

THE STATE OF TEXAS

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COUNTY OF WILLIAMSON

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**COUNTY ADDENDUM No. 1
WITH
NETSYNC NETWORK SOLUTIONS, INC.**

The underlying Software as a Service (SaaS) Agreement and its Amendments (if any) (Collectively the “Agreement”) regarding Quote No. AAAQ465381-04 between **Netsync Network Solutions, Inc.** (“Netsync”) and **Williamson County, Texas** (“Customer”) is amended as specifically set forth herein to incorporate the terms and conditions of this Addendum No. 1. As amended, the Agreement shall remain in full force and effect according to its terms and conditions. All terms used in this Addendum No. 1 shall have the meanings attributed to them in the Agreement. This Addendum No. 1 supersedes any and all prior understandings and agreements, oral or written, relating to the subject matter. In the event there is a conflict between the terms and conditions of the Agreement and the terms and conditions of this Addendum No. 1, the following terms and conditions of this Addendum No. 1 shall control:

- 1. Incorporated Documents:** This Agreement constitutes the entire Agreement between both parties and may not be modified or amended other than by a written instrument executed by both parties. Documents expressly incorporated (as if copied in full) into this Agreement include the following:
 - A. This Williamson County Addendum No. 1;
 - B. Cooperative Contract No. DIR-CPO-5347 (incorporated by reference)
 - C. Netsync’s Software as a Service (SaaS) Agreement and
 - D. Netsync’s Quote
- 2. Termination for Convenience.** Subscriber may terminate this Agreement for convenience and without cause or further liability upon thirty (30) days written notice to Netsync. In the event of such termination, it is understood and agreed that only the amounts due to Netsync for goods, commodities and/or services provided and expenses incurred to and including the date of termination, will be due and payable. No penalty will be assessed for Subscriber’s termination of this Agreement for convenience.
- 3. No Indemnification by Subscriber.** Netsync acknowledges and agrees that under the Constitution and the laws of the State of Texas, Subscriber cannot enter into an agreement whereby Subscriber agrees to indemnify or hold harmless any other party, including but not limited to Netsync; therefore, all references of any in this Agreement to Subscriber

indemnifying, holding or saving harmless any other party, including but not limited to Netsync, for any reason whatsoever are hereby deemed void and deleted.

- 4. Venue and Governing Law.** Each party to this Agreement hereby agrees and acknowledges that venue and jurisdiction of any suit, right, or cause of action arising out of or in connection with this Agreement shall lie exclusively in Williamson County, Texas, and the parties hereto expressly consent and submit to such jurisdiction. Furthermore, except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed by and construed in accordance with the laws of the State of Texas, excluding, however, its choice of law rules.
- 5. No Waiver of Immunities.** Nothing in this Agreement shall be deemed to waive, modify or amend any legal defense available at law or in equity to Subscriber, its past or present officers, employees, or agents, nor to create any legal rights or claim on behalf of any third party. Subscriber does not waive, modify, or alter to any extent whatsoever the availability of the defense of governmental immunity under the laws of the State of Texas and of the United States.
- 6. The County's Right to Audit.** Netsync agrees that Subscriber or its duly authorized representatives shall, until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of Netsync which are directly pertinent to the services to be performed under this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions. Netsync agrees that Subscriber shall have access during normal working hours to all necessary Netsync facilities and shall be provided adequate and appropriate workspace in order to conduct audits in compliance with the provisions of this section. Subscriber shall give Netsync reasonable advance notice of intended audits.
- 7. Non-Appropriation and Fiscal Funding.** The obligations of Subscriber under this Agreement do not constitute a general obligation or indebtedness of Subscriber for which Subscriber is obligated to levy, pledge, or collect any form of taxation. It is understood and agreed that The County shall have the right to terminate this Agreement at the end of any Subscriber's fiscal year if the governing body of Subscriber does not appropriate sufficient funds as determined by Subscriber's budget for the fiscal year in question. Subscriber may effect such termination by giving written notice of termination to Netsync at the end of its then-current fiscal year to be effective as of the last day of Subscriber's fiscal year. For purposes of this Agreement, the Subscriber's fiscal year shall be October 1st to September 30th.
- 8. Payment, Interest and Late Payments.** Subscriber's payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date Subscriber receives the goods under the contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by Subscriber in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of Subscriber's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one

percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

In the event that an error appears in an invoice submitted by Netsync, Subscriber shall notify Netsync of the error not later than the twenty first (21st) day after the date Subscriber receives the invoice. If the error is resolved in favor of Netsync, Netsync shall be entitled to receive interest on the unpaid balance of the invoice submitted by Netsync beginning on the date that the payment for the invoice became overdue. If the error is resolved in favor of Subscriber, Netsync shall submit a corrected invoice that must be paid in accordance within the time set forth above. The unpaid balance accrues interest as provided by Chapter 2251 of the Texas Government Code if the corrected invoice is not paid by the appropriate date.

9. General Insurance Requirements. This provision shall apply in the event insurance is required under the Agreement. **“Williamson County, Texas” and its directors, officers and employees shall be added as additional insureds** under the general liability and auto liability coverages of required policies, and on those policies where Subscriber, its directors, officers and employees are additional insureds, such insurance shall be primary, and any insurance maintained by Subscriber shall be excess and not contribute with it. Such policies shall also include waivers of subrogation in favor of Subscriber. The required insurance must be written by a company approved to do business in the State or Texas with a financial standing of at least an A- rating, as reflected in Best's insurance ratings or by a similar rating system recognized within the insurance industry at the time the policy is issued. Netsync shall furnish Subscriber with a certification of coverage issued by the insurer. Netsync shall not cause any insurance to be canceled nor permit any insurance to lapse. **In addition to any other notification requirements set forth hereunder, Netsync shall also notify Subscriber, within twenty-four (24) hours of receipt of any notices of expiration, cancellation, non- renewal, or material change in coverage it receives from its insurer.**

10. Relationships of the Parties. Each party to this Agreement, in the performance of this Agreement, shall act in an individual capacity and not as agents, employees, partners, joint ventures or associates of one another. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purposes whatsoever.

11. Sales and Use Tax Exemption. Subscriber is a body corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes under Texas Tax Code Ann. § 151.309, as amended, and the services and materials subject hereof are being secured for use by Subscriber. Exemption certificates will be provided to contractors and suppliers upon request.

12. Texas Public Information Act. To the extent, if any, that any provision in this Agreement is in conflict with Tex. Gov't Code 552.001 et seq., as amended (the “Public Information Act”), the same shall be of no force or effect. Furthermore, it is expressly understood and agreed that Subscriber, its officers and employees may request advice, decisions and opinions of the

Attorney General of the State of Texas in regard to the application of the Public Information Act to any items or data furnished to Subscriber as to whether or not the same are available to the public. It is further understood that Subscriber's officers and employees shall have the right to rely on the advice, decisions and opinions of the Attorney General, and that Subscriber, its officers and employees shall have no liability or obligation to any party hereto for the disclosure to the public, or to any person or persons, of any items or data furnished to Subscriber by a party hereto, in reliance of any advice, decision or opinion of the Attorney General of the State of Texas.

- 13. Execution in Counterparts.** This Agreement may be executed in counterparts, each of which, when executed and delivered, shall be deemed to be an original and all of which together shall constitute one and the same document.
- 14. Successors and Assigns.** This Agreement shall be binding upon and inure to the benefit of parties hereto and their respective successors and assigns.

Netsync Network Solutions, Inc.

By: Sonia Romo

Printed Name: Sonia Romo

Title: Contracts and Legal
Administrator

Date: 07 / 17 / 2025, 20__

Williamson County, Texas

By: Steve Snell

Printed Name: Steve Snell

Title: As Presiding Officer, Williamson
Commissioners Court

Date: Jul 30, 2025, 20__

Approved as to Legal Form
JACQUELINE LENTZ
General Counsel, Commissioners Court
Date: Jul 18 2025 Time: 3:24 pm

Reviewed by Contract Audit
SARA GREER, CGAP
Contract Auditor
Williamson County Auditor's Office
Date: Jul 18 2025 Time: 7:38 am

Software as a Service (SaaS) Agreement

This **Software as a Service (SaaS) Agreement** ("Agreement") is between Netsync Network Solutions ("Netsync") and Williamson County ("Customer") in order for Netsync to facilitate the use of Software as a Service ("Services") by Customer. By signing (Electronically or Manually) this Agreement or an Order for the Services, or by using the Services, Customer accepts this Agreement.

Scope of Agreement.

This Agreement governs Customer access to and use of the Services. Netsync will facilitate the Services for the Term specified in an Order.

Order(s).

Order(s) are incorporated into this Agreement by this reference. An Order is effective when Customer places or accepts Services (whichever happens first). Order acceptance may be subject to Netsync's credit review process. Customer may be required to provide additional information to register for and/or use certain Services. Customer warrants that the information provided during the registration process is accurate.

Changes to Services.

The Services may be enhanced, changed, and the features of the Services may change as long as enhancements and/or changes do not materially reduce the core functionality of the Services. Netsync also may offer additional optional features and/or functionality in addition to the "standard" Services at an additional cost.

Fees and Payment for the Services.

- a. **Payment Terms.** The fees for the Services are described in the Order. The fees may also include additional overage amounts or per use charges, which may be described in the Order, and Customer agrees to pay these amounts or charges if Customer incurs them. Customer will pay invoices for the Services within 30 days of the invoice date unless the Order specifically states otherwise.
- b. **Late Payment.** Customer's late in paying an invoice, the sum not paid by Customer when due shall bear interest from the date due until paid at the rate of: (i) 10 percent per annum or (ii) the maximum permitted by law. In addition, if Customer is more than 60 days late in paying an invoice, Netsync may suspend the Services with advance written notice.
- c. **Fee Disputes.** Customer may withhold amounts owed to Netsync reasonably and in good faith disputes as to the amounts owed. Customer will pay undisputed fees. If Customer withholds any payment due to a dispute, Customer must notify Netsync in writing of the disputed fees within 15 days of the invoice date and provide Netsync with a written explanation of why Customer disputes the invoice. After Netsync receives notice of the dispute, Netsync will work with Customer in good faith to resolve the dispute.



- d. **Taxes.** Customer shall pay all sales, value added, general standard, and similar taxes; levies; duty; or charges imposed by any governmental authority, related to or arising from the use of the Services. Netsync reserves the right to gross up the price for the Services in any invoice, if a withholding prevents Netsync from receiving the amount specified in such invoice.

Term and Termination.

- a. **Term and Termination of Orders.** The "Initial Term" of an Order starts on the date the Services are available for use by Customer and lasts for the time period stated in the Order. After the Initial Term, unless prohibited by applicable law or the Order states otherwise, there will be an automatic "Renewal Term" of the same length of time unless Customer notifies Netsync in writing that Customer does not want to renew the Services at least 60 days before the end of the Initial Term or then current Renewal Term. If the fees will change for the Renewal Term, Netsync will notify Customer reasonably in advance of the Renewal Term, and in time for Customer to accept or reject renewing the Services. If Customer agrees with the fee changes, Customer may do nothing and the new fees will apply for the upcoming Renewal Term. Either party may terminate an Order by providing the other party written notice of termination at least 60 days before the end of such Initial Term or Renewal Term. The termination will be effective on the last day of the Initial Term or Renewal Term in effect, and Customer will pay for the Services until the end of current Initial Term or Renewal Term, regardless of when Customer provided notice.
- b. **Term and Termination of Agreement.** This Agreement starts on the date Customer signs its first Order. Either party may terminate this Agreement upon 60 days' prior written notice to the other party, with or without cause, effective when all Customer's Orders expire or are terminated. Each party may terminate this Agreement and any impacted Orders by giving written notice to the other party if the other party materially breaches this Agreement and does not cure that breach within 60 days after receiving written notice of the breach.

Accepted by:



Customer Contact Signature

Steve Snell

Printed Name

Steven snell

Title

Williamson County

Company Name

Jul 30, 2025

Date



Netsync Contact Signature

Sonia Romo

Printed Name

Contracts and Legal

Title Administrator

Netsync Network Solutions

Company Name

07 / 17 / 2025

Date

Order

Term Date

The Initial Term of this Agreement shall be from 08/06/2025 ("Start Date") and continue through 06/12/2029 ("End Date"). Customer's obligations shall include, but not be limited to, complete payment for all Services outlined in this Order.

Fees and Payment for the Services

Order Schedule

Part	Description	Duration (Monthly)	Qty.	Unit Price	Total
Main Site					
Webex Contact Center					
A-FLEX-3-CC	Flex 3.0 for Contact Center	48	1	00.00	00.00
A-FLEX-WCALL-ENT	Webex Calling Entitlement	48	1	00.00	00.00
A-FLEX-P-C-AGT-ENT	Webex Contact Center Concurrent Premium Agent Entitlement	48	13	00.00	00.00
A-FLEX-WCC-P-C	Webex Contact Center Premium Concurrent Agent Unit Price: 84.77 Each per Month Duration: 3 Years, Billing Frequency: Yearly	48	13	3,919.90	50,949.47
A-FLEX-WCC-S-C	Webex Contact Center Standard Concurrent Agent Unit Price: 57.34 Each per Month Duration: 3 Years, Billing Frequency: Yearly	48	76	2,651.01	201,476.76
A-FLEX-S-C-AGT-ENT	Webex Contact Center Concurrent Standard Agent Entitlement	48	76	00.00	00.00
A-FLEX-P-CC	On Prem to Webex Contact Center - Premises Ent	48	1	00.00	00.00
A-FLEX-DC-C-ENT	Digital Channels- Cloud Entitlement	48	1	00.00	00.00
A-FLEX-CJVR-ENT	WxCC Additional Cisco IVR Ports Entitlement	48	1	00.00	00.00
A-FLEX-AI-AGT	Webex AI Agent Unit Price: 57.30 Each per Month Duration: 3 Years, Billing Frequency: Yearly	48	3	2,649.16	7,947.48
A-FLEX-AI-AGT-ENT	Webex AI Agent Entitlement	48	3	00.00	00.00
SVS-CSS-SUPT-SSPT	Solution Support for Collaboration Unit Price: 796.34 Each per Month Duration: 3 Years, Billing Frequency: Yearly	48	1	36,817.42	36,817.42
				Total:	297,191.13

Additional Overage Amounts, True-Ups, or per Use Charges

Part	Description	Duration (Monthly)	Qty.	Total
Main Site				
Billing Terms: (Based On Usage) Contract: 4.00 Years				
Webex Contact Center				
A-CHAN-U-MMS-LCCAO	MMS Channel- Canada Long Code MO – Usage 0.0101 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-10DLC	MMS Channel - US 10DLC MT Usage from 0 to 500,000 0.0236 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-10DLC	MMS Channel - US 10DLC MT Usage from 500,000 to 999,999 0.0202 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-VOICE-U-INTL	Voice Channel- International Messaging Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-FLEX-WCC-P-C-O	Webex Contact Center Premium Concurrent Agent Overage 191.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-SC-CA	MMS Channel- Canada Short Code MT – Usage 0.0573 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-US	United States Short Code MT Usage (SMS) from 0 to 1,000,000 0.0076 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-US	United States Short Code MT Usage (SMS) from 1,000,000 to 5,000,000 0.0066 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-US	United States Short Code MT Usage (SMS) over 5,000,000 0.0047 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-LC-CA	MMS Channel- Canada Long Code MT – Usage 0.0640 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-SMS-SCV-NUM	United States Short Code Vanity Number (SMS/MMS) 1,123.60 Each	48	TBD	Based On Usage

	per Month Duration: 4 Years, Billing Frequency: Monthly			
A-CHAN-U-RCS-CAN	RCS Channel - Canada Usage RCS Basic Message 0.0197 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-RCS-CAN	RCS Channel - Canada Usage RCS Single Message 0.0196 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-OB	Voice Channel- US Flat Rate Calls, Outbound From 0 to 1,000,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-OB	Voice Channel- US Flat Rate Calls, Outbound From 1,000,000 to 5,000,000 0.0101 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-OB	Voice Channel- US Flat Rate Calls, Outbound Over 5,000,000 0.0084 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-FLEX-WCC-S-C-O	Webex Contact Center Standard Concurrent Agent Overage 129.21 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-FLEX-RS-GB-O	Additional Recording Storage - Gb Overage 0.0449 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-LCHAT-WC	Live Chat / Web Chat Channel Usage from 0 to 10,000 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-LCHAT-WC	Live Chat / Web Chat Channel Usage over 10,000 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-RCS-USA	RCS Channel - USA Usage - RCS Basic Message 0.0090 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-RCS-USA	RCS Channel - USA Usage - RCS Single Message 0.0121 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-V-10DLC-US	Voice Channel - United States Standard 10 digit Voice Number 1.69 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-EMAIL	Email Channel- Usage from 0 to 1,000,000 0.010 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-EMAIL	Email Channel- Usage from 1,000,000 to 5,000,000 0.0009 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-EMAIL	Email Channel- Usage over 5,000,000 0.0007 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - AT&T -10 DLC MT 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - AT&T-Short Code MT 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - AT&T-Toll Free MT 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - Sprint-Short Code MT 0.0281 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - T-Mobile 10DLC MO 0.0112 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - T-Mobile-Short Code MT 0.0112 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-MMS-CARRIER	MMS Channel- US Carrier Surcharge - Verizon-Short Code MT 0.0073 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRCA-OB	Voice Channel- Canada Flat Rate Calls, Outbound from 0 to 1,000,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-U-V-FRCA-OB	Voice Channel- Canada Flat Rate Calls, Outbound from 1,000,000 to 5,000,000 0.0107 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRCA-OB	Voice Channel- Canada Flat Rate Calls, Outbound over 5,000,000 0.0090 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-INTL-NUM-PROV	International number provisioning fee Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-SMS-SCC-NUM	Canada Short Code Number (SMS) 303.37 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-10DLC	SMS Channel- US 10DLC MT Usage from 0 to 1,000,000 0.0082 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-10DLC	SMS Channel- US 10DLC MT Usage from 1,000,000 to 5,000,000 0.0076 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-10DLC	SMS Channel- US 10DLC MT Usage over 5,000,000 0.0057 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SCCAO	SMS Channel- Canada Short Code MO Usage 0.0173 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-RCS-UK	RCS Channel - UK Usage - RCS Basic Message 0.0665 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-RCS-UK	RCS Channel - UK Usage - RCS Single Message 0.1130 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-FB-MSGF	Facebook Messenger Channel Usage from 0 to 1,000 0.0258 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-FB-MSGF	Facebook Messenger Channel Usage over 1,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-U-INSTAGRAM	Instagram Usage Monthly Active User from 0 to 1,000 0.0258 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-INSTAGRAM	Instagram Usage Monthly Active User over 1,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRCA-IB	Voice Channel- Canada Flat Rate Calls, Inbound from 0 to 1,000,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRCA-IB	Voice Channel- Canada Flat Rate Calls, Inbound from 1,000,000 to 5,0000 0.0107 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRCA-IB	Voice Channel- Canada Flat Rate Calls, Inbound over 5,000,000 0.0090 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-WHATSAPP-IB	WhatsApp Channel- Inbound Messaging Usage Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-APPLE-BC	Apple Business Chat Channel Usage from 0 to 1,000 0.0258 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-APPLE-BC	Apple Business Chat Channel Usage over 1,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SC-CAN-PROV-FEE	Canada Short Code Provisioning 4,174.16 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-SCCAO	MMS Channel- Canada Short Code MO – Usage 0.0281 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-CA	SMS Channel- Canada Short Code MT Usage from 0 to 1,000,000 0.0204 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-CA	SMS Channel- Canada Short Code MT Usage from 1,000,000 to 5,000,000 0.0170 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-U-SMS-SC-CA	SMS Channel- Canada Short Code MT Usage over 5,000,000 0.0149 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-SC-PROV	SMS United States Short Code Provisioning Fee 2,808.99 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-UK	SMS Channel- UK Short Code MT Usage from 0 to 1,000,000 0.0611 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-UK	SMS Channel- UK Short Code MT Usage from 1,000,000 to 5,000,000 0.0584 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-SC-UK	SMS Channel- UK Short Code MT Usage over 5,000,000 0.0563 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-TF-US	SMS Channel- US Toll-Free Number MT & MO Usage from 0 to 1,000,000 0.0102 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-TF-US	SMS Channel- US Toll-Free Number MT & MO Usage from 1,000,000 to 5,000,000 0.0091 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-TF-US	SMS Channel- US Toll-Free Number MT & MO Usage over 5,000,000 0.0084 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-TTS-STD	Voice Channel- Txt-to-Speech (TTS) Standard Voice 35.96 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-WHATSAPP-OB	WhatsApp Channel- Outbound Messaging Usage 0.0067 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-PROV-FEE	RCS Bot Provisioning 3,539.33 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-GBM	Google Business Messages Channel Usage Monthly Active User from 0 to 1,000 0.0258 Each per Month	48	TBD	Based On Usage

	Duration: 4 Years, Billing Frequency: Monthly			
A-CHAN-U-GBM	Google Business Messages Channel Usage Monthly Active User over 1,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-TTS-NEU	Voice Channel- Txt-to-Speech (TTS) Neural Voice 35.96 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-SMS-10DLC-N	United States 10 Digit Long Code Number (SMS) 1.12 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-SMS-INTL	SMS Channel- International MT Usage Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-V-PORTS	Voice Channel- Ports 16.85 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-WXCN-PRM-AUTOINT	Webex Connect Premium Uncommitted Interaction 0.07 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-IB	Voice Channel- US Flat Rate Calls, Inbound from 0 to 1,000,000 0.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-IB	Voice Channel- US Flat Rate Calls, Inbound from 1,000,000 to 5,000,000 0.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-FRUS-IB	Voice Channel- US Flat Rate Calls, Inbound over 5,000,000 0.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-FLEX-C-IVR-O	Webex Contact Center Addl IVR Ports Overage 78.65 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-V-TF-CA	Channel- Voice Canada Toll-Free number 3.08 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-TF-CA	MMS Channel- Canada Toll Free MT – Usage 0.04 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-U-INAPP-P	Push / In-App Channel- Usage from 0 to 10,000 0.03 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-INAPP-P	Push / In-App Channel- Usage over 10,000 0.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-SC	MMS Channel- US Short Code MT Usage from 0 to 500,000 0.03 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-SC	MMS Channel- US Short Code MT Usage over 500,000 0.02 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-TFCOA	MMS Channel- Canada Toll Free MO – Usage 0.01 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - AT&T - RCS Basic Message 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - AT&T - RCS Single Message 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - T-Mobile - RCS Basic Message 0.0051 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - T-Mobile - RCS Single Message 0.0281 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - US Cellular - RCS Basic Message 0.0039 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - US Cellular - RCS Single Message 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-RCS-CARRIER	RCS Carrier Fee - Verizon - RCS Basic Message 0.0045 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-RCS-CARRIER	RCS Carrier Fee - Verizon - RCS Single Message 0.0067 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-V-10DLC-CA	Channel- Voice Canada Standard 10-digit Voice Number 1.54 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-SMS-TF- NUM	United States/Canada Toll Free Number (SMS/VOICE) 3.15 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-SMS-SCR- NUM	United States Short Code Random Number (SMS/MMS) 561.80 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-WHATSAPP-PROV	Digital Channel WhatsApp provisioning fee 1,348.31 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-10DLC- CMPN	10DLC Campaign Fee - Charged by the Campaign Registry 11.24 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-TF	MMS Channel- US Toll Free Usage from 0 to 500,000 0.03 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-MMS-TF	MMS Channel- US Toll Free Usage over 500,000 0.02 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-WHATSAPP-FEE	WhatsApp Message Fees *See Rate Table Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-STT	Voice Channel - Speech-to-Text 0.0202 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-TFCA-IB	Voice Channel- Canada Toll-Free Calls, Inbound from 0 to 1,000,000 0.0303 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-V-TFCA-IB	Voice Channel- Canada Toll-Free Calls, Inbound from 1,000,000 to 5,000,000 0.0270 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-CHAN-U-V-TFCA-IB	Voice Channel- Canada Toll-Free Calls, Inbound over 5,000,000 0.0236 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-TWITTER	Twitter DM Channel Usage from 0 to 1,000 0.0258 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-TWITTER	Twitter DM Channel Usage over 1,000 0.0135 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-TF-PROV	United States/Canada Toll Free Provisioning Fee (SMS/VOICE) 56.18 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-BPUSH	Browser Push Channel Usage from 0 to 10,000 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-CHAN-U-BPUSH	Browser Push Channel Usage over 10,000 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - AT&T-10DLC MT 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - AT&T-Short Code MT 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - AT&T-Toll Free MT 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Sprint-10DLC MT & MO 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Sprint-Short Code MT & MO 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Sprint-Toll Free MT & MO 0.0028 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - T-Mobile-10DLC MT & MO 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - T-Mobile-Short Code MT & MO 0.0028 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - T-Mobile-Toll Free MT & MO 0.0034 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - US Cellular-10DLC MT 0.0056 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - US Cellular-Short Code MT 0.0039 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - US Cellular-Toll Free MT 0.0028 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Verizon-10DLC MT 0.0045 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Verizon-Short Code MT 0.0045 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-SMS-CARRIER	SMS Channel- US Carrier Surcharge - Verizon-Toll Free MT 0.0045 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage
A-FLEX-AI-AGT-O	Webex AI Agent Overage 129.21 Each per Month Duration: 4 Years, Billing Frequency: Monthly	48	TBD	Based On Usage

Uncommitted US SMS 10LC Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=9BA4806693D1CD6321E6EF0F0CC9D704&plid_cur=GLUS_USD&name=Uncommitted_US_SMS_10LC_Rates#US

Uncommitted US SMS TF Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=9CEE3A0710B2487399798AB26CBD8C8&plid_cur=GLUS_USD&name=Uncommitted_US_SMS_TF_Rates#US

Uncommitted UK RCS Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=E428966E34D8045533E08F7B4803D34F&plid_cur=GLUS_USD&name=Uncommitted_UK_RCS_Rates

SMS Carrier Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=3A59562FAEC1F8D102E5E885BAB753D0&plid_cur=GLUS_USD&name=SMS_Carrier_Rates#US

Uncommitted US SMS SC Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=88E70C9AAAD09F4C213A68DD82C9579E&plid_cur=GLUS_USD&name=Uncommitted_US_SMS_SC_Rates

Uncommitted Canada SMS SC Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=E3C73FA273EE899883B937B4AEB8A353&plid_cur=GLUS_USD&name=Uncommitted_Canada_SMS_SC_Rates#US

Uncommitted Canada RCS Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=BB6FE15953095B806036D7347A16DB64&plid_cur=GLUS_USD&name=Uncommitted_Canada_RCS_Rates

Uncommitted Voice TF IB Call CAN Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=20C23A48C392F9CEAE2CDEEF58E7C4C3&plid_cur=GLUS_USD&name=Uncommitted_Voice_TF_IB_Call_CAN_Rates

Uncommitted UK SMS SC Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=A9A2FACD77C761B235D6D19089F73C3F&plid_cur=GLUS_USD&name=Uncommitted_UK_SMS_SC_Rates#US

Uncommitted Voice International Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=9AFE298A97EA6CD5A068D435A995C4F1&plid_cur=GLUS_USD&name=Uncommitted_Voice_International_Rates

Uncommitted SMS International Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=BF7CC1EB00461729DED31B9C286BC19A&plid_cur=GLUS_USD&name=Uncommitted_SMS_International_Rates#US

Uncommitted US MMS 10DLC Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=B42B154FDC58A78460EE2DB84F5C8CCB&plid_cur=GLUS_USD&name=Uncommitted_US_MM_S_10DLC_Rates

Uncommitted US MMS SC Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=F4114718CB40E6C8212DC5BA2067C61B&plid_cur=GLUS_USD&name=Uncommitted_US_MM_S_SC_Rates#US

Uncommitted US MMS TF Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=6965A8BB12F9FF72EF4ACFB3C27BFD9B&plid_cur=GLUS_USD&name=Uncommitted_US_MMS_TF_Rates#US

Uncommitted USA RCS Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=753795DDDB5BDA080BE5EA841F0615BB&plid_cur=GLUS_USD&name=Uncommitted_USA_RCS_Rates

MMS Carrier Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=D8878BC4085DCF362CEF508A9E66F22C&plid_cur=GLUS_USD&name=MMS_Carrier_Rates#US

Uncommitted US RCS Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=8E29321C96146D9C7C3A94A0D2B91D85&plid_cur=GLUS_USD&name=Uncommitted_US_RCS_Rates#US

RCS Carrier Fee Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=12643B70914D86E9BD61FE68AED3B2C2&plid_cur=GLUS_USD&name=RCS_Carrier_Fee#US

WhatsApp Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=6C6FA2DD2B042FA8D39D6BEF33B9E6ED&plid_cur=GLUS_USD&name=WhatsApp_Rates#US

Uncommitted Facebook Messenger Rates:
https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=59F16847CED2D011936C4AD691B003CF&plid_cur=GLUS_USD&name=Uncommitted_FB_Messenger_Rates#US

Instagram Channel Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=BC082F0CA4062BF7D89203C3174A0DEF&plid_cur=GLUS_USD&name=Instagram_Usage_Monthly_Active_User#US

Uncommitted Twitter Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=98F86EA4277F46E63ADF5C1703FEC92&plid_cur=GLUS_USD&name=Uncommitted_Twitter_Rates#US

Uncommitted Voice FR IB Call CAN Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=5AC918C0583630ACA34EC8335503E54C&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_IB_Call_CAN_Rates

Uncommitted Apple Business Chat Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=3E7AEDF7BFAE7185B6F7758D5DE7D996&plid_cur=GLUS_USD&name=Uncommitted_Apple_Business_Chat_Rates#US

Google Business Messages Channel Rates:
https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=E5A9F505C56A8870B3CC0AE500BA6B03&plid_cur=GLUS_USD&name=Google_Business_Messages_Channel_Usage_Monthly_Active_User#US

Uncommitted Voice FR OB Call CAN Rates: https://lpc.cisco.com/lpcng/components/rate-table?rc=43C02E1D45FF3DCB3BD0AB0613630CF8&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_OB_Call_CAN_Rates

Uncommitted Email Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=D05629C130A57128A34203DA7ED545FE&plid_cur=GLUS_USD&name=Uncommitted_Email_Rates#US

Uncommitted LiveChat WebChat Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=89714FF50D3844719F83C305BD88E7EE&plid_cur=GLUS_USD&name=Uncommitted_LiveChat_WebChat_Rates#US

Uncommitted in-APP Push Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=1F748F9FB10C9327ED8EFCFDD14E1148&plid_cur=GLUS_USD&name=Uncommitted_In-APP_Push_Rates#US

Uncommitted Browser Push Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=815215EC598758EEFC89858A7F5FCACF&plid_cur=GLUS_USD&name=Uncommitted_Browser_Push_Rates#US

Uncommitted Voice FR IB Call US Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=B01F01F328975E7898CC4847D96FCB0C&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_IB_Call_US_Rates#US

Uncommitted Voice FR OB Call US Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=E8BE41F81891B07FEACE4FFFA361F32F&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_OB_Call_US_Rates#US

Uncommitted Voice FR IB Call Canada Rates:
https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=E8BE41F81891B07FEACE4FFFA361F32F&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_OB_Call_US_Rates#US

Uncommitted Voice FR OB Call Canada Rates:
https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=43C02E1D45FF3DCB3BD0AB0613630CF8&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_OB_Call_CAN_Rates#US

Uncommitted Voice TF IB Call Canada Rates:
https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=43C02E1D45FF3DCB3BD0AB0613630CF8&plid_cur=GLUS_USD&name=Uncommitted_Voice_FR_OB_Call_CAN_Rates#US

Uncommitted Voice International Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=A12497537AF72F0D384DF6CE339324FB&plid_cur=GLUS_USD&name=Uncommitted_Voice_International_Rates#US

International Number Provisioning Rates: https://prpub.cloudapps.cisco.com/lpcngui/components/rate-table?rc=8F45727ED5599180E097A644A450EE92&plid_cur=GLUS_USD&name=International_Number_Provisioning_Rates#US

Order Accepted by:



Customer Contact Signature

Steve Snell

Printed Name

Steven snell

Title

Williamson County

Company Name

Jul 30, 2025

Date



Netsync Contact Signature

Sonia Romo

Printed Name

Contracts and Legal

Title Administrator

Netsync Network Solutions

Company Name

07 / 17 / 2025

Date

Quote #:	
Date:	07/14/2025
Valid for:	30 Days

Customer	Inside Sales	Account Manager
Williamson County rory.tierney@wilcotx.gov 512-943-1457	Amy MartinezNagy Amartineznagy@netsync.com (m) 9563760935	David D Tijerina dtijerina@netsync.com 512-413-7998

Please send purchase order to: PO@netsync.com

Line #	Part	Description	Qty	Unit Price	Ext Price
A-FLEX-3-CC P2P				Sub Total 297,191.13	
(08/06/2025-06/12/2029)					
1.0	A-FLEX-3-CC	Flex 3.0 for Contact Center	1	0.00	0.00
1.2.0	A-FLEX-WCALL-ENT	Webex Calling Entitlement	1	0.00	0.00
1.10.0	A-FLEX-P-C-AGT-ENT	Webex Contact Center Concurrent Premium Agent Entitlement	13	0.00	0.00
1.20.0	A-FLEX-WCC-P-C	Webex Contact Center Premium Concurrent Agent Unit Price: 84.77 Each per Month Duration: 3 Years, Billing Frequency: Yearly	13	3,919.19	50,949.47
1.22.0	A-FLEX-WCC-S-C	Webex Contact Center Standard Concurrent Agent Unit Price: 57.34 Each per Month Duration: 3 Years, Billing Frequency: Yearly	76	2,651.01	201,476.76
1.39.0	A-FLEX-S-C-AGT-ENT	Webex Contact Center Concurrent Standard Agent Entitlement	76	0.00	0.00
1.47.0	A-FLEX-P-CC	On Prem to Webex Contact Center - Premises Ent	1	0.00	0.00
1.57.0	A-FLEX-DC-C-ENT	Digital Channels- Cloud Entitlement	1	0.00	0.00
1.67.0	A-FLEX-CJIVR-ENT	WxCC Additional Cisco IVR Ports Entitlement	1	0.00	0.00
1.73.0	A-FLEX-AI-AGT	Webex AI Agent Unit Price: 57.30 Each per Month Duration: 3 Years, Billing Frequency: Yearly	3	2,649.16	7,947.48
1.75.0	A-FLEX-AI-AGT-ENT	Webex AI Agent Entitlement	3	0.00	0.00
1.76.0	SVS-CSS-SUPT-SSPT	Solution Support for Collaboration Unit Price: 796.34 Each per Month Duration: 3 Years, Billing Frequency: Yearly	1	36,817.42	36,817.42

Notes:
A-FLEX-3-CC P2P v3
*See SaaS agreement for Usage Based SKUs and Pricing
Cisco Systems TX DIR-CPO-5347

Total	297,191.13
Tax/Vat	0.00
Shipping	0.00
Grand Total USD	297,191.13