Schedule W – Hosted Automatic Call Distribution (ACD) Service (RFP Reference 3.4.5)

Hosted Telecommunications Services / Applications

Table 1

Monthly Base CCA Hosted Solutions Per User Fees

Hosted Contact Center Solutions Packages	Monthly Base CCA Hosted Solutions per User Fees ($U.S.)			
	12 – 23 Month Initial Order Term	24 – 35 Month Initial Order Term	36 – 60 Month Initial Order Term	Monthly Holdover
N0153567, Contact Center Agent Plus Either Agents or Supervisors, or combination of both.	$153.00	$129.00	$119.00	$177.70
N0194816, Premium Contact Center Agent Either Agents or Supervisors, or combination of both.	$180.00	$162.50	$137.80	$213.20

User Set Up and Per End User Fees

1.   "CCA Implementation Plus" as set forth in Table 2 below per occurrence for each End User implementation for CCA Implementation Plus (Contact Center Agents with CTI capabilities)

2.   "CCA Implementation Premium" as set forth in Table 2 below per occurrence for each End User implementation for Premium CCA Implementation (Contact Center Agents with CTI and Multimedia capabilities)

Table 2

User Set Up (Initial Activations) and Per End User Fees

User Set Up – Initial Activations	Fees in $U.S.
N0153577, CCA Implementation Plus	$799.00 Per Agent
N0194817, CCA Implementation Premium	$1,499.00 Per Agent