

Please note that Contractor has eliminated its Agent and Supervisor pricing difference. Agents and Supervisors are termed as "User." Contractor bills the same monthly recurring charge for all Users.

MONTHLY RECURRING COSTS

SKU for User (Agents and Supervisors)	Net Product Price	Unit of Measure
USER Unique	\$74.83	per user
USER - Unique (2 ports)	\$103.00	per user
USER Unique w/ Unlimited Speech	\$89.99	per user
USER Unique (2 ports) w/ Unlimited Speech	\$135.50	per user

Please note that Automatic Speech Recognition (ASR) can be charged one of two ways. The first is a flat rate charge per port as listed above, and the second is charging per minute of use as listed below. The Contractor will meet with Authorized Users and review their user, port, and speech requirements to determine the best choice billing for their needs.

MONTHLY RECURRING COSTS

SKU for User (Agents and Supervisors)	Net Product Price	Unit of Measure
Automated Speech	\$0.025	per minute MRC

ADDITIONAL MONTHLY RECURRING CHARGES

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Additional Port Charge	Additional Port Charge	\$40.01	per port
Additional Port w/unlimited speech	Additional Port w/ unlimited speech	\$55.93	per port
Workforce Management 2.0	Workforce Management 2.0	\$19.94	per configured user
Direct Data Access	Direct Data Access	\$600.00	each
Extra Storage	Extra Storage	\$0.20	per GB
IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site
Long Term Storage - unique users	Long Term Storage - unique users	\$0.10	per GB
Outbound Usage (Limited to 0 - 49 VCC Users)	Outbound Usage (Limited to 0 - 49 VCC Users)	\$244.75	per business unit
Outbound Usage (Limited to 50-99 VCC users)	Outbound Usage (Limited to 50 - 99 VCC Users)	\$369.45	per business unit
Outbound Usage (Limited to 150-199 VCC users)	Outbound Usage (Limited to 150 - 199 VCC Users)	\$678.15	per business unit
Personal Connection Dialer	Personal Connection Dialer	\$22.00	each
Voice Recording	Voice Recording	\$7.67	per user
Social Media Per Configured User	Social Media Per Configured User	\$99.90	MRC
Outbound Email – 100K Messages	Outbound Email – 100K Messages	\$139.00	MRC
Outbound Email – 1.5M Messages	Outbound Email – 1.5M Messages	\$890.00	MRC
Outbound Email - 100k Messages Overage	Outbound Email - 100k Messages Overage	\$0.0160	MRC, per message
Outbound Email – 1.5M Messages Overage	Outbound Email – 1.5M Messages Overage	\$0.0006	MRC, per message
Outbound SMS Application Fee (10,000 monthly messages included)	Outbound SMS Application Fee (10,000 monthly messages included)	\$590.00	MRC
Outbound SMS Campaign	Outbound SMS Campaign	\$0.0175	MRC, per message
social Media Per Configured User	Inbound SMS Application Fee (Includes 2000 messages)	\$115.00	MRC per BU
Inbound SMS Long Code Per Message	Inbound SMS Long Code Per Message	\$0.0175	MRC, per message
Inbound SMS Long Code	Inbound SMS Long Code	\$190.00	MRC
Inbound SMS Short Code	Inbound SMS Short Code	\$1,995.00	MRC
Inbound SMS Custom Short Code	Inbound SMS Custom Short Code	\$2,890.00	MRC
Inbound SMS Toll Free Long Code	Inbound SMS Toll Free Long Code	\$175.00	MRC
Inbound SMS Toll Free Long Code Per Message	Inbound SMS Toll Free Long Code Per Message	\$0.0270	MRC, per message
Auto Attendant	Auto Attendant	\$6.50	MRC, per Configured User
ECHO Pro – Per Completed Survey	ECHO Pro – Per Completed Survey	\$0.9900	MRC, per completed survey
Integrated Softphone - WebRTC	Integrated Softphone – WebRTC	\$0.00	MRC
Agent Console: SalesForce.com	Agent Console: SalesForce.com	\$12.75	MRC per configured user
Virtual Agent Up to 100k sessions	Virtual Agent Up to 100k sessions	\$9,658.22	MRC
Virtual Agent Up to 500k sessions	Virtual Agent Up to 500k sessions	\$38,630.59	MRC
Virtual Agent Up to 1M sessions	Virtual Agent Up to 1M sessions	\$57,945.89	MRC

Virtual Agent Overage Over 100k sessions	Virtual Agent Overage Over 100k sessions	\$0.070	MRC
Virtual Agent Overage Over 500k sessions	Virtual Agent Overage Over 500k sessions	\$0.060	MRC
Virtual Agent Overage Over 1M sessions	Virtual Agent Overage Over 1M sessions	\$0.050	MRC
Virtual Agent - Third-party API Up to 100k sessions	Virtual Agent - Third-party API Up to 100k sessions	\$0.010	MRC
Virtual Agent - Third-party API Up to 500k sessions	Virtual Agent - Third-party API Up to 500k sessions	\$0.010	MRC
Knowledge Assist 1 - 250 agents	Knowledge Assist 1 - 250 agents	\$145.83	MRC
Knowledge Assist 251-500 agents	Knowledge Assist 251-500 agents	\$140.03	MRC
Knowledge Assist 501-750 agents	Knowledge Assist 501-750 agents	\$125.55	MRC
Knowledge Assist 751-1000 agents	Knowledge Assist 751-1000 agents	\$115.89	MRC
Knowledge Assist 1001-1500 agents	Knowledge Assist 1001-1500 agents	\$96.58	MRC
Knowledge Assist 1501-2500 agents	Knowledge Assist 1501-2500 agents	\$82.09	MRC
Knowledge Assist 2501-5000 agents	Knowledge Assist 2501-5000 agents	\$57.94	MRC
Knowledge Assist 5001-7500 agents	Knowledge Assist 5001-7500 agents	\$43.45	MRC
Knowledge Assist 7501 and up agents	Knowledge Assist 7501 and up agents	\$28.98	MRC
Knowledge Assist - Additional Language Each additional language	Knowledge Assist - Additional Language Each additional language	\$742.89	MRC
Live Agent Per connected channel type (textual chat, voice, video)	Live Agent Per connected channel type (textual chat, voice, video)	\$1,633.60	MRC
Live Agent - Co-Browse Flat monthly	Live Agent - Co-Browse Flat monthly	\$3,268.74	MRC
Live Agent - Text Per session actual usage	Live Agent - Text Per session actual usage	\$0.010	MRC
Live Agent - Voice Per minute actual usage	Live Agent - Voice Per minute actual usage	\$0.050	MRC
Live Agent - Video Per minute actual usage	Live Agent - Video Per minute actual usage	\$0.060	MRC
Social Intelligence up to 50K social posts	Social Intelligence up to 50K social posts	\$2,414.42	MRC
Social Intelligence up to 20M social posts	Social Intelligence up to 20M social posts	\$28,972.94	MRC
Social Intelligence up to 30M social posts	Social Intelligence up to 30M social posts	\$36,699.06	MRC
Social Intelligence up to 40M social posts	Social Intelligence up to 40M social posts	\$44,425.18	MRC
Social Intelligence up to 50M social posts	Social Intelligence up to 50M social posts	\$65,189.12	MRC
Social Intelligence up to 75M social posts	Social Intelligence up to 75M social posts	\$69,535.06	MRC
Social Intelligence up to 1B social posts	Social Intelligence up to 1B social posts	\$86,918.83	MRC
Social Command Center up to 50K social posts	Social Command Center up to 50K social posts	\$2,414.42	MRC
Social Command Center up to 1B social posts	Social Command Center up to 1B social posts	\$51,185.54	MRC
Social Outbound Campaign up to 250K social posts	Social Outbound Campaign up to 250K social posts	\$2,414.42	MRC
Social Outbound Campaign up to 1B social posts	Social Outbound Campaign up to 1B social posts	\$51,185.54	MRC
SMS - US-based Per SMS	SMS - US-based Per SMS	\$0.006	MRC
MMS - US-based Per MMS	MMS - US-based Per MMS	\$0.010	MRC
SMS/MMS Operating Charge Per SMS or MMS	SMS/MMS Operating Charge Per SMS or MMS	\$0.010	MRC
CXone FedRAMP Unique Logged in User Add-on	CXone FedRAMP Unique Logged in User Add-on	\$13.650	MRC per user
Virtual Agent Hub	Virtual Agent Hub	\$11.18	per 10000 sessions
CXone Report Viewer	CXone Report Viewer	\$0.00	MRC for each logged in user
CXone Pro Screen Recording Pro	CXone Pro Screen Recording Pro	\$10.96	per unique configured user
Retrieval Storage	Retrieval Storage	\$5.39	per GB
Required Usage-Add On-E911 Service-Call(s)	Required Usage-Add On-E911 Service-Call(s)	\$74.25	per call
CXone Pro WFO Non Recurring QM Pro Quality Management Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Implementation	\$7,830.90	per instance
CXone Pro Quality Management Pro Training	CXone Pro Quality Management Pro Training	\$7,271.55	per class
CXone Pro WFO Usage * QM Pro * Quality Management (per Configured User)	CXone Pro WFO Usage * QM Pro * Quality Management (per Configured User)	\$14.24	per configured user
CXone Pro WFO Non Recurring QM Pro Audio Recording Implementation	CXone Pro WFO Non Recurring QM Pro Audio Recording Implementation	\$3,059.10	per instance
CXone Pro WFO Usage * QM Pro * Audio Recording Advanced (per Configured User)	CXone Pro WFO Usage * QM Pro * Audio Recording Advanced (per Configured User)	\$14.24	per configured user
CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Implementation	\$8,669.92	per instance
CXone Pro WFO Usage * QM Pro * Quality Management Advanced (per Configured User)	CXone Pro WFO Usage * QM Pro * Quality Management Advanced (per Configured User)	\$30.10	per configured user
CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Level Up Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Level Up Implementation	\$1,678.05	per instance
CXone Pro Quality Management Analytics Pro Add-on Training (per class)	CXone Pro Quality Management Analytics Pro Add-on Training (per class)	\$1,398.37	per class
CXone Pro WFO Usage - QM Pro - Analytics Add-on for Packages with QM - Configured Users	CXone Pro WFO Usage - QM Pro - Analytics Add-on for Packages with QM - Configured Users	\$12.90	per add on
CXone Pro WFO Non Recurring QM Pro Quality Management Premium Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Premium Implementation	\$9,687.15	per instance
CXone Pro WFO Usage * QM Pro * Quality Management Premium (per Configured User)	CXone Pro WFO Usage * QM Pro * Quality Management Premium (per Configured User)	\$43.00	per configured user

CXone Pro WFO Non Recurring QM Pro Quality Management Premium Level Up Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Premium Level Up Implementation	\$2,039.40	per instance
CXone Pro WFO Non Recurring QM Pro Screen Recording Implementation	CXone Pro WFO Non Recurring QM Pro Screen Recording Implementation	\$4,474.80	per instance
CXone Pro WFO Usage * QM Pro * Screen Recording (per Configured User)	CXone Pro WFO Usage * QM Pro * Screen Recording (per Configured User)	\$10.96	per configured user
CXone Pro WFO Non Recurring QM Pro Quality Management Additional Language Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Additional Language Implementation	\$1,584.00	per language
CXone Pro WFO Usage * QM Pro * Multilingual (per Configured User)	CXone Pro WFO Usage * QM Pro * Multilingual (per Configured User)	\$5.31	per configured user
CXone Pro WFO Non Recurring WFM Pro Workforce Management Implementation	CXone Pro WFO Non Recurring WFM Pro Workforce Management Implementation	\$8,391.24	per instance
CXone Pro WFO Usage * WFM Pro * Workforce Management (per Configured User)	CXone Pro WFO Usage * WFM Pro * Workforce Management (per Configured User)	\$17.20	per configured user
CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Implementation	CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Implementation	\$10,345.50	per instance
CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced (per Configured User)	CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced (per Configured User)	\$30.10	per configured user
CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Level Up Implementation	CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Level Up Implementation	\$2,178.00	per instance
CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced Level Up (per Configured User)	CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced Level Up (per Configured User)	\$12.04	per configured user
CXone Pro WFO Monthly Recurring * WFM Pro * Workforce Management SME Package	CXone Pro WFO Monthly Recurring * WFM Pro * Workforce Management SME Package	\$663.30	per package
Feedback Management VoC (Basic)	Feedback Management VoC (Basic)	\$4,950.00	per business unit
Feedback Management VoC (Basic) (Per Survey)	Feedback Management VoC (Basic) (Per Survey)	\$645.00	per survey
Feedback Mgt Add'l Survey Response	Feedback Mgt Add'l Survey Response	\$0.86	per response
Feedback Mgt Channel - IVR	Feedback Mgt Channel - IVR	\$0.00	per channel
Feedback Mgt Channel - Chat	Feedback Mgt Channel - Chat	\$0.00	per channel
Feedback Management VoC (per User)	Feedback Management VoC (per User)	\$9,900.00	implementation per business unit
Feedback Management VoC	Feedback Management VoC	\$25.80	per user
Feedback Mgt Addl Channel Build	Feedback Mgt Addl Channel Build	\$3,960.00	NRC per channel
Feedback Mgt Addl Survey Build	Feedback Mgt Addl Survey Build	\$2,475.00	NRC per survey build
Feedback Mgt Speech to Text (NRC per BU)	Feedback Mgt Speech to Text (NRC per BU)	\$1,980.00	NRC per BU
Feedback Mgt Text Analytics (NRC per BU)	Feedback Mgt Text Analytics (NRC per BU)	\$7,078.50	NRC per BU
Feedback Mgt API Connector (NRC per Instance)	Feedback Mgt API Connector (NRC per Instance)	\$2,722.50	NRC per instance
Feedback Mgt Speech to Text (MRC per BU)	Feedback Mgt Speech to Text (MRC per BU)	\$1,075.00	MRC per BU
Feedback Mgt Addl Speech To Text Comments	Feedback Mgt Addl Speech To Text Comments	\$0.21	per consumption usage
Feedback Mgt Text Analytics (MRC per BU)	Feedback Mgt Text Analytics (MRC per BU)	\$731.00	MRC per BU
Feedback Mgt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments	Feedback Mgt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments	\$0.14	per consumption usage
Feedback Mgt Auto Translate (per BU)	Feedback Mgt Auto Translate (per BU)	\$731.00	MRC per BU
Feedback Mgt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment	Feedback Mgt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment	\$0.14	per consumption usage
Feedback Mgt Addl Power User	Feedback Mgt Addl Power User	\$430.00	per user
Feedback Mgt Add'l Application Language * English	Feedback Mgt Add'l Application Language * English	\$430.00	MRC per language
Feedback Mgt Add'l Application Language * Spanish	Feedback Mgt Add'l Application Language * Spanish	\$430.00	MRC per language
Feedback Mgt Add'l Application Language * French	Feedback Mgt Add'l Application Language * French	\$430.00	MRC per language
Feedback Mgt Add'l Application Language * German	Feedback Mgt Add'l Application Language * German	\$430.00	MRC per language
Feedback Mgt Add'l Application Language * Japanese	Feedback Mgt Add'l Application Language * Japanese	\$430.00	MRC per language
Feedback Mgt Academy and Research Access	Feedback Mgt Academy and Research Access	\$387.00	MRC
VCC Self Onboarding Package	VCC Self Onboarding Package	\$1,980.00	per new Business Unit
Cxone Messaging Usage Digital Add on User per Configured User	Cxone Messaging Usage Digital Add on User per Configured User	\$0.00	per configured user
Integration Monthly Recurring * CXone Agent * CXone Agent Configuration Platform	Integration Monthly Recurring * CXone Agent * CXone Agent Configuration Platform	\$0.00	NRC per instance
Integration Usage * CXone Agent * CRM Integration	Integration Usage * CXone Agent * CRM Integration	\$12.75	per configured user
Virtual Agent Self Service Monthly Recurring * Virtual Agent Hub * Cloud TTS Enablement License	Virtual Agent Self Service Monthly Recurring * Virtual Agent Hub * Cloud TTS Enablement License	\$675.10	MRC per business unit
Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Cloud TTS Registration	Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Cloud TTS Registration	\$2,475.00	NRC per business unit

Virtual Agent Self Service Usage * CXone Bot Builder * Session(s)	Virtual Agent Self Service Usage * CXoneBot Builder * Session(s)	\$0.07	consumption usage per session
Virtual Agent Self Service Non-Recurring * CXone Bot Builder * Impl - General	Virtual Agent Self Service Non-Recurring * CXoneBot Builder * Impl - General	\$12,177.00	NRC per business unit
DEVone SIP Trunk	DEVone SIP Trunk	\$8.60	Per trunk
DEVone SIP Trunk Set Up	DEVone SIP Trunk Set Up	\$9.90	Per trunk
SIP Connectivity Internet Set Up	SIP Connectivity Internet Set Up	\$9.90	Per trunk
SIP Connectivity over Internet	SIP Connectivity over Internet	\$8.60	Per trunk
Sip Trunk Cloud Connect	Sip Trunk Cloud Connect	\$8.60	Per trunk
Sip Trunk Cloud Connect Set Up	Sip Trunk Cloud Connect Set Up	\$9.90	Per trunk
SmartAssist SIP Trunk	SmartAssist SIP Trunk	\$8.60	Per trunk
SmartAssist SIP Trunk Set Up	SmartAssist SIP Trunk Set Up	\$9.90	Per trunk
TLS SIP Security	TLS SIP Security	\$13.50	Per trunk
TLS SIP Security Set Up	TLS SIP Security Set Up	\$14.06	Per trunk
Analytics Monthly Recurring * Interaction Analytics * Extended Analysis Buckets	Analytics Monthly Recurring * Interaction Analytics * Extended Analysis Buckets	\$485.90	Per 500K Record Bucket
Analytics Non-Recurring Self Service Analytics PS Hours	610068-1553-000-XX	\$254.93	Per Hour
Analytics Non Recurring Interaction Analytics Additional Language Implementation	Analytics Non Recurring Interaction Analytics Additional Language Implementation	\$3,564.00	Per Instance
Analytics Non Recurring Interaction Analytics Advanced Level Up Implementation	Analytics Non Recurring Interaction Analytics Advanced Level Up Implementation	\$2,039.40	Per Instance
Analytics Non-Recurring Premium Level Up Implementation	610142-2126-000-XX	\$2,039.40	Per Instance
Analytics Non Recurring Interaction Analytics Premium Implementation	Analytics Non Recurring Interaction Analytics Premium Implementation	\$9,687.15	Per Instance
Analytics Non Recurring Interaction Analytics Advanced Implementation	Analytics Non Recurring Interaction Analytics Advanced Implementation	\$11,880.00	Per Instance
Analytics Non Recurring Interaction Analytics Basic Implementation	Analytics Non Recurring Interaction Analytics Basic Implementation	\$7,425.00	Per Instance
Analytics Non-Recurring QM Additional Language Impl	610068-1232-000	\$668.25	Per Instance
Analytics Usage Interaction Analytics Advanced Level Up per Configured User	Analytics Usage Interaction Analytics Advanced Level Up per Configured User	\$12.04	Per Configured User
Analytics Usage Multilingual	4108-1593-000-XX	\$5.31	Per Configured User
Analytics Usage Interaction Analytics Premium Level Up per Configured User	Analytics Usage Interaction Analytics Premium Level Up per Configured User	\$24.08	Per Configured User
Analytics Usage * Interaction Analytics * Premium (per Configured User)	Analytics Usage * Interaction Analytics * Premium (per Configured User)	\$48.16	Per Configured User
Analytics Usage * Insights * Self Service Analytics * Configured User (per Configured User)	Analytics Usage * Insights * Self Service Analytics * Configured User (per Configured User)	\$17.20	Per Configured User
Analytics Usage * Interaction Analytics * Additional Extended Analysis Records beyond 500K	Analytics Usage * Interaction Analytics * Additional Extended Analysis Records beyond 500K	\$0.01	Per Record
Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	\$0.06	Per Record
Analytics Usage * Interaction Analytics * Advanced (per Configured User)	Analytics Usage * Interaction Analytics * Advanced (per Configured User)	\$12.04	Per Configured User
iBenchmark	3864-408-209	\$12.04	Per Unit
Knowledge Projection Monthly Recurring Customer Experience (CX) Suite	2100-1854-000-XX	\$4,400.00	Per Instance
Knowledge Projection Non-Recurring Professional Services	610280-2158-000-XX	\$254.93	Per Hour
Knowledge Projection Non Recurring Expert Services Customer Experience CX Suite per Portal per instance	Knowledge Projection Non Recurring Expert Services Customer Experience CX Suite per Portal per instance	\$30,591.00	Per Instance
Knowledge Projection Usage * Expert Services * Advanced Employee Experience (EX) (per Configured User)	Knowledge Projection Usage * Expert Services * Advanced Employee Experience (EX) (per Configured User)	\$44.00	Per Configured User
Knowledge Projection Usage * Guide (per Offer)	Knowledge Projection Usage * Guide (per Offer)	\$0.12	Per Offer

Knowledge Projection Usage * Expert Services * Instant Translation Coverage (per Page)	Knowledge Projection Usage * Expert Services * Instant Translation Coverage (per Page)	\$0.28	Per Page
Knowledge Projection Usage * Expert Services * Basic Employee Experience (EX) (per Configured User)	Knowledge Projection Usage * Expert Services * Basic Employee Experience (EX) (per Configured User)	\$22.00	Per Configured User
Analytics Non Recurring Interaction Analytics Omnichannel Interaction Analytics Pro Services Customer Success Program	Analytics Non Recurring Interaction Analytics Omnichannel Interaction Analytics Pro Services Customer Success Program	\$5,445.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 10K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 10K Messages Package (per BU)	\$484.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 25K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 25K Messages Package (per BU)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 50K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 50K Messages Package (per BU)	\$1,742.40	Per Instance
SMS Messaging Monthly Recurring * Textel * 100K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 100K Messages Package (per BU)	\$3,097.60	Per Instance
SMS Messaging Monthly Recurring * Textel * 250K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 250K Messages Package (per BU)	\$6,758.40	Per Instance
SMS Messaging Monthly Recurring * Textel * 500K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 500K Messages Package (per BU)	\$12,056.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 750K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 750K Messages Package (per BU)	\$14,520.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 1M Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 1M Messages Package (per BU)	\$17,500.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 2M Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 2M Messages Package (per BU)	\$25,000.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Long Code MRC * United States (per code)	SMS Messaging Monthly Recurring * Textel * Long Code MRC * United States (per code)	\$9.68	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Random MRC * United States (per month)	SMS Messaging Monthly Recurring * Textel * Short Code Random MRC * United States (per month)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC * United States (per code)	SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC * United States (per code)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC Surcharge * United States (per code)	SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC Surcharge * United States (per code)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Blast (per BU)	SMS Messaging Monthly Recurring * Textel * Blast (per BU)	\$484.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Text Bots (per BU)	SMS Messaging Monthly Recurring * Textel * Text Bots (per BU)	\$1,936.00	Per Instance
SMS Messaging Monthly Recurring * Textel * SFDC Flow Builder Integration (per BU)	SMS Messaging Monthly Recurring * Textel * SFDC Flow Builder Integration (per BU)	\$1,936.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Conversations (per BU)	SMS Messaging Monthly Recurring * Textel * Conversations (per BU)	\$484.00	Per Instance
SMS Messaging Non-Recurring * Textel * ITR Design (per Instance)	SMS Messaging Non-Recurring * Textel * ITR Design (per Instance)	\$2,524.50	Per Instance
SMS Messaging Non-Recurring API Consulting Package	610218-2492-000-XX	\$2,524.50	Per Instance
SMS Messaging Non-Recurring Professional Services Hours	610068-1300-000-XX	\$279.18	Per Hour
SMS Messaging Non-Recurring Migration from Legacy Chat	610218-2491-000-XX	\$5,049.00	Per Instance
SMS Messaging Non-Recurring * Textel * Implementation in PC Dialer (per Instance)	SMS Messaging Non-Recurring * Textel * Implementation in PC Dialer (per Instance)	\$1,009.80	Per Instance
SMS Messaging Non-Recurring * Textel * SFDC Flow Builder Integration (per Instance)	SMS Messaging Non-Recurring * Textel * SFDC Flow Builder Integration (per Instance)	\$2,524.50	Per Instance
SMS Messaging Non-Recurring * Textel * Text Bot Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Text Bot Implementation (per Instance)	\$5,049.00	Per Instance
SMS Messaging Non-Recurring * Textel * Blast Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Blast Implementation (per Instance)	\$1,009.80	Per Instance
SMS Messaging Non-Recurring * Textel * Short Code Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Short Code Implementation (per Instance)	\$2,970.00	Per Instance
SMS Messaging Non-Recurring * Textel * Base Implementation (per BU Instance)	SMS Messaging Non-Recurring * Textel * Base Implementation (per BU Instance)	\$2,524.50	Per Instance
SMS Messaging Usage * Textel * Short Code SMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Short Code SMS Surcharge * United States (per Message)	\$0.01	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 10K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 10K (per Message)	\$0.06	Per Message

SMS Messaging Usage Message Overage Beyond 25K	3875-2208-678-XX	\$0.06	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 50K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 50K (per Message)	\$0.05	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 100K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 100K (per Message)	\$0.05	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 250K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 250K (per Message)	\$0.04	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 500K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 500K (per Message)	\$0.03	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 750K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 750K (per Message)	\$0.03	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 1M (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 1M (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 2M (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 2M (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Long Code SMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Long Code SMS Surcharge * United States (per Message)	\$0.01	Per Message
SMS Messaging Usage * Textel * Long Code MMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Long Code MMS Surcharge * United States (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Short Code MMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Short Code MMS Surcharge * United States (per Message)	\$0.04	Per Message
Retrieval Storage	Retrieval Storage	\$5.39	Per GB
Virtual Agent Self Service Usage * Virtual Agent Hub * Sessions (per 1K session block)	1442-1751-000-XX	\$1.12	Per Block
Textel Custom Message Count (per BU) ONE TEXT	3875-2207-000-XX	\$0.05	Per Text
Textel Overage Rate Custom (per Message)	3875-2208-686-XX	\$0.10	Per Message
Cxone Messaging Non-Recurring - Digital - Chat Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Chat Implementation - Instance(s)	\$1,386.00	Per Instance
Cxone Messaging Non-Recurring - Digital - Email Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Email Implementation - Instance(s)	\$1,386.00	Per Instance
Cxone Messaging Non-Recurring - Digital - Apple Apps Review Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Apple Apps Review Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Apple Business Chat Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Apple Business Chat Implementation - Instance(s)	\$940.50	Per Instance
Cxone Messaging Non-Recurring - Digital - Facebook Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Facebook Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Google Places Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Google Places Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Google Play Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Google Play Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Instagram Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Instagram Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Line Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Line Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - LinkedIn Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - LinkedIn Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Telegram Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Telegram Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - YouTube Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - YouTube Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - BYOC Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - BYOC Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Twitter Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Twitter Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - WhatsApp Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - WhatsApp Implementation - Instance(s)	\$940.50	Per Instance
Knowledge Projection Non Recurring Expert Services Advanced Employee Experience EX Implementation per Instance	Knowledge Projection Non Recurring Expert Services Advanced Employee Experience EX Implementation per Instance	\$15,295.50	Per Instance
Knowledge Projection Monthly Recurring * Expert Services * Advanced Public FAQ Add-on (per BU Instance)	Knowledge Projection Monthly Recurring * Expert Services * Advanced Public FAQ Add-on (per BU Instance)	\$1,108.80	Per Instance
Knowledge Projection Monthly Recurring * Expert Services * Customer Experience (CX) Suite (per Portal)	Knowledge Projection Monthly Recurring * Expert Services * Customer Experience (CX) Suite (per Portal)	\$4,400.00	Per Instance

Knowledge Projection Monthly Recurring * Expert Services * Instant Translation (per 4,000 Page Block)	Knowledge Projection Monthly Recurring * Expert Services * Instant Translation (per 4,000 Page Block)	\$1,108.80	Per Block
Implementation Analytics Usage Interaction Analytics Premium Level Up per Configured User	Implementation Analytics Usage Interaction Analytics Premium Level Up per Configured User	\$2,039.40	Per Configured User
Analytics Non Recurring Interaction Analytics CXone IA QM Additional Language Enablement	Analytics Non Recurring Interaction Analytics CXone IA QM Additional Language Enablement	\$668.25	Per Language
Analytics Monthly Recurring * Interaction Analytics * Data Ingest API	Analytics Monthly Recurring * Interaction Analytics * Data Ingest API	\$1,720.00	Per Instance
Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	\$0.06	Per Consumption Usage
SMS Messaging Monthly Recurring * Textel * Long Code MRC Surcharge - Tier 1 * United States (per Code)	SMS Messaging Monthly Recurring * Textel * Long Code MRC Surcharge -Tier 1 * United States (per Code)	\$13.90	Per Code
SMS Messaging Monthly Recurring * Textel * Short Code Random MRC Surcharge * United States	SMS Messaging Monthly Recurring * Textel * Short Code Random MRC Surcharge * United States	\$484.00	Per Code
Virtual Agent Self Service Monthly Recurring Cloud Continuous Transcription Voice Enablement License	1442-2466-000-XX	\$963.20	Per License
Registration Implementation Virtual Agent Self Service Non-Recurring	610263-1879-000-XX	\$7,350.75	Per Implementation
Professional Services Hours Virtual Agent Self Service Non-Recurring	610068-1750-000-XX	\$245.03	Per Hour
Cxone Messaging Monthly Recurring - Digital - Per Add'l Twitter Account - Instance(s)	Cxone Messaging Monthly Recurring - Digital - Per Add'l Twitter Account - Instance(s)	\$35.26	Per Instance
Cxone Messaging Monthly Recurring - Digital - Per Add'l WhatsApp Number - Instance(s)	Cxone Messaging Monthly Recurring - Digital - Per Add'l WhatsApp Number - Instance(s)	\$270.04	Per Instance
Textel Short Code (per month)	3875-1298-000-XX	\$968.00	Per month
Analytics Usage * Insights * Self Service Analytics * Concurrent (per Concurrent User)	Analytics Usage * Insights * Self Service Analytics * Concurrent (per Concurrent User)	\$24.08	Per Configured User
Virtual Agent Self Service Usage * Agent Assist Hub * User (per Configured User)	1444-1880-000-XX	\$17.20	Per User
Virtual Agent Self Service Non-Recurring * Agent Assist Hub * Registration Implementation	610264-1883-000-XX	\$15,444.00	Per Implementation
Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Transcription Export (per 10 min block(s))	1444-2918-XXX	\$0.49	Per 10 Minute Blocks
Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Audio Export (per 10 min block(s))	1444-2919-XXX	\$0.44	Per 10 Minute Blocks
Virtual Agent Self Service Usage * Agent Assist Hub * Google CCAI Agent Assist Chat (per Session)	1444-1882-000-XX	\$0.06	Per Session
Virtual Agent Self Service Usage * Agent Assist Hub * Google CCAI Agent Assist Voice (per Minute)	1446-2468-000-XX	\$0.02	Per Minute
Virtual Agent Self Service Non-Recurring Cloud Continuous Transcription Implementation	610263-2467-000-XX	\$2,722.50	Per Implementation
Virtual Agent Self Service Usage * Transcription Hub * Real-Time Transcription (Per Hour)	4312-2496-000-XX	\$0.48	Per Hour

*****Please note that while these are hourly rates - this is a Deliverable based agreement. Therefore, the number of hours for each task has to be agreed to in each Authorized User's Individual Implementation Plan.**

COMPLETE INSTALLATION OF A HOSTED SOLUTION		
Product Description	Manufacturer Part Number (SKU)	Price
Professional Services VCC	Professional Services VCC	\$225.00 / hour
Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00 / hour
Project Manager (Project Manager Role)	Project Manager	\$170.00 / hour

BREAKDOWN OF PROFESSIONAL SERVICE HOURS	
	Price
Base Implementation	\$225.00 / hour
Advanced Implementation	\$225.00 / hour
IP Sec Implementation	\$225.00 / hour
Quality Management	\$225.00 / hour
Premium Self Service IVR	\$225.00 / hour
Screen Recording	\$225.00 / hour
Workforce Management	\$225.00 / hour
Speech Services	\$225.00 / hour
Dialer Enablement	\$225.00 / hour
CRM Driven Screen POP	\$225.00 / hour
Direct Data Access	\$225.00 / hour

ONE TIME TRANSFER COSTS (to be used at the end of the Agreement)			
Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Long Term Storage - Unique Users	Long Term Storage - Unique Users	\$0.10	per GB
USER Unique	USER Unique	\$74.83	per user
Professional Services VCC	Professional Services VCC	\$225.00	per hour

Travel Costs	
Authorized User	Anticipated Deliverable Travel Costs
Authorized User 1	\$1,660.00
Authorized User 2	\$3,560.00
Authorized User 3	\$1,660.00
Authorized User 4	\$3,560.00
Authorized User 5	\$1,900.00
Authorized User 6	\$3,560.00
Authorized User 7	\$0.00
Authorized User 8	\$0.00
Authorized User 9	\$0.00
Authorized User 10	\$0.00
Authorized User 11	\$0.00
Authorized User 12	\$0.00
Authorized User 13	\$0.00
Authorized User 14	\$0.00
Authorized User 15	\$0.00
Authorized User 16	\$1,900.00
Authorized User 17	\$0.00