

HARDWARE AND SOFTWARE (please specify items included in each category)	Discount % off MSRP
Hardware	
Eventide Branded or Furnished Hardware	13.00%
Commercial Off-The-Shelf Hardware and Accessories	5%
Software	
Eventide Branded Software and Licensing	13.00%
Commercial Off-The-Shelf Software	5%
Services	
Professional Services Installation (Project Management, Installation)	10%
Professional Services Integration (Custom integrations unique to customer I.T. environment)	5%
Eventide Integration Services	13.00%
Eventide Proprietary Non-discountable Custom Integ	0%
Maintenance and Support	
First Year (software, parts, onsite included)	0%
Training	
Professional Services - On-Site Training (One session, unlimited participants)	10%
Professional Services - Remote (One session, unlimited participants)	10%
On-Line Tutorial (free to covered customers)	0

HARDWARE AND SOFTWARE (please specify items included in each category)	Discount % off MSRP
Hardware	
Verint Branded or Furnished Hardware - Audiolog Product Line	25.75%
Commercial Off-The-Shelf Hardware and Accessories	5%
Software	
Audiolog Branded Software and Licensing	25.75%
Impact360 Branded Software and Licensing (WFO, WFM, Speech, etc)	20.00%
Commercial Off-The-Shelf Software	5%
Services	
Professional Services Installation (Project Management, Installation)	10%
Professional Services Integration (Custom integrations unique to customer I.T. environment)	5%
Verint Professional Services	5.00%
Verint Proprietary Non-discountable Custom Integration	0%
Maintenance and Support	
First Year (software, parts, onsite included)	0%
Training	
Professional Services - On-Site Training (One session, unlimited participants)	10%
Professional Services - Remote (One session, unlimited participants)	10%
Verint Professional Training	5%
On-Line Tutorial (free to covered customers)	0
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HARDWARE AND SOFTWARE (please specify items included in each category)	Discount % off MSRP
Hardware	
FTR branded hardware	15%
Off-The-Shelf hardware and accessories	5%
Software	
FTR Reporter Full Package (Audio Only)	25.0%
FTR Reporter Full Package (Audio and Video)	25.0%
FTR Mixer Full Package	25.0%
FTR Log Notes Full Package	25.0%
FTR Monitor Full Package	25.0%
FTR Interrogator Full Package	25.0%
TheRecord Manager Products	25.0%
FTR Hearings Full Package	25.0%
FTR Minutes	25.0%
Off-The-Shelf Software	5%
Services	
Installation	10%
Maintenance and Support	
First Year (software, parts, onsite included)	0%
Training	
Professional Services - On-Site Training (One session, unlimited participants)	10%
Professional Services - Remote (One session, unlimited participants)	10%
On-Line Tutorial (free to covered customers)	0

DigitalMarkets, Inc., dba Vista Com
Appendix C - Pricing Index
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Amendment 4

HARDWARE AND SOFTWARE (please specify items included in each category)	Discount % off MSRP
Hardware	
Branded or Furnished Hardware	10%
Commercial Off-The-Shelf Hardware and Accessories	5%
Software	
CallCopy Branded Software cc: Voice and cc:Analytics	17%
CallCopy Branded Software cc: Survey, CC:Insight (requires CallCopy central server min \$5000)	17%
Commercial Off-The-Shelf Software	5%
Services	
Professional Services Installation (Project Management, Installation)	10%
Professional Services Integration (Custom integrations unique to customer I.T. environment)	5%
CallCopy Professional Services	5%
Maintenance and Support	
First Year Support (software, onsite included)	0%
Training	
Professional Services - On-Site Training (One session, unlimited participants)	10%
Professional Services - Remote (One session, unlimited participants)	10%
CallCopy Professional Services - Training	10%
On-Line Tutorial (free to covered customers)	0
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