

ConvergeOne, Inc. DIR-TSO-4308 Appendix C, Price Index Amendment 1			
BRAND	PRODUCT DESCRIPTION	SERVICE CATEGORY	DIR Customer Discount
AudioCodes	Mediant Gateways	N/A	18.00%
AudioCodes	N/A	Maintenance	5.00%
AudioCodes	N/A	Services	5.00%
Avaya	Data Switches	N/A	34.75%
Avaya	Hardware and Servers	N/A	44.75%
Avaya	IP Office Mid-Market	N/A	36.75%
Avaya	Licenses and Software	N/A	44.75%
Avaya	Nortel Hardware	N/A	34.75%
Avaya	Nortel Software	N/A	35.75%
Avaya	PBX Advanced Applications	N/A	20.75%
Avaya	PBX Call Center Software	N/A	35.75%
Avaya	PBX Collaboration	N/A	39.00%
Avaya	Phone Hardware and Appliance Servers	N/A	34.75%
Avaya	OEM and DevConnect Products	N/A	15.75%
Avaya	Subscription Licenses	N/A	10.00%
Avaya	N/A	Maintenance - Wholesale	16.00%
Avaya	N/A	Maintenance - Retail	5.00%
Applied Voice & Speech Technologies, Inc.	PBX Voice Messaging	N/A	35.00%
Applied Voice & Speech Technologies, Inc.	N/A	Support & Maintenance	35.00%
Applied Voice & Speech Technologies, Inc.	N/A	Training	35.00%
Calabrio	Call Recording & Quality Management; Call Recording ; Advanced Quality Management; Analytics Base Server;Analytics Named User License; Workforce Management Base Server; Workforce Management Advanced	N/A	30.00%
Calero	Base Software and bundles < 1000 users	N/A	5.00%
Calero	Base Software and bundles > 1000 users	N/A	10.00%
Calero	Software Add-ons	N/A	10.00%
Calero	Miscellaneous Services	N/A	10.00%
Calero	PBX Call Accounting	N/A	25.00%
Calero	PREMISE Software Upgrades and Add-ons	N/A	25.00%
Calero	PREMISE Software Upgrades and Add-ons - Non-North American Numbering Plan	N/A	15.00%
Calero	Remote Site Collectors	N/A	25.00%
Calero	N/A	Implementation Services, Maintenance, and Training	5.00%
CT Integrations	PBX Call Center Routing	N/A	30.00%
CT Integrations	N/A	Maintenance	20.00%
Enghouse Interactive	Enghouse 3rd Party Software	N/A	5.00%
Enghouse Interactive	PBX Call Center Routing - Call Center and Quality Management	N/A	25.00%
Enghouse Interactive	PBX Call Center Routing - Workforce Management	N/A	20.00%
Enghouse Interactive	PBX Call Center Routing - Communications Portal	N/A	30.00%
Enghouse Interactive	PBX Call Center Routing - SMS Routing	N/A	15.00%
Enghouse Interactive	N/A	Implementation Svcs	5.00%
Jabra	IP Phone -Wireless Products; Phone Corded Headsets	N/A	35.75%
Mutare	PBX Voicemail/Messaging	N/A	25.00%
Mutare	N/A	Services/Maintenance Support	10.00%
NEC	PBX - SV9100/SV9300	N/A	41.42%
NEC	PBX - SV9500	N/A	31.09%
NEC	PBX - IP Phones and Handsets	N/A	42.17%
NEC	Software - Univerge 3C	N/A	9.26%
NEC	Phones and Terminals	N/A	42.17%
NEC	Phone - TEO and Polycom Endpoints	N/A	2.96%
NEC	Messaging System; Unified Communications	N/A	42.57%
NEC	Contact Center - NEC	N/A	42.57%
NEC	Contact Center - OEM and 3rd Party Applications	N/A	2.96%
NEC	Session Border Controller; Gateway; Switch; Router	N/A	2.96%
NEC	Server	N/A	1.76%
NEC	Storage	N/A	2.96%
NEC	All otherNEC Products not Previously listed	N/A	2.00%
VMWare	VMWARE Products	N/A	2.00%
NEC	N/A	Software Assurance	2.07%
NEC	N/A	Services Warranty, Training, Installation, & Maintenance	2.07%
NICE	All	N/A	35.00%
NICE	N/A	Training	10.00%
Plantronics	CHARGING CASE AND MICRO USB CABLE/R,ACCESSORY,US	N/A	10.00%
Plantronics	Phone Headsets - Blackbeat/Blackwire	N/A	25.00%
Plantronics	Phone Headsets - UC	N/A	35.00%
Polycom	IP Phones and Real Presense Platform	N/A	35.00%
Polycom	Polycom Real Presense Platform	N/A	15.00%
Polycom	Polycom Real Presense - HD Codec and Solutions	N/A	25.00%
Polycom	Video CMX, RMX and Group Series	N/A	30.00%
Polycom	All other products not listed		
Polycom	N/A	ImmersiveCare Services; Implementation; Managed Services; Maintenance Services;	3.00%
Polycom	N/A	Premier Services	5.00%
Polycom	N/A	Elite Services; Elite Service Subscription and Elite Add-on Services	5.00%
Polycom	N/A	Service Reactivation Fees	5.00%
Polycom	N/A	Advantage Services, Advantage Software Services & Advantage Subscriptions	5.00%
Polycom	N/A	Installation Services	10.00%
Polycom	N/A	Service - RealPresence Utility Cart	10.00%
Polycom	N/A	Hybrid 1-Year Subscription	10.00%
Polycom	N/A	Hybrid 3-Year Subscription	10.00%
RedSky	PBX Emergency Alert	N/A	7.00%
RedSky	N/A	RedSky Installation and Training Svcs	7.00%

RSI	Call Accounting	N/A	25.00%
RSI	Call Center Routing; Collaboration; Enterprise Reporting; Traffic Reporting	N/A	25.00%
RSI	N/A	RSI Maintenance, Training and Installation Services	25.00%
Spectralink	DECT Products; Wireless Phones and Accessories	N/A	25.75%
Spectralink	N/A	Maintenance and Training	5.00%
TASKE	PBX Call Reporting Hardware	N/A	15.75%
TASKE	PBX Call Reporting Software	N/A	20.75%
TASKE	N/A	Services & Maintenance	15.75%
Verint	PBX Call Recording	N/A	27.75%
Verint	N/A	Maintenance & Training	5.00%
Intrado Life & Safety, Inc.	PBX Emergency Reporting	N/A	12.00%
Intrado Life & Safety, Inc.	N/A	West Installation and Training Services	12.00%
Intrado Life & Safety, Inc.	N/A	Maintenance	10.00%
ConvergeOne	N/A	Installation Services	10.75%
ConvergeOne	N/A	Ovation Services, Maintenance, Manage Services, and Training	5.75%