

Attachment B-2 to Exhibit B

CBTS Technology Solutions, LLC

Contract DIR-TELE-CTSA-018

General Pricing Information Tab	
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1	Pricing for Voice Services includes all taxes, fees and surcharges, and should not be billed separately.
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**PRICING WITH DIR ADMINISTRATIVE FEE
(CUSTOMER PAYS THIS AMOUNT)**

Geographical Area: Texas

Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
TOLL FREE SERVICES PRICING						
Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Switched Toll Free	\$0.0151	Our Switch Toll Free Rate is \$0.0135 per minute.		\$0.00	Not Applicable	24 Months
Dedicated Toll Free	\$0.0151	Our Dedicated Toll Free Rate is \$0.0135 per minute.		\$0.00	Not Applicable	24 Months
VOIP SERVICES PRICING						
Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 500 or more knowledge workers (Profile Price)	\$19.01	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	\$26.50	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services.	\$30.24	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screen This is the better model phone, with monthly services.	\$31.60	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 8845 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen This is the better model phone	\$35.09	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows	\$36.17	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Optional - Fixed Rate per Handset Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 500 or more knowledge workers. Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Core. This is the best	\$38.85	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 750 or more knowledge workers (Profile Price)	\$17.68	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers. (Profile Price)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	\$25.17	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services.	\$28.91	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screen.	\$30.26	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 8845 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen This is the better model phone.	\$33.76	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 2 Side Cars This is the best model phone, with monthly services.	\$34.84	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 750 or more knowledge workers.		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Geographical Area: Texas

Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 750 or more knowledge workers. Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Cars This is the best model phone, with monthly services.	\$37.52	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 500 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 1000 or more knowledge workers (Profile Price)	\$15.48	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers.		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 Months
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	\$22.96	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services.	\$26.70	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screen This is the better model phone, with monthly services.	\$28.05	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 8845 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen This is the better model phone, with monthly services.	\$31.54	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 2 Side Cars This is the best model phone, with monthly services.	\$32.62	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers.		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 1000 or more knowledge workers. Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Cars This is the best model phone, with monthly services.	\$35.31	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 1000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 5000 or more knowledge workers (Profile Price)	\$14.14	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	\$21.63	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services.	\$25.38	Unified Communications services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screen This is the better model phone, with monthly services.	\$26.73	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 8845 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen This is the better model phone, with monthly services.	\$30.22	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 2 Side Cars This is the best model phone, with monthly services.	\$31.30	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers.		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months

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Geographical Area: Texas

Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Enterprise Unified Communications for 5000 or more knowledge workers. Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Cars This is the best model phone, with monthly services.	\$33.99	Unified Communcations services, one desk phone with voicemail. This also includes multiple soft phone profiles. This system is designed for 5000 or more knowledge workers. (Profile Price + Phone Rental)		\$104.00	Physical Site Readiness - \$25 per handset End User Data Collection - \$25 per handset Phone Placement - \$25 per handset Phone Removal - \$25 per handset	24 months
Hosted Unified Communications Basic Profile.	\$7.96	Hosted Unified Communications Services		\$0.00		24 months
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$15.12 MRC	\$12.38	Hosted Unified Communications Services		\$0.00	Multi Platform Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	24 months
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$16.46 MRC	\$14.47	Hosted Unified Communications Services		\$0.00	Multiplatform Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	24 months
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$18.05 MRC	\$16.12	Hosted Unified Communications Services		\$0.00	Multiplatform Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screenThis is the better model phone, with monthly services.	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$19.39 MRC	\$17.51	Hosted Unified Communications Services		\$0.00	Multiplatform Cisco 8841 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screenThis is the better model phone, with monthly services.	24 months
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$25.55 MRC	\$23.92	Hosted Unified Communications Services		\$0.00	Multiplatform Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 2 Side Cars This is the best model phone, with monthly services.	24 months
Hosted Unified Communications Basic Profile. (Profile Price + Phone Rental) For a total of \$27.98 MRC	\$26.45	Hosted Unified Communications Services		\$0.00	Multiplatform Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Cars This is the best model phone, with monthly services.	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants)	\$13.26	Hosted Unified Communications Services		\$0.00		24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants) (Profile Price + Phone Rental) For a total of \$36.19 MRC	\$35.35	Hosted Unified Communications Services - With a conference room phone		\$0.00	The Multiplatform Cisco® IP Conference Phone 7832 is an entry-level, cost-effective conference endpoint that provides superior HD audio performance for executive offices and small meeting rooms with up to six participants.	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants) (Profile Price + Phone Rental) For a total of \$19.80 MRC	\$17.68	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 7821 VoIP Phone, PoE powered, 2-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants) (Profile Price + Phone Rental) For a total of \$21.14 MRC	\$19.77	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 7861 VoIP Phone, PoE powered, 16-Line phone, includes a 10/100 switch port. This is the good model phone, with monthly services	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants)	\$21.42	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 8811 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch black & white graphical screenThis is the better model phone, with monthly services.	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants)	\$22.82	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 8841 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screenThis is the better model phone, with monthly services.	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants)	\$29.22	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 8851 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 2 Side Cars This is the best model phone, with monthly services.	24 months
Hosted Unified Communications Calling Profile. *includes Webex softphone, messaging, Space meetings (up to 25 participants)	\$31.75	Hosted Unified Communications Services (Profile Price + Phone Rental)		\$0.00	Multiplatform Cisco 8861 VoIP Phone, PoE powered, 10-Line phone, includes a 1000 switch port. This model has a 5 inch color graphical screen, allows for the addition of 3 Side Cars This is the best model phone, with monthly services.	24 months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
OTHER VOICE SERVICES PRICING						
Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Microsoft Direct Route (PSTN Access) For Microsoft Teams	\$8.62	MDR or Microsoft Direct Route, provides PSTN access for 1-99 Knowledge Workers		\$260.00	One time installation charge	24 Months
Microsoft Direct Route (PSTN Access) For Microsoft Teams	\$7.29	MDR or Microsoft Direct Route, provides PSTN access for 100-999 Knowledge Workers		\$260.00	One time installation charge	24 Months
Microsoft Direct Route (PSTN Access) For Microsoft Teams	\$6.23	MDR or Microsoft Direct Route, provides PSTN access for 1,000-9,999 Knowledge Workers		\$260.00	One time installation charge	24 Months
Microsoft Direct Route (PSTN Access) For Microsoft Teams	\$3.98	MDR or Microsoft Direct Route, provides PSTN access for 10,000 plus Knowledge Workers		\$260.00	One time installation charge	24 Months
CALL/CONTACT CENTER SERVICES PRICING						
Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Contact Center Concurrent Agents 1-25	\$137.02	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 1-25				\$364.00	Integration of each agent	24 Months
Contact Center Concurrent Agents 26-50	\$79.56	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 26-50				\$364.00	Integration of each agent	24 Months
Contact Center Concurrent Agents 51-100	\$70.72	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 51-100				\$364.00	Integration of each agent	24 Months
Contact Center Concurrent Agents 101-250	\$61.88	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 101-250				\$364.00	Integration of each agent	24 Months

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Plan Name/Title	MRC	MRC Description		NRC	NRC Description	Term
Contact Center Concurrent Agents 251-500	\$53.04	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 251-500				\$364.00	Integration of each agent	24 Months
Contact Center Concurrent Agents 500+	\$49.92	This is ACD (Automatic Call Distribution), it includes realtime statistics, reskilling, & reporting		\$18,200.00	This is to build out the Contact/Call Center	24 Months
Contact Center Concurrent Agents 500+				\$364.00	Integration of each agent	24 Months
Call Recording	\$6.28	Agent Calls recorded, per agent pricing.		N/A	No Charge	No Term
Quality Management	\$43.93	Quality Management Score Card		N/A	No Charge	No Term
Workforce Management	\$43.93	Workforce Management for the scheduling of agents		N/A	No Charge	No Term
Call Analytics	\$62.76	Real time call analytics		N/A	No Charge	No Term
Call Analytics With Transcription	\$75.14	Real time call analytics with Transcription		N/A	No Charge	No Term