CATEGORY	SUBCATEGORY	BRAND	PRODUCT DESCRIPTION	PRODUCT PART NUMBER	MSRP	DIR Customer Discount % off MSRP	DIR Customer Price	Unit	AVERAGE BRAND DISCOUNT
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essential Device subscription includes: • Single device • Fully featured voice + call control • Dedicated local DID • Caller name/caller ID • Directory listing • Unlimited local + long distance calling • E 9-1-1 Dedicated Application Environment	Essential Device - Avaya	$ 15.95	5.00%	$ 15.27	Device, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essentials device plus: • Voicemail + unified messaging • Avaya Spaces Dedicated Application Environment Price Band 1 (1,000-1,499) . See Volume Discounting.	Essential User - Avaya	$ 24.95	5.00%	$ 23.88	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essential user plus: • Up to 10 registered devices • Desktop + mobile softphone • Mobile + Remote Access • Extension to Cellular Dedicated Application Environment	Mobility User - Avaya	$ 26.95	5.00%	$ 25.79	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Mobility user plus: • Avaya Spaces w/unlimited PSTN dial-in Dedicated Application Environment Price Band 1 (1,000-1,499) . See Volume Discounting.	Collaboration User - Avaya	$ 30.95	5.00%	$ 29.62	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essential Device subscription includes: • Single device • Fully featured voice + call control • Dedicated local DID • Caller name/caller ID • Directory listing • Unlimited local + long distance calling • E 9-1-1 Dedicated Application Environment	Essential Device - Cisco	$ 15.95	5.00%	$ 15.27	Device, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essentials device plus: • Voicemail + unified messaging • Instant messaging + presence • Webex Teams Dedicated Application Environment Price Band 1 (1,000-2,499) users. See Volume Discounting.	Essential User - Cisco	$ 19.95	5.00%	$ 19.09	User, Per Month	5.00%

UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Essential user plus: • Up to 10 registered devices • Desktop + mobile softphone • Mobile + Remote Access • Single number reach • Extension mobility Dedicated Application Environment Price Band 1 (1,000-2,499) users. See Volume Discounting.	Mobility User - Cisco	$	21.95	5.00%	$	21.01	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Mobility user plus: • Webex Meeting Center Dedicated Application Environment Price Band 1 (1,000-2,499) users. See Volume Discounting.	Collaboration User - Cisco	$	33.95	5.00%	$	32.49	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Essential Device subscription includes: • Single device • Fully featured voice + call control • Multi-Tenant local DID • Caller name/caller ID • Directory listing • Unlimited local + long distance calling • E 9-1-1 Multi-Tenant Application Environment Price Band 1 (<250) users. See Volume Discounting.	Essential Device - Cisco Mid-Market	$	14.95	5.00%	$	14.31	Device, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Essentials device plus: • Voicemail + unified messaging • Instant messaging + presence • Webex Teams Multi-Tenant Application Environment Price Band 1 (<250) users. See Volume Discounting.	Essential User - Cisco Mid-Market	$	18.95	5.00%	$	18.14	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Essential user plus: • Up to 10 registered devices • Desktop + mobile softphone • Mobile + Remote Access • Single number reach • Extension mobility Multi-Tenant Application Environment Price Band 1 (<250) users. See Volume Discounting.	Mobility User - Cisco Mid-Market	$	20.95	5.00%	$	20.05	User, Per Month	5.00%
UCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Mobility user plus: • Webex Meeting Center Multi-Tenant Application Environment Price Band 1 (<250) users. See Volume Discounting.	Collaboration User - Cisco Mid-Market	$	32.95	5.00%	$	31.54	User, Per Month	5.00%

CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Concurrent Standard Agent subscription includes: • Mobility UC Features • Browser-based agent desktop • Inbound and outbound voice • Intelligent skills-based routing & queuing • Touch Tone IVR (1:1 Agent:Port) • Standard and customizable reporting • Real-time and historical reports data storage Dedicated Application Environment Price Band 1 (100-250 agents). Additional fees apply to support dedicated application environment if fewer than 100 total agents.	Standard Agent - Avaya	$	99.99	5.00%	$	95.70	Agent, Per Month	5.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Concurrent Standard Agent subscription includes: • Mobility UC Features • Browser-based agent desktop • Inbound and outbound voice • Intelligent skills-based routing & queuing • Touch Tone IVR (1:1 Agent:Port) • Standard and customizable reporting • Real-time and historical reports data storage Dedicated Application Environment Price Band 1 (100-250 agents). Additional fees apply to support dedicated application environment if fewer than 100 total agents. Requires UC Mobility UC subscription. See Volume Discounting.	Standard Agent - Cisco	$	119.95	5.00%	$	114.81	Agent, Per Month	5.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Concurrent Premium Agent subscription includes: • Standard Agent Features + • Supervisor desktop • Supervisory monitoring, barge-in, and coaching • Email, Chat, Social, and Web/co-browse Channels • SMS Text and IM Channels • Multi-channel reporting Dedicated Application Environment Price Band 1 (100-250 agents). Additional fees apply to support dedicated application environment if fewer than 100 total agents. Requires UC Mobility UC subscription. See Volume Discounting.	Standard Agent - Cisco	$	169.00	5.00%	$	161.75	Agent, Per Month	5.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Provides add-on IVR ports, if required, to support additional agentless self-service applications requiring additional ports beyond the 1:1 Agent bundle IVR port allowance supporting basic IVR touch tone functionality. Minimum 20 ports. Price Band 1 (20-250 ports)	IVR Port - Avaya	$	30.00	5.00%	$	28.71	User, Per Month	5.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Hybrid Cloud	Provides add-on IVR ports, if required, to support additional agentless self-service applications requiring additional ports beyond the 1:1 Agent bundle IVR port allowance supporting basic IVR touch tone functionality. Minimum 20 ports. Price Band 1 (20-250 ports)	IVR Port - Cisco	$	44.95	5.00%	$	43.02	User, Per Month	5.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Standard agent includes Inbound Voice and Outbound Voice, Skills-Based Routing & Queuing, Browser based Agent Desktop, ACD Reporting & Dashboards, Data Storage for Real-Time and Historical Reports and Touch Tone IVR. Supports up to 75 Agents.	C1CX MM - Standard Agent	$	129.95	15.00%	$	111.29	User, Per Month	15.00%
CCaaS	SaaS	ConvergeOne Cloud Experience (C1CX) Mid-Market Offer	Premium Agent includes all the features in the Standard Agent offer plus Supervisor features like monitoring, barge-in, and agent coaching. Supports up to 75 Agents.	C1CX MM - Premium Agent	$	169.95	15.00%	$	145.54	User, Per Month	15.00%

iPaaS	SaaS	C1Conversations - Foundation	C1Conversations - Foundation Platform Subscription. Advanced Cloud-native platform hosted and fully managed by C1. Requires per-agent price element below.	C1Conversations Foundation - voice only	$ 5,000.00	5.00%	$ 4,785.63	Per month	5.00%
iPaaS	SaaS	C1Conversations - Foundation	C1Conversations - Foundation per-Agent Subscription. Quantity applied to price is monthly peak concurrent logged in agents. Requires platform subscription above.	C1Conversations Foundation - voice only	$ 40.00	5.00%	$ 38.29	Concurrent User, Per Month	5.00%
iPaaS	SaaS	C1Conversations - Digital Channel add-on	C1Conversations Digital Channel add-on option to C1Conversations Foundation. Standard digital channels supported include Webchat, SMS text, Email, and Social Media.	C1Conversations - Digital channel add-on	$ 350.00	5.00%	$ 334.99	Per Month	5.00%
iPaaS	SaaS	C1Conversations - CRM platform integration add-on	C1Conversations CRM Integration add-on option to C1Conversations Foundation above. Standard CRM platforms supported include Salesforce.com, Microsoft Dynamics, Zendesk, ServiceNow, and others.	C1Conversations - CRM Integration add-on	$ 575.00	5.00%	$ 550.35	Per Month	5.00%
iPaaS	SaaS	C1Conversations - IVA add-on	C1Conversations IVA (Intelligent Virtual Assistant) add-on option to C1Conversations Foundation above. A wide variety of standard and customized IVA's are available to fit any use case.	C1Conversations - IVA Integration add-on	$ 1,000,000.00	5.00%	$ 957,125.00	Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio Audio Recording - Voice Only - single user	$ 15.70	5.00%	$ 15.03	Per Named User, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio Quality Management bundle (Audio, Screen and Quality Management Features)	$ 57.70	5.00%	$ 55.23	Per Named User, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio Workforce Management	$ 49.00	5.00%	$ 46.90	Per Named User, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio WFO Full Suite bundle (Audio & Screen Recording, Quality Mgt, Workforce Mgt., and Speech Analytics with Transcription)	$ 148.70	5.00%	$ 142.32	Per Named User, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio- Immediate Recording storage - per GB per Month	$ 0.09	5.00%	$ 0.09	Per GB consumed, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio Long-term Archived storage - per GB per Month	$ 0.03	5.00%	$ 0.03	Per GB consumed, Per Month	5.00%
WEMaaS	SaaS	ConvergeOne Cloud Experience (C1CX)	C1CX WFO powered by Calabrio. This offer delivers the Calabrio-hosted CalabrioOne Cloud subscription, with infrastructure edge/integration platform and 1st-line support provided by C1. Min 100 Named Agents	Calabrio Analytics without Transcription	$ 70.00	5.00%	$ 67.00	Per Named User, Per Month	5.00%