800 User Minimum		Per Message	N/A	$0.018

VCC Social Media Implementation

inContact Social Media.
~ Allows blended agents and ability to receive, handle and post social media interactions via Facebook and Twitter on both private and public channels
~ Configured Users (agents or supervisors) are billed based on the highest number of users set up on the platform at any one time during the month with an Active Social Media skill.
~ The use of this product may be governed by additional terms:
- Access. Social Media Routing may be powered by a third party provider, and may be accessible only through a third party portal
- Data. Customer data may need to be provided to third parties for the sole purpose of providing the Service.
- Maintenance and Updates. Product updates, enhancements, or repairs may be deployed during the following maintenance scheduled for review on the first Monday of each month, after which, maintenance will occur the next day (Tuesday) between 12:30 AM CT - 1:00 AM CT. In cases where a month begins on a Tuesday, the Monday from the previous month will be used as the review date. Urgent updates and enhancements may be deployed outside of the published maintenance window without notice if deemed necessary.

Implementation includes
- Creation of a single instance of the Social Media application for the BU
- Setup of the base configuration/social collection
- Setup of routing logic for social contacts in the inContact platform (work item)
- Up to 10 live search keywords/terms configured within the solution
- 2 hours of education/training from Social Media

inContact Social Media Implementation		Per Application	$6,030.00	N/A
inContact Social Media 0 User Minimum		Per Configured User	N/A	$101.30
inContact Social Media 5 User Minimum		Per Configured User	N/A	$100.29
inContact Social Media 25 User Minimum		Per Configured User	N/A	$97.25
inContact Social Media 50 User Minimum		Per Configured User	N/A	$95.23
inContact Social Media 100 User Minimum		Per Configured User	N/A	$94.21
inContact Social Media 200 User Minimum		Per Configured User	N/A	$92.19

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
inContact Social Media 250 User Minimum		Per Configured User	N/A	$91.17
inContact Social Media 400 User Minimum		Per Configured User	N/A	$90.16
inContact Social Media 1800 User Minimum		Per Configured User	N/A	$90.16
Short Message Service (SMS) Short Code				
SMS Short Code. - Premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A random short code is selected by the carrier - Used to initiate from and send messages to destinations in the US only - Billed per code per month along with a one-time set up				
SMS Custom Short Code Implementation 0 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 5 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 25 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 50 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 100 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 200 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 250 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 400 User Minimum		Per Application	$4,221.00	N/A
SMS Custom Short Code Implementation 1800 User Minimum		Per Application	$4,221.00	N/A
SMS Short Code 0 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 5 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 25 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 50 User Minimum		Per Code	N/A	$3,499.74

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SMS Short Code 100 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 200 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 250 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 400 User Minimum		Per Code	N/A	$3,499.74
SMS Short Code 1800 User Minimum		Per Code	N/A	$3,499.74
Short Message Service (SMS) Long Code SMS Long Code. - Dedicated, randomly assigned 10-digit telephone number that can carry limited traffic - Used to initiate from and send messages to destinations in the US only - Billed per code per month along with a one-time set up				
SMS Long Code Implementation		Per Occurrence	ICB	N/A
SMS Long Code 0 User Minimum		Per Configured User	N/A	$251.25
SMS Long Code 5 User Minimum		Per Configured User	N/A	$248.74
SMS Long Code 25 User Minimum		Per Configured User	N/A	$243.71
SMS Long Code 50 User Minimum		Per Configured User	N/A	$238.69
SMS Long Code 100 User Minimum		Per Configured User	N/A	$236.18
SMS Long Code 200 User Minimum		Per Configured User	N/A	$231.15
SMS Long Code 250 User Minimum		Per Configured User	N/A	$228.64
SMS Long Code 400 User Minimum		Per Configured User	N/A	$226.13
SMS Long Code 1800 User Minimum		Per Configured User	N/A	$226.13

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Short Message Service (SMS) Toll Free Long Code				
SMS Toll Free Long Code. - Dedicated toll free 10-digit service number randomly assigned - Used to initiate from and send messages to destinations in the US only - Used with Inbound SMS only - Billed per code per month along with a one-time set up				
SMS Toll Free Long Code Implementation		Per Application	$1,085.40	N/A
SMS Toll Free Long Code 0 User Minimum		Per Configured User	N/A	$251.25
SMS Toll Free Long Code 5 User Minimum		Per Configured User	N/A	$248.74
SMS Toll Free Long Code 25 User Minimum		Per Configured User	N/A	$241.20
SMS Toll Free Long Code 50 User Minimum		Per Configured User	N/A	$231.15
SMS Toll Free Long Code 100 User Minimum		Per Configured User	N/A	$221.10
SMS Toll Free Long Code 200 User Minimum		Per Configured User	N/A	$221.10
SMS Toll Free Long Code 250 User Minimum		Per Configured User	N/A	$221.10
SMS Toll Free Long Code 400 User Minimum		Per Configured User	N/A	$221.10
SMS Toll Free Long Code 1800 User Minimum		Per Configured User	N/A	$221.10
SMS Toll Free Long Code Usage 0 User Minimum		Per Message	N/A	$ 0.040
SMS Toll Free Long Code Usage 5 User Minimum		Per Message	N/A	$ 0.040
SMS Toll Free Long Code Usage 25 User Minimum		Per Message	N/A	$ 0.039
SMS Toll Free Long Code Usage 50 User Minimum		Per Message	N/A	$ 0.038
SMS Toll Free Long Code Usage 100 User Minimum		Per Message	N/A	$ 0.038

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SMS Toll Free Long Code Usage 200 User Minimum		Per Message	N/A	$ 0.037
SMS Toll Free Long Code Usage 250 User Minimum		Per Message	N/A	$ 0.036
SMS Toll Free Long Code Usage 400 User Minimum		Per Message	N/A	$ 0.036
SMS Toll Free Long Code Usage 1800 User Minimum		Per Message	N/A	$ 0.036

Outbound Short Message Service (SMS) Application

Outbound SMS Application.

A monthly maintenance per Business Unit, which is a prerequisite to a short and/or long code.

The Proactive Outbound SMS feature is meant for a customer who wants to initiate proactive messages to their patrons without involving an agent.

~ A monthly carrier account maintenance per Business Unit, which is a prerequisite to a short and/or long code and the proactive Outbound SMS feature

~ Key Features:

- 10,000 monthly messages included (short/long code carrier surcharges still apply).

Messages do not roll over month to month

- Supports sending of messages to US destinations only. Messaged configured for any other destination will be rejected by the carrier.

~ NOTE: The following components are required to run at least one successful Outbound SMS Campaign:

- At least one Personal Connection user

- Short code or long code

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound SMS Campaign Implementation		Per Application	$1,206.00	N/A
Outbound SMS Setup		Per Occurrence	$452.25	N/A
Outbound SMS Application 0 User Minimum 0 User Minimum		Per Application	N/A	$804.00
Outbound SMS Application 5 User Minimum 5 User Minimum		Per Application	N/A	$795.96
Outbound SMS Application 25 User Minimum 25 User Minimum		Per Application	N/A	$779.88
Outbound SMS Application 50 User Minimum 50 User Minimum		Per Application	N/A	$763.80
Outbound SMS Application 100 User Minimum 100 User Minimum		Per Application	N/A	$755.76
Outbound SMS Application 200 User Minimum 200 User Minimum		Per Application	N/A	$739.68

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound SMS Application 250 User Minimum 250 User Minimum		Per Application	N/A	$731.64
Outbound SMS Application 400 User Minimum 400 User Minimum		Per Application	N/A	$723.60
Outbound SMS Application 1800 User Minimum 1800 User Minimum		Per Application	N/A	$723.60
Outbound SMS 0 User Minimum 0 User Minimum		Per Message	N/A	$0.025
Outbound SMS 5 User Minimum 5 User Minimum		Per Message	N/A	$0.025
Outbound SMS 25 User Minimum 25 User Minimum		Per Message	N/A	$0.024
Outbound SMS 50 User Minimum 50 User Minimum		Per Message	N/A	$0.023
Outbound SMS 100 User Minimum 100 User Minimum		Per Message	N/A	$0.022
Outbound SMS 200 User Minimum 200 User Minimum		Per Message	N/A	$0.020
Outbound SMS 250 User Minimum 250 User Minimum		Per Message	N/A	$0.018
Outbound SMS 400 User Minimum 400 User Minimum		Per Message	N/A	$0.018
Outbound SMS 1800 User Minimum 1800 User Minimum		Per Message	N/A	$0.018
Outbound Dialing on VCC Flat monthly charge to give agents the ability to place outbound calls via the ACD platform				
Outbound Dialing Campaign 0 to 49 agents		Flat Monthly	N/A	$146.33
Outbound Dialing Campaign 50 to 99 agents		Flat Monthly	N/A	$287.43
Outbound Dialing Campaign 100 to 149 agents		Flat Monthly	N/A	$433.76
Outbound Dialing Campaign 150 to 199 agents		Flat Monthly	N/A	$574.86
Outbound Dialing Campaign200 + agents		Flat Monthly	N/A	$715.96

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound Dialing Voice Call Campaigns				
Personal Connection Dialer Enablement. Includes: - Provisioning of Dialer feature - Assigned Implementation Consultant who remotely oversees the implementation end-to-end - 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD - Delivery of one custom Studio script. For example, the scripts can be used to provide standard call recording or a message laydown (agentless) application - Configuration of one campaign (skill) - Training provided with a combination of eLearning and remote WebEx courses - Implementation Consultant provides remote launch support during the day of the go live. The Implementation Consultant is available up to 2 weeks after the go live date to provide remote advice and answer questions				
Personal Connection Dialer Enablement Implementation		Per Application	$3,844.13	N/A
Personal Connection 3rd Party Software Integration		Per Application	$9,761.06	N/A
Setup of additional users above the initial 50 from Personal Connection Dialer Installation		Per User	$120.60	N/A
Personal Connection Dialer Concurrent 0 User Minimum		Per Configured User	N/A	$40.70
Personal Connection Dialer Concurrent 50 User Minimum		Per Configured User	N/A	$38.89
Personal Connection Dialer Concurrent 100 User Minimum		Per Configured User	N/A	$38.26
Personal Connection Dialer Concurrent 200 User Minimum		Per Configured User	N/A	$37.99
Personal Connection Dialer Concurrent 250 User Minimum		Per Configured User	N/A	$37.54
Personal Connection Dialer Concurrent 400 User Minimum		Per Configured User	N/A	$36.63
Personal Connection Dialer Concurrent 1800 User Minimum		Per Configured User	N/A	$36.63
Personal Connection Dialer Unique 0 User Minimum		Per Configured User	N/A	$29.40
Personal Connection Dialer Unique 5 User Minimum		Per Configured User	N/A	$29.11

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Personal Connection Dialer Unique 25 User Minimum		Per Configured User	N/A	$28.52
Personal Connection Dialer Unique 50 User Minimum		Per Configured User	N/A	$27.93
Personal Connection Dialer Unique 100 User Minimum		Per Configured User	N/A	$27.63
Personal Connection Dialer Unique 200 User Minimum		Per Configured User	N/A	$27.05
Personal Connection Dialer Unique 250 User Minimum		Per Configured User	N/A	$26.76
Personal Connection Dialer Unique 400 User Minimum		Per Configured User	N/A	$26.46
Personal Connection Dialer Unique 1800 User Minimum		Per Configured User	N/A	$26.46

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound Email				
Outbound Email Campaign Implementation Outbound Email Campaign Implementation. A one-time setup charge to build an email skill and template and configure the customer's email service information in the inContact system Implementation includes inContact email configuration training for a customer administrator Outbound Email Package. Choice of 100K vs 1.5M The ability to send outbound (proactive, agentless) email messages. - Utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. - Email can be sent without agent involvement to a list provided by the user and merged with a template. - Outbound Email 100K Package: - Cost of sending up to 100,000 agentless outbound email messages per month per BU. Additional messages are charged at a rate of $.002 (2/10 cent) each - Billed at per package (of included emails) model and a per message rate for additional messages. - Outbound Email 1.5M Package: - Cost of sending up to 1.5 million agentless outbound email messages per month per BU. Additional messages are charged at a rate of $.0012 (12/100 cent) each. - Billed at per package (of included emails) model and a per message rate for additional messages. - Packages listed above cannot be sold in conjunction with the other and can only be sold. Only one (1) Package per Order.				
Outbound Email Package 0 User Minimum 100K Plan 0 User Minimum Implementation		Per Application	$1,256.25	N/A
Outbound Email Package 5 User Minimum 100K Plan 5 User Minimum Implementation		Per Application	$1,243.69	N/A
Outbound Email Package 25 User Minimum 100K Plan 25 User Minimum Implementation		Per Application	$1,206.00	N/A
Outbound Email Package 50 User Minimum 100K Plan 50 User Minimum Implementation		Per Application	$1,155.75	N/A
Outbound Email Package 100 User Minimum 100K Plan 100 User Minimum Implementation		Per Application	$1,105.50	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound Email Package 200 User Minimum 100K Plan 200 User Minimum Implementation		Per Application	$1,055.25	N/A
Outbound Email Package 250 User Minimum 100K Plan 250 User Minimum Implementation		Per Application	$979.88	N/A
Outbound Email Package 400 User Minimum 100K Plan 400 User Minimum Implementation		Per Application	$954.75	N/A
Outbound Email Package 1800 User Minimum 100K Plan 1800 User Minimum Implementation		Per Application	$954.75	N/A
Outbound Email Package 0 User Minimum 100K Plan 0 User Minimum		Per Configured User	N/A	$201.00
Outbound Email Package 5 User Minimum 100K Plan 5 User Minimum		Per Configured User	N/A	$198.99
Outbound Email Package 25 User Minimum 100K Plan 25 User Minimum		Per Configured User	N/A	$194.97
Outbound Email Package 50 User Minimum 100K Plan 50 User Minimum		Per Configured User	N/A	$190.95
Outbound Email Package 100 User Minimum 100K Plan 100 User Minimum		Per Configured User	N/A	$188.94
Outbound Email Package 200 User Minimum 100K Plan 200 User Minimum		Per Configured User	N/A	$184.92
Outbound Email Package 250 User Minimum 100K Plan 250 User Minimum		Per Configured User	N/A	$182.91
Outbound Email Package 400 User Minimum 100K Plan 400 User Minimum		Per Configured User	N/A	$180.90
Outbound Email Package 1800 User Minimum 100K Plan 1800 User Minimum		Per Configured User	N/A	$180.90
Outbound Email Package 0 User Minimum 1.5M Plan 0 User Minimum Implementation		Per Application	$1,256.25	N/A
Outbound Email Package 5 User Minimum 1.5M Plan 5 User Minimum Implementation		Per Application	$1,243.69	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound Email Package 25 User Minimum 1.5M Plan 25 User Minimum Implementation		Per Application	$1,206.00	N/A
Outbound Email Package 50 User Minimum 1.5M Plan 50 User Minimum Implementation		Per Application	$1,155.75	N/A
Outbound Email Package 100 User Minimum 1.5M Plan 100 User Minimum Implementation		Per Application	$1,105.50	N/A
Outbound Email Package 200 User Minimum 1.5M Plan 200 User Minimum Implementation		Per Application	$1,055.25	N/A
Outbound Email Package 250 User Minimum 1.5M Plan 250 User Minimum Implementation		Per Application	$979.88	N/A
Outbound Email Package 400 User Minimum 1.5M Plan 400 User Minimum Implementation		Per Application	$954.75	N/A
Outbound Email Package 1800 User Minimum 1.5M Plan 1800 User Minimum Implementation		Per Application	$954.75	N/A
Outbound Email Package 0 User Minimum 1.5M Plan 0 User Minimum		Per Configured User	N/A	$201.00
Outbound Email Package 5 User Minimum 1.5M Plan 5 User Minimum		Per Configured User	N/A	$198.99
Outbound Email Package 25 User Minimum 1.5M Plan 25 User Minimum		Per Configured User	N/A	$194.97
Outbound Email Package 50 User Minimum 1.5M Plan 50 User Minimum		Per Configured User	N/A	$190.95
Outbound Email Package 100 User Minimum 1.5M Plan 100 User Minimum		Per Configured User	N/A	$188.94
Outbound Email Package 200 User Minimum 1.5M Plan 200 User Minimum		Per Configured User	N/A	$184.92
Outbound Email Package 250 User Minimum 1.5M Plan 250 User Minimum		Per Configured User	N/A	$182.91
Outbound Email Package 400 User Minimum 1.5M Plan 400 User Minimum		Per Configured User	N/A	$180.90

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Outbound Email Package 1800 User Minimum 1.5M Plan 1800 User Minimum		Per Configured User	N/A	$180.90

FedRAMP User

User.
- The Unique Logged in Agent measures the number of agents (or supervisors) who login to the ACD / Dialer platform at any point, for any duration, during the billing interval.
- 1 ACD Agent
- 1 Campaign Dialer Agent (For a selected station, the agent can operate either as an ACD agent or as a dialer agent at any given time. Initial availability of campaign dialing functionality requires a Dialer Implementation.)
- 1 Universal Port - Used for IVR and voice, but does not affect chat or email
- 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.
- Includes access to call monitoring and call conferencing
- Accounts support FTP or SFTP delivery of call recordings
- Supervisor reporting
- B7 ACD / IVR programming toolset (i.e., inContact Studio)

The Concurrent Agent license measures the number of agents simultaneously logged into the ACD platform during the billing interval.
- 1 ACD Agent (enabled for voice only transactions)
- 1 Universal Port - Used for IVR and voice
- Includes access to call monitoring and call conferencing
- Accounts support FTP or SFTP delivery of call recordings
- Supervisor reporting
- ACD / IVR programming toolset (i.e., inContact Studio)
- Agent Scripting

User 0 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$229.14
User 50 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$222.27
User 100 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$222.27
User 200 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$213.10
User 250 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$210.81
User 400 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$206.23

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
User 0 User Minimum FedRAMP Unique		Per Configured User	N/A	$150.75
User 5 User Minimum FedRAMP Unique		Per Configured User	N/A	$140.20
User 25 User Minimum FedRAMP Unique		Per Configured User	N/A	$141.71
User 50 User Minimum FedRAMP Unique		Per Configured User	N/A	$134.17
User 100 User Minimum FedRAMP Unique		Per Configured User	N/A	$135.68
User 200 User Minimum FedRAMP Unique		Per Configured User	N/A	$129.65
User 250 User Minimum FedRAMP Unique		Per Configured User	N/A	$128.14
User 400 User Minimum FedRAMP Unique		Per Configured User	N/A	$122.11
Email/Chat Concurrent User				
Email/Chat Concurrent User FedRAMP Concurrent				
Email/Chat Concurrent User 0 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$10.05
Email/Chat Concurrent User 50 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$9.25
Email/Chat Concurrent User 100 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$8.84
Email/Chat Concurrent User 200 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$8.64
Email/Chat Concurrent User 250 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$8.54
Email/Chat Concurrent User 400 User Minimum FedRAMP Concurrent		Per Configured User	N/A	$8.44

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Additional Universal Ports				
Additional Universal Ports FedRAMP Concurrent				
• A port is a measure of the maximum number of simultaneous phone calls permitted for a business unit. • One port supports the ability to handle one voice-related (phone) contact • A port can be used for inbound calls (for IVR, ACD, or "pass-through" transfers) or outbound calls (agent-requested dials, dialer / callback / or other system generated dials, or the outbound leg of call transfers)				
Additional Universal Ports 0 User Minimum FedRAMP Concurrent		Per Port	N/A	$70.35
Additional Universal Ports 50 User Minimum FedRAMP Concurrent		Per Port	N/A	$67.54
Additional Universal Ports 100 User Minimum FedRAMP Concurrent		Per Port	N/A	$66.13
Additional Universal Ports 200 User Minimum FedRAMP Concurrent		Per Port	N/A	$65.43
Additional Universal Ports 250 User Minimum FedRAMP Concurrent		Per Port	N/A	$64.72
Additional Universal Ports 400 User Minimum FedRAMP Concurrent		Per Port	N/A	$64.02
Additional Universal Ports 0 User Minimum FedRAMP Unique		Per Port	N/A	$70.35
Additional Universal Ports 5 User Minimum FedRAMP Unique		Per Port	N/A	$69.65
Additional Universal Ports 25 User Minimum FedRAMP Unique		Per Port	N/A	$68.94
Additional Universal Ports 50 User Minimum FedRAMP Unique		Per Port	N/A	$67.54
Additional Universal Ports 100 User Minimum FedRAMP Unique		Per Port	N/A	$66.13
Additional Universal Ports 200 User Minimum FedRAMP Unique		Per Port	N/A	$65.43
Additional Universal Ports 250 User Minimum FedRAMP Unique		Per Port	N/A	$64.72
Additional Universal Ports 400 User Minimum FedRAMP Unique		Per Port	N/A	$64.02

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Archived Storage				
Archived Storage Long term 1GB of voice, script, image storage FedRAMP Concurrent Archived Storage. ~ Provides cost-effective long-term storage for data archiving requirements ~ Billed per GB stored ~ Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology				
Archived Storage Long term 1GB of voice, script, image storage 0 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.402
Archived Storage Long term 1GB of voice, script, image storage 50 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.372
Archived Storage Long term 1GB of voice, script, image storage 100 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.352
Archived Storage Long term 1GB of voice, script, image storage 200 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.312
Archived Storage Long term 1GB of voice, script, image storage 250 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.291
Archived Storage Long term 1GB of voice, script, image storage 400 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$ 0.281

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Archived Storage Long term 1GB of voice, script, image storage FedRAMP Unique Archived Storage. ~ Provides cost-effective long-term storage for data archiving requirements ~ Billed per GB stored ~ Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology				
Archived Storage Long term 1GB of voice, script, image storage 0 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.352
Archived Storage Long term 1GB of voice, script, image storage 5 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.3520
Archived Storage Long term 1GB of voice, script, image storage 25 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.3420
Archived Storage Long term 1GB of voice, script, image storage 50 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.3220
Archived Storage Long term 1GB of voice, script, image storage 100 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.3120
Archived Storage Long term 1GB of voice, script, image storage 200 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.2710
Archived Storage Long term 1GB of voice, script, image storage 250 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.2610
Archived Storage Long term 1GB of voice, script, image storage 400 User Minimum FedRAMP Unique		Per 1 GB	N/A	$ 0.2510

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Retrieval Storage				
Retrieval Storage Long term 1GB with meta search feature FedRAMP Concurrent Retrieval Storage. ~ Provides metadata-based search capabilities to locate and retrieve data from long-term storage ~ Billed per GB stored ~ Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Helps to restore files into Active storage for analysis, audits and other needs - Duration for which files are to be taken off Long-Term can be specified during retrieval				
Retrieval Storage Long term 1GB with meta search feature 0 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$5.53
Retrieval Storage Long term 1GB with meta search feature 50 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$5.20
Retrieval Storage Long term 1GB with meta search feature 100 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$5.15
Retrieval Storage Long term 1GB with meta search feature 200 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$5.09
Retrieval Storage Long term 1GB with meta search feature 250 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$4.86
Retrieval Storage Long term 1GB with meta search feature 400 User Minimum FedRAMP Concurrent		Per 1 GB	N/A	$4.75
Retrieval Storage Long term 1GB with meta search feature FedRAMP Unique				
Retrieval Storage Long term 1GB with meta search feature 0 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.53
Retrieval Storage Long term 1GB with meta search feature 5 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.48

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Retrieval Storage Long term 1GB with meta search feature 25 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.31
Retrieval Storage Long term 1GB with meta search feature 50 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.20
Retrieval Storage Long term 1GB with meta search feature 100 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.15
Retrieval Storage Long term 1GB with meta search feature 200 User Minimum FedRAMP Unique		Per 1 GB	N/A	$5.09
Retrieval Storage Long term 1GB with meta search feature 250 User Minimum FedRAMP Unique		Per 1 GB	N/A	$4.86
Retrieval Storage Long term 1GB with meta search feature 400 User Minimum FedRAMP Unique		Per 1 GB	N/A	$4.75

Features

Voice Recording FedRAMP

Voice Recording represents the ability for a Business Unit to record calls / conversations between agents and callers / called parties.
- Note: The ability to record calls (Voice Recording) is an independent charge from the storage of those calls (Storage and Data Management).
- For End Users that purchase Voice Recording, it is measured as the per peak number of Unique Logged or Concurrent Users for the billing interval. The Voice Recording surcharge is either applied to all Unique Logged in / Concurrent Users or to none of the Unique Logged In / Concurrent Users.
- This offering enables the ability to record calls on the native inContact platform (e.g., does not include QM-based voice recording), and it DOES include 1 Gigabyte of storage per purchased Concurrent Agent.
- If peak storage for the billing interval exceeds that allotted by this offering, then the balance of storage will be charged separately per the "Additional Storage" offering.

Voice Recording FedRAMP Concurrent 0 User Minimum		Per Configured User	N/A	$9.15
Voice Recording FedRAMP Concurrent 50 User Minimum		Per Configured User	N/A	$13.07
Voice Recording FedRAMP Concurrent 100 User Minimum		Per Configured User	N/A	$12.02
Voice Recording FedRAMP Concurrent 200 User Minimum		Per Configured User	N/A	$11.50

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Voice Recording FedRAMP Concurrent 250 User Minimum		Per Configured User	N/A	$10.19
Voice Recording FedRAMP Concurrent 400 User Minimum		Per Configured User	N/A	$9.54
Voice Recording FedRAMP Unique 0 User Minimum		Per Configured User	N/A	$9.15
Voice Recording FedRAMP Unique 5 User Minimum		Per Configured User	N/A	$13.07
Voice Recording FedRAMP Unique 25 User Minimum		Per Configured User	N/A	$12.93
Voice Recording FedRAMP Unique 50 User Minimum		Per Configured User	N/A	$12.54
Voice Recording FedRAMP Unique 100 User Minimum		Per Configured User	N/A	$12.02
Voice Recording FedRAMP Unique 200 User Minimum		Per Configured User	N/A	$11.50
Voice Recording FedRAMP Unique 250 User Minimum		Per Configured User	N/A	$10.19
Voice Recording FedRAMP Unique 400 User Minimum		Per Configured User	N/A	$9.54
PCI Level 1 FedRAMP PCI Level 1. Add on feature to Unique Logged or Concurrently logged in User model to allow PCI compliance for inbound and outbound phone calls. - 1 PCI Level 1 Seat License - billed based on the highest number of users logged into the platform at any one time during the month				
PCI Level 1 FedRAMP Concurrent 0 User Minimum		Per Configured User	N/A	$25.13
PCI Level 1 FedRAMP Concurrent 50 User Minimum		Per Configured User	N/A	$23.12
PCI Level 1 FedRAMP Concurrent 100 User Minimum		Per Configured User	N/A	$22.11
PCI Level 1 FedRAMP Concurrent 200 User Minimum		Per Configured User	N/A	$21.11
PCI Level 1 FedRAMP Concurrent 250 User Minimum		Per Configured User	N/A	$19.60
PCI Level 1 FedRAMP Concurrent 400 User Minimum		Per Configured User	N/A	$18.84

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
PCI Level 1 FedRAMP Unique 0 User Minimum		Per Configured User	N/A	$25.13
PCI Level 1 FedRAMP Unique 5 User Minimum		Per Configured User	N/A	$24.87
PCI Level 1 FedRAMP Unique 25 User Minimum		Per Configured User	N/A	$24.12
PCI Level 1 FedRAMP Unique 50 User Minimum		Per Configured User	N/A	$23.12
PCI Level 1 FedRAMP Unique 100 User Minimum		Per Configured User	N/A	$22.11
PCI Level 1 FedRAMP Unique 200 User Minimum		Per Configured User	N/A	$21.11
PCI Level 1 FedRAMP Unique 250 User Minimum		Per Configured User	N/A	$19.60
PCI Level 1 FedRAMP Unique 400 User Minimum		Per Configured User	N/A	$18.84

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Personal Connection Outbound Campaigns				
Personal Connection Dialer FedRAMP				
Personal Connection Dialer. - Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. - By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives. - Works natively in the inContact platform in both outbound and seamless blended modes - The "Unique Logged In User" license includes campaign-based outbound dialing which is currently delivered using Personal Connection. Customers who purchase the "Unique Logged In User" model have one port for each user license and can purchase additional ports if needed to achieve the customers' business objectives. - When purchased as an add-on to the Unique Logged In User or Concurrent Unbundled model, the Personal Connection license includes up to two (2) outbound-only ports. For clarity, a typical agent in this scenario would have access of up to three (3) total ports: one (1) included in the base Unique Logged In User/Concurrent license and up to two (2) additional outbound-only ports from the Personal Connection add-on license. - Users are billed based on the peak number Users assigned to an active Dialer skill. - The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost. Billing reporting available upon request.				
Personal Connection Dialer FedRAMP Concurrent 0 User Minimum		Per Configured User	N/A	$45.23
Personal Connection Dialer FedRAMP Concurrent 50 User Minimum		Per Configured User	N/A	$43.22
Personal Connection Dialer FedRAMP Concurrent 100 User Minimum		Per Configured User	N/A	$42.51
Personal Connection Dialer FedRAMP Concurrent 200 User Minimum		Per Configured User	N/A	$42.21
Personal Connection Dialer FedRAMP Concurrent 250 User Minimum		Per Configured User	N/A	$41.71
Personal Connection Dialer FedRAMP Concurrent 400 User Minimum		Per Configured User	N/A	$40.70
Personal Connection Dialer FedRAMP Unique 0 User Minimum		Per Configured User	N/A	$32.66
Personal Connection Dialer FedRAMP Unique 5 User Minimum		Per Configured User	N/A	$32.34
Personal Connection Dialer FedRAMP Unique 25 User Minimum		Per Configured User	N/A	$31.69

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Personal Connection Dialer FedRAMP Unique 50 User Minimum		Per Configured User	N/A	$31.03
Personal Connection Dialer FedRAMP Unique 100 User Minimum		Per Configured User	N/A	$30.70
Personal Connection Dialer FedRAMP Unique 200 User Minimum		Per Configured User	N/A	$30.05
Personal Connection Dialer FedRAMP Unique 250 User Minimum		Per Configured User	N/A	$29.73
Personal Connection Dialer FedRAMP Unique 400 User Minimum		Per Configured User	N/A	$29.40

Digital Customer Experience (CX)

The Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can be sold and operate independently or can be together to address your solution needs. End users are looking to digital channels such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as solutions to improve quality and efficiency of contact center agents to reduce call times. Digital CX is made up of the following main components including:

Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization.

Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers.

Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).

Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application.

CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service tickets, and provides automation of data entry.

CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms.

Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third party systems, which would require Implementation Custom).

Implementation is required to deploy each of the components (e.g. Virtual Agent, Knowledge Assist, etc.). Digital CX can be sold with other Contact Center services or as a standalone service.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent Delivered as SaaS, cloud-hosted solution, Virtual Agent (often referred to as a 'chatbot'), enables automation of conversations with end users over digital channels to include: webchat, social messager applications, mobile applications, and Short Message Service (SMS). Virtual Agents can be configured to answer inquiries or perform tasks on behalf of end users, engaging in an automated two-way conversation.				
Virtual Agent - Implementation Small	Implementation is required to deploy a Virtual Agent. Implementation size is determined by number of use cases (tasks or inquiry types for the Virtual Agent to perform), number of supported languages the Virtual Agent will communicate in, number of channels the Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. Virtual Agent - Small Implementation includes: - Deployed on up to 3 channels - 1 supported language - Configuration of up to 20 use cases - Integration with external systems through Standard or Verizon Connectors only Not to exceed 180 Professional Service Hours	Per Occurrence	$39,798.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent - Implementation Medium	Implementation is required to deploy a Virtual Agent. Implementation size is determined by number of use cases (tasks or inquiry types for the Virtual Agent to perform, number of supported languages the Virtual Agent will communicate in, number of channels the Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. Virtual Agent - Medium Implementation includes: - Deployed on up to 5 channels - Supported on up to 3 languages - Configuration of up to 60 use cases Not to exceed 360 Professional Service Hours	Per Occurrence	$79,596.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent - Implementation Large	Implementation is required to deploy a Virtual Agent. Implementation size is determined by number of use cases (tasks or inquiry types for the Virtual Agent to perform, number of supported languages the Virtual Agent will communicate in, number of channels the Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. Virtual Agent - Large Implementation includes: - Deployed on up to 6 channels - Supported on up to 5 languages - Configuration of up to 90 use cases Not to exceed 752 Professional Service Hours	Per Occurrence	$166,267.20	N/A
Virtual Agent - Implementation Custom Per Hour	Virtual Agent custom implementation hours can be applied in conjunction with standard implementation packages above to address requirements over and above the standard packages. This will be quoted as a fixed quantity of hours per specific implementation including: - Deploy additional channels - Support of additional languages - Configure additional use cases - Develop custom code for integrations between Virtual Agent and third party systems - Develop new or additional API calls for Virtual Agent	Per Hour	$221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent Up to 100k sessions	The Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions. If the monthly included quantity is exceed, a per session overage charge will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 100k sessions, and the per session overage charge is outlined in the Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Virtual Agent - Third-party API Up to 100k sessions - SMS/MMS	Per Occurrence	N/A	$12,072.06

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent Up to 500k sessions	The Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions. If the monthly included quantity is exceed, a per session overage charge will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage charge is outlined in the Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS	Per Occurrence	N/A	$48,288.24

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent Up to 1M sessions	The Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions. If the monthly included quantity is exceed, a per session overage charge will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 1M sessions, and the per session overage charge is outlined in the Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS	Per Occurrence	N/A	$72,432.36
Virtual Agent Overage Over 100k sessions	Virtual Agent Overage - Over 100k sessions is required when ordering the Virtual Agent Up to 100k sessions feature. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage charge. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 100k sessions	Per Session	N/A	$0.092

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent Overage Over 500k sessions	Virtual Agent Overage - Over 500k sessions is required when ordering the Virtual Agent Up to 100k sessions feature. Any sessions occurring within the month that exceed 500k sessions will be subject to the per session overage charge. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 500k session	Per Session	N/A	$0.076
Virtual Agent Overage Over 1M sessions	Virtual Agent Overage - Over 1M sessions is required when ordering the Virtual Agent Up to 1M sessions feature. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage charge. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 1M sessions	Per Session	N/A	$0.059
Virtual Agent - Third-party API Up to 100k sessions	An optional add-on to the Virtual Agent, enterprise customers may elect to use third-party API as part of their Virtual Agent solution. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request charge may apply. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 100k sessions Virtual Agent Overage Over 100k sessions	Per API request	N/A	$0.018

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Virtual Agent - Third-party API Up to 500k sessions	An optional add-on to the Virtual Agent, enterprise customers may elect to use third-party API as part of their Virtual Agent solution. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request charge may apply. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 500k sessions Virtual Agent Overage Over 500k sessions	Per API request	N/A	$0.014
Virtual Agent - Third-party API Up to 1M sessions	An optional add-on to the Virtual Agent, enterprise customers may elect to use third-party API as part of their Virtual Agent solution. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request charge may apply. Dependencies: Implementation Package (small, medium, or large) Virtual Agent Up to 1M sessions Virtual Agent Overage Over 1M sessions	Per API request	N/A	$0.009

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agent's quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and authored content. Agents can ask questions of Knowledge Assist using natural language without having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content.				
Knowledge Assist - Implementation Standard Fixed Priced Implementation	Implementation is required to deploy the Knowledge Assist platform, and consist of the following activities: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content - Testing and User Acceptance Testing plan Not to exceed 356 Professional Service Hours	Per Implementation	$78,711.60	N/A
Knowledge Assist - Implementation Custom Per Hour	Knowledge Assist custom implementation hours can be applied in conjunction with standard implementation packages above to address requirements over and above the standard packages. This will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between Knowledge Assist and third party systems - Develop new or additional API calls for Knowledge Assist	Per Hour	$221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist 1 - 250 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 1-250 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$182.29
Knowledge Assist 251-500 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 251-500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$175.04

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist 501-750 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 501-750 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$156.94
Knowledge Assist 751-1000 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$144.86

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist 1001-1500 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$120.72
Knowledge Assist 1501-2500 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$102.61

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist 2501-5000 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$72.43
Knowledge Assist 5001-7500 agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$54.32

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Knowledge Assist 7501 and up agents	Provides access to the Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered. This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: Knowledge Assist - Additional Languages	Per Named Agent	N/A	$36.22
Knowledge Assist - Additional Language Each additional language	Optionally, Knowledge Assist may be offered in additional languages for a per language per monthly charge. Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, Korean. Dependencies: - Implementation - Knowledge Assist	Per Additional Language	N/A	$928.62

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Live Agent Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS). Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the Virtual Agent feature to serve as an escalation to a human agents to take over the interaction, while passing over full context of the Virtual Agent interaction to the human agent.				
Live Agent - Implementation Standard Fixed Priced Implementation	Implementation is required to deploy the Live Agent platform, and consist of the following activities: - Provision environment - Provide Live Agent widget for deployment/customization by Customer on end channels - Configuration and Integration services to customer systems - Configuration of routing rules - Training to customer administrators - Testing and User Acceptance Testing plan Not to exceed 244 Professional Service Hours	Per Implementation	$53,948.40	N/A
Live Agent - Implementation Custom Per Hour	Live Agent custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between Live Agent and third party systems - Develop new or additional API calls for Live Agent	Per Hour	$221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Live Agent Per connected channel type (textual chat, voice, video)	Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with a human agent via chat, voice, or video as further described below. Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly charge. Dependencies: - Implementation - Live Agent Text Per minute actual usage (when using textual chat) - Live Agent Voice Per minute actual usage (when using voice over webRTC) - Live Agent Video Per minute actual usage (when using video over webRTC) Optional features, not included in this charge, that may accompany this line item include: - Live Agent Co-Browse	Per Channel Type (Text, Voice, or Video)	N/A	$2,042.96
Live Agent - Co-Browse Flat monthly	Live Agent Co-browse is an optional feature, and can be used with any of the Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function. Dependencies: - Implementation - Live Agent Per Connected Channel Type (minimum 1 channel) - Live Agent Text Per minute actual usage (when using textual chat) - Live Agent Voice Per minute actual usage (when using voice over webRTC) - Live Agent Video Per minute actual usage (when using video over webRTC)	Per Occurrence	N/A	$4,085.93

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Live Agent - Text Per session actual usage	Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge. Dependencies: - Implementation - Live Agent Per Connected Channel Type (textual chat enabled) Optional features, not included in this charge, that may accompany this line item include: - SMS/MMS	Per Platform Session	N/A	$0.010
Live Agent - Voice Per minute actual usage	Live Agent used for voice using webRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge. Dependencies: - Implementation - Live Agent Per Connected Channel Type (voice enabled)	Per Platform Minute	N/A	$0.060
Live Agent - Video Per minute actual usage	Live Agent used for video using webRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge. Dependencies: - Implementation - Live Agent Per Connected Channel Type (video enabled)	Per Platform Minute	N/A	$0.080

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence, Social Command Center, and Social Outbound Campaigns Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large social volumes to appropriate team members and engage constituents appropriately. Social Intelligence is required when ordering from Social product suite, while Social Command Center and Social Outbound Campaigns are optional add-ons. Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what constituents feel about their organization. Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns.				
Social - Implementation Standard Fixed Priced Implementation	Implementation is required to deploy Social Intelligence, Social Command Center, and Social Outbound Campaigns. Social Intelligence and Social Command Center are a fixed priced standard implementation, while Social Outbound Campaigns is not included and will require a custom separate professional services engagement. Activities involved with the Social Intelligence/Social Command Center implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content - Testing and User Acceptance Testing plan Not to exceed 260 Professional Service Hours	Per Implementation	$57,486.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social - Implementation Custom Per Hour	Social Intelligence, Social Command Center, and Social Outbound Campaign custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including: - Configure Social Outbound Campaigns - Develop custom code for integrations between Social features and third party systems - Develop new or additional API calls for the Social features	Per Hour	$221.10	N/A
Social Intelligence up to 50K social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50k public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$3,018.02

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 250K social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 250k public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$6,036.03
Social Intelligence up to 1M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$12,072.06

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 5M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$18,108.09
Social Intelligence up to 10M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$24,144.12

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 15M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$30,180.15
Social Intelligence up to 20M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$36,216.18

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 30M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$45,873.83
Social Intelligence up to 40M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$55,531.48

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 50M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$65,189.12
Social Intelligence up to 75M social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$86,918.83

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence up to 1B social posts	Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts per month. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$108,648.54

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 50K social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$3,018.02

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 250K social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$4,587.38

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 1M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$9,174.77

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 5M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$11,468.46

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 10M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$14,486.47

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 15M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$17,504.49

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 20M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$20,522.50

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 30M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$24,144.12

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 40M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$30,180.15

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 50M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$36,216.18

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 75M social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$50,702.65

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Command Center up to 1B social posts	Social Command Center is an optional add-on to Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for Social Intelligence for retrieval of social media posts, the Social Command Center will provide analysis on the corresponding data. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Outbound Campaigns - Social Historical Data Analysis	Per Occurrence	N/A	$63,981.92

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 50K social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$3,018.02

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 250K social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on fee for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$4,587.38

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 1M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$9,174.77

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 5M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$11,468.46

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 10M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$14,486.47

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 15M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$17,504.49

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 20M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$20,522.50

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 30M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$24,144.12

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 40M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$30,180.15

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 50M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$36,216.18

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 75M social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$50,702.65

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Outbound Campaign up to 1B social posts	Social Outbound campaigns is an optional add-on to Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for Social Intelligence and is flat monthly add-on charge for Social Outbound Campaigns. Dependencies: - Social Intelligence Implementation - Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - Social Command Center - Social Historical Data Analysis	Per Occurrence	N/A	$63,981.92
Social Intelligence - Historical Data Analysis up to 1M social posts mined	An optional one-time analysis, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - Social Intelligence Implementation - Social Intelligence - Social Command Center	Per Occurrence	$6,633.00	N/A
Social Intelligence - Historical Data Analysis up to 5M social posts mined	An optional one-time analysis, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - Social Intelligence Implementation - Social Intelligence - Social Command Center	Per Occurrence	$13,266.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Social Intelligence - Historical Data Analysis up to 10M social posts mined	An optional one-time analysis, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - Social Intelligence Implementation - Social Intelligence - Social Command Center	Per Occurrence	$27,637.50	N/A
Social Intelligence - Historical Data Analysis greater than 10M social posts mined	An optional one-time analysis, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - Social Intelligence Implementation - Social Intelligence	Per Occurrence	$44,220.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Connectors Provides a standard integration between the Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month. Implementation is required if the connector will make use of voice or video via WebRTC.				
Connector - Implementation Standard Fixed Priced Implementation	Implementation for connectors are required if the connector will make use of the voice or video via WebRTC and will involve the following activities: - Apply the connector integration between Digital CX and third party or Verizon products - Provide widget for deployment/customization by Customer on end channels - Testing and User Acceptance Testing plan	Per Implementation	$39,798.00	N/A
Standard Connectors Per Agent connected actual usage	Connectors provide a software integration between the Digital CX product features and 3rd party applications, as available. Dependencies: One of the following - Virtual Agent, Knowledge Assist, Live Agent, Social Intelligence, CRM Implementation if making use of voice/video via WebRTC capabilities	Per Agent	N/A	$23.22
Verizon Connectors Per Agent connected actual usage	Connectors provide a software integration between the Digital CX product features and the following Verizon product offerings: - Virtual Contact Center (VCC) Dependencies: One of the following - Virtual Agent, Knowledge Assist, Live Agent, Social Intelligence, CRM Implementation if making use of voice/video via WebRTC capabilities	Per Agent	N/A	$11.06

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Connector - Voice Per minute actual usage	Optional, voice over webRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: Virtual Agent, Knowledge Assist, Live Agent, Social Intelligence, CRM - Implementation if making use of voice/video via WebRTC capabilities - Standard or Verizon Connector Per Agent	Per Platform Minute	N/A	$0.06
Connector - Video Per minute actual usage	Optional, video over webRTC can be used to facilitate video communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: Virtual Agent, Knowledge Assist, Live Agent, Social Intelligence, CRM - Implementation if making use of voice/video via WebRTC capabilities - Standard or Verizon Connector Per Agent	Per Platform Minute	N/A	$0.08
Short Message Service (SMS)/Multimedia Message Service (MMS				
SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation charge is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in this section. This service is only available within the United States.				
SMS - Implementation per Code	Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.	Per SMS Code	$2,211.00	N/A
SMS - Implementation Custom Per Hour	SMS custom implementation hours can be applied in conjunction with standard per SMS code implementation above to address requirements over and above the standard implementation. This will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between Digital CX features and third party systems - Develop new or additional API calls for the Digital CX features	Per Hour	$221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
SMS - US-based Per SMS	Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage charge. End users may experience additional SMS charges separately by their cell phone provider. Dependencies: - Virtual Agent, Live Agent, or Connector - If Verizon provided SMS code, Implementation - SMS Operating Charge	Per SMS	N/A	$0.0063
MMS - US-based Per MMS	Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage charge. End users may experience additional MMS charges separately by their cell phone provider. Dependencies: - Virtual Agent, Live Agent, or Connector - SMS - US-based - If Verizon provided SMS code, Implementation - MMS Operating Charge	Per MMS	N/A	$0.100
SMS/MMS Operating Charge Per SMS or MMS	A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS Dependencies: - Virtual Agent, Live Agent, or Connector - If Verizon provided SMS code, Implementation - SMS US-based	Per SMS/MMS	N/A	$0.100

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM				
CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, interaction history, helps guide agent actions, and provides automation and simplification of common tasks and data entry.				
CRM - Implementation Standard Fixed Priced Implementation	Implementation is required to deploy CRM. Activities involved with the CRM implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators - Testing and User Acceptance Testing plan	Per Implementation	$87,555.60	N/A
CRM - Implementation Custom Per Hour	CRM custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between CRM features and third party systems - Develop new or additional API calls for the CRM features	Per Hour	$ 221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM 1 - 250 agents	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance	Per Named Agent	N/A	$215.57
CRM 251 -500 agents	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance	Per Named Agent	N/A	$208.39

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM 501 - 750 agents	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance	Per Named Agent	N/A	$201.20
CRM 751 and up agents	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance	Per Named Agent	N/A	$194.02

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM - Data Center Geographic Redundancy 1 - 250 agents	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies: - CRM Implementation - CRM	Per Named Agent	N/A	$265.32
CRM - Data Center Geographic Redundancy 251 -500 agents	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies: - CRM Implementation - CRM	Per Named Agent	N/A	$256.48
CRM - Data Center Geographic Redundancy 501 - 750 agents	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies: - CRM Implementation - CRM	Per Named Agent	N/A	$247.63

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM - Data Center Geographic Redundancy 751 and up agents	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies: - CRM Implementation - CRM	Per Named Agent	N/A	$238.79
CRM Quality Assurance				
CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as training weaknesses and under-performing agents, and integrates with the leading CRM solutions.				
CRM Quality Assurance - Implementation	Implementation is required to deploy CRM Quality Assurance. Activities involved with the CRM Quality Assurance implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems including CRM - Training to customer administrators - Testing and User Acceptance Testing plan	Per Implementation	$19,456.80	N/A
CRM Quality Assurance - Implementation Custom Per Hour	CRM custom implementation hours can be applied to address implementation requirements over and above the standard CRM implementation package will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between CRM features and third party systems - Develop new or additional API calls for the CRM features	Per Hour	$221.10	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM Quality Assurance - Up to 1 - 10,000 cases per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$2,874.30
CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$5,748.60
CRM Quality Assurance - Up to 50,000 - 99,999 cases per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$8,622.90
CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$11,497.20
CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$14,371.50

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
CRM Quality Assurance - Up to 200,000 cases and up per month	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis. Dependencies: - CRM Quality Assurance Implementation	Per Occurrence	N/A	$17,245.80

IP Interactive Voice Response (IVR)

IP IVR Basic
This feature enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password.

If caller input (via DTMF) is required, messages may be played to the caller as a prompt. The digits entered can be repeated to the caller for verification before attempting to retrieve database information. These messages are included in the database feature charge and are not charged a separate message announcement feature charge.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Hosted IVR Basic Platform Pricing		Per Minute	N/A	$0.0200
Enhanced Call Routing (ECR) Features				
Menu Routing		Per Call	N/A	$0.0241
Message Announcement		Per Call	N/A	$0.0241
Standard Database Routing		Per Call	N/A	$0.0422
Database Routing (Standard, Network & Host Connect)		Per Call	N/A	$0.0422
Busy/No Answer Rerouting		Per Call	N/A	$0.0060
Announced Connect		Per Call	N/A	$0.0060
Caller Takeback/Giveback		Per Use	N/A	$0.0302
TNT (Includes Caller Takeback)		Per Use	N/A	$0.0302
Full SIP Transfer		Per Call	N/A	$0.0302
Called Party Give Back		Per Call	N/A	$0.0060
Enhanced Call Routing (ECR) / IP IVR Features				
ECR / IP IVR Application		Per Application	N/A	$150.75
ECR / IP IVR Remote Audio Update		Per Application	N/A	$100.50
Admin Application for DTMF Updates		Per Application	N/A	$ 75.38
ECR Daily CCR		Per Application	N/A	$753.75

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
ECR Weekly CCR		Per Application	N/A	$301.50
ECR Monthly CCR		Per Application	N/A	$150.75
New ECR Application (Installation)		Per Application	$753.75	N/A
Assistance with Database(s) Creation		Per Install	$1,005.00	N/A
Assistance with Database(s) Change		Per Change	$502.50	N/A
Assistance with ECR / IP IVR Change		Per Change	$251.25	N/A
Remote Audio Update Install		Per Install	$100.50	N/A
Standard Database Change		Per Application	$251.25	N/A
Foreign Language Recording		Per Language	$150.75	N/A
ECR/IVR Call Flow Logic or Audio Change		Per Install	$251.25	N/A
Host Connect Application Change		N/A	$201.00	N/A
Advanced Speech Development		N/A	$201.00	N/A
Advanced Speech Application Change		N/A	$201.00	N/A
Agent Registration Change (per additional/modified URI subscription)		Per Subscription	$35.18	N/A
Hosted IVR Speech Services				
Monthly Minimum		Per Application	$10,050.00	N/A
Application Development		Per Hour	$201.00	N/A
Transaction		Per Transaction	N/A	$0.0100
Hosted IVR Implementation Services				
Pre-Implementation Professional Services		Per Hour	$201.00	N/A
Post-Implementation Professional Services		Per Hour	$201.00	N/A
Recording (First Hour)		Per Hour	$703.50	N/A
Recording (Additional Hour)		Per Hour	$276.38	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Hosted IVR Audio Recording				
English:				
Basic Services: First hour		Per Hour	$703.50	N/A
Basic Services: Additional hours		Per Hour	$276.38	N/A
Specialized Services: First hour		Per Hour	$1,482.38	N/A
Specialized Services: Additional hours (includes English, Spanish, Italian, French, and Canadian French		Per Hour	$351.75	N/A
Hosted IVR Foreign Languages				
Basic Services: First hour		Per Hour	$979.88	N/A
Basic Services: Additional hours		Per Hour	$402.00	N/A
Specialized Services: First hour		Per Hour	$1,733.63	N/A
Specialized Services: Additional hours		Per Hour	$603.00	N/A
Hosted IVR Translation Service		Per Word	N/A	$0.5528
Hosted IVR Speech Services				
Monthly Minimum		Per Application	$10,050.00	N/A
Application Development		Per Hour	$201.00	N/A
Transaction		Per Transaction	N/A	$0.0100
Hosted IVR Speech Implementation Services				
Pre-Implementation Professional Services		Per Hour	$201.00	N/A
Post-Implementation Professional Services		Per Hour	$201.00	N/A
Recording (First Hour)		Per Hour	$703.50	N/A
Recording (Additional Hour)		Per Hour	$276.38	N/A
Hosted IVR Speech Services Audio Recording				

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
English:				
Basic Services: First hour		Per Hour	$703.50	N/A
Basic Services: Additional hours		Per Hour	$276.38	N/A
Specialized Services: First hour		Per Hour	$1,482.38	N/A
Specialized Services: Additional hours (includes English, Spanish, Italian, French, and Canadian French)		Per Hour	$351.75	N/A
Hosted IVR Speech Services Foreign Languages:				
Basic Services: First hour		Per Hour	$979.88	N/A
Basic Services: Additional hours		Per Hour	$402.00	N/A
Specialized Services: First hour		Per Hour	$1,733.63	N/A
Specialized Services: Additional hours		Per Hour	$603.00	N/A
Hosted IVR Speech Services Translation Service		Per Word	N/A	$0.5528

IP IVR Advanced (with Network Database)				
Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes.				
Hosted IVR Advanced Platform Pricing		Price Per Minute	N/A	$0.0201
Advanced ECR / IP IVR Features				
Network Database		Per Application	$502.50	N/A
Host Connect Feature Charge		Per Application	$502.50	N/A
Per IP-IVR Survey (six month min)		Per Application	$251.25	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Network Database Installation		Per Install	$1,005.00	N/A
Assistance with Database(s) Creation		Per Hour	$201.00	N/A
Assistance with Database(s) Change		Per Hour	$201.00	N/A
Assistance with ECR / IP IVR Change		Per Hour	$201.00	N/A
Standard Database Change		Per Hour	$201.00	N/A
ECR/IVR Call Flow Logic or Audio Change		Per Hour	$201.00	N/A
Host Connect New Development		Per Hour	$201.00	N/A
Voice Call Back Professional Services		Per Application	$81,003.00	N/A
Additional increments of 50 messages		Per Each Set of 50 Messages	$603.00	N/A
Advanced IVR Speech Services				
Inbound Speech (VXML)		Per Min	N/A	$0.0302
Text to Speech (TTS)		Per Min	N/A	$1.01

VoIP IP Toll Free

IP Toll Free service works in conjunction with Verizon Contact Center VoIP Service. IP Toll Free Local Origination terminations provides the ability for local telephone number calls to terminate into an IP destination. Toll Free Service allows callers to reach your customer's business at no cost to them. With service available from any location in the United States, Puerto Rico, Guam, Saipan, The Virgin Islands, Canada, and more than 80 countries worldwide, our Toll Free Service addresses the needs of those customers in the U.S., as well as multinational companies with locations around the globe. VoIP Inbound Service Activation, per VoIP Inbound IP Connection provides one time charge per VoIP TF number and/or location.

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
VoIP Inbound Service Change on an active IP TF number and/or location.	Setup process for an inbound toll free number	One time setup charge	$104.00	N/A
VoIP Inbound Subscription provides an IP TF per number, by IP TF location.	Proving an IP toll free number by location. Subscription based.	Per Subscription	N/A	$104.00
Agent Registration Change	Adding additional agents to database	Per Change	$26.00	N/A
VoIP IP Toll Free	Routing a toll free number to a pre-determined 10 digit number.	Per Minute	N/A	$0.0146
Toll Free Inbound Intrastate Loc to Ded	Routing a toll free number to a pre-determined 10 digit number.	Per Minute	N/A	$0.0364
Toll Free Inbound Interstate Loc to Ded	Routing a toll free number to a pre-determined 10 digit number.	Per Minute	N/A	$0.0190
VoIP IP Toll Free Inbound Transfer Features:				
Unattended SIP Transfer	Transfer using inbound features assigned to each toll free number	Per Use	N/A	$0.0210
Two-Channel Agent-attended SIP Transfer	Assisted transfer using an agent. Charge is per call per transfer	Per Use	N/A	$0.0210
Enhanced CNAM	Charge per CNAM data dip or retrieval	Per Delivery	N/A	$0.0520
Combined Features Package				
Combination of features from the A La Carte list. Any feature on line 30 and below can be combined				
Service Change	Service charge to implement the al A carte package	Per Use	$26.00	N/A

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
A La Carte Features				
Alternative Routing	Alternate Routing allows customers to pre-define alternate routing arrangements that can be activated upon command in the event of a customer emergency such as power outages, natural disasters or other service disruptions. Customers can pre-define up to 99 alternate routing plans	Per setup and execution individual charges below		
Per Plan/TN	Alternate routing per number or per plan	Per TN	N/A	$52.00
Per Plan Installation	Installation of the alternate plan that can have routing added per number	Per Plan Installation	$52.00	N/A
Per TN Installation	Charge to install each number for the alternate routing plan	Per TN Installation	$10.40	N/A
Service Change (Per Plan/TN)	Service charge to modify an alternate routing per number	Service Change (Per Plan/TN)	$52.00	N/A
Call Area Selection/Tailored Call Coverage				
This feature allows a customer to block incoming calls from one or more specific originating areas at the domestic NPA or state level.				
Service Change		Per Occurrence	$156.00	$52.00
Service Change		Per Occurrence	$52.00	N/A
Day of Year Routing/Holiday Routing				
This feature allows the customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on a customer specified holiday or key event.				
Per TN	Charge per number for day of year / holiday routing	Per TN	$114.40	$52.00
Service Change	Service charge to create a DNIS database	Service Change	$52.00	N/A
Dialed Number Identification Service (DNIS)	This feature permits a customer with multiple inbound service telephone numbers terminating in the same location to identify the specific toll free number which was dialed by the calling party. DNIS is available to Dedicated terminations only.	Charged per change below		
DNIS Service	Service charge to create each DNIS number and add to the DNIS database	Service	$520.00	$52.00

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Service Change	Service charge to modify a DNIS number in a database	Service Change	$52.00	N/A
DMR				
This feature provides customers that disconnect or change a toll free number with a recording that either informs callers that the toll free number has been disconnected, refers calls to a new number, or refers callers to a new number with an option to extend the caller to the specified destination.				
Per Change	Charge per toll free number disconnected and or modified	Per Change	$52.00	N/A
Network Call Redirect	Allows a customer to control potential congestion of calls by sending overflow calls to a pre-determined alternate routing group (Dedicated Access Termination, Business Line Termination, or Switched WATS Termination) via a customer-defined Routing Table when the intended call termination is busy.	Per change below		
Metered	Ability to measure redirect calls and bill per redirect on a per minute method.	Metered charge per call		
Active Table		Active Table	N/A	$10.40
Inbound/Outbound Network Call Redirect (Per Call)		Inbound/Outbound Network Call Redirect (Per Call)	$0.0310	N/A
Non-Metered	Non-metered traffic billed normal	Non-Metered		
Active Table		Active Table	$156.00	N/A
Inbound/Outbound Network Call Redirect (Per Call)		Inbound/Outbound Network Call Redirect (Per Call)	$52.00	N/A
Account Codes	Allows the customer to track usage of its toll-free number back to specified user codes and/or to limit use of its toll-free number to only those dialing authorized codes. This feature requires that additional digits be dialed after the regular 10-digit toll-free number is dialed. This feature applies only to calls carried on the Verizon network.	Individual charges below		

Feature Name	Description	Unit of Measure	Non-Recurring Charge	Monthly Recurring Charge
Supplemental Codes (per block of 100)	Additional codes	Charge of Supplemental Codes per block of 100	$52.00	$31.20
Supplemental Codes Service Change	Service charge to add block of 100 codes	Service Change to add block of 100 supplemental codes	$52.00	N/A
Account Codes (per 800 number)	Monthly charge per 800 number	Installation of Account Codes per 800 number	N/A	$52.00