

| APPENDIX C, PRICING INDEX, PRECISION TASK GROUP DIR CONTRACT DIR-SDD-1654 | | |
|---|-----------|--------------------------|
| As Amended in Amendment #3 | | |
| Software as a Service | | Customer Discount |
| Service-now.com Enterprise Edition Annual Subscription Fee per Process User | | 17.93% |
| Service-now.com Enterprise Edition Two-Year Subscription Fee per Process User | | 14.02% |
| Service-now.com Enterprise Edition Three-Year Subscription Fee per Process | | 9.72% |
| Service-now.com Discovery Annual Subscription Fee per Device | | 4.50% |
| Service-now.com Discovery Two-Year Subscription Fee per Device | | 4.50% |
| Service-now.com Discovery Three-Year Subscription Fee per Device | | 4.50% |
| Service-now.com Run Book Automation Annual Subscription Fee per Server | | 9.71% |
| Service-now.com Run Book Automation Two-year Subscription Fee per Server | | 9.72% |
| Service-now.com Run Book Automation Three-year Subscription Fee per Server | | 9.72% |
| Services | | Customer Discount |
| Service-now.com Enabling Support, per day excluding travel expenses | | 6.75% |
| Service-now.com 2-day On Site Systems Administrator Training Class | | 1.25% |
| Two-Day Service-now.com Public Systems Administrator Training Class (for up to two people, San Diego, Chicago or New York City) | | no charge |
| Optional Products | | Customer Discount |
| Deployment Option--One Additional Instance--Annual Subscription | | 9.72% |
| Deployment Option--VPN Connection--Annual Subscription | | 9.72% |
| Quantity Discounts | | |
| Enterprise Edition--Number of Process Users | | Quantity Discount |
| From | To | |
| 0 | 50 | 0.0% |
| 55 | 80 | 8.0% |
| 85 | 110 | 13.0% |
| 115 | 140 | 18.0% |
| 145 | 170 | 22.0% |
| 175 | 200 | 26.0% |
| 205 | 300 | 30.0% |
| 305 | 400 | 33.0% |
| 405 | 500 | 37.0% |
| 505 | 600 | 40.0% |
| 605 | 800 | 45.0% |
| 805 | 1000 | 48.0% |
| 1005 | 1200 | 50.0% |
| 1205 | Above | 52.0% |
| Discovery Volume--Number of Servers | | Quantity Discount |
| From | To | |
| 500 | 1000 | 0.00% |
| 1005 | 1495 | 2.00% |
| 1500 | 1995 | 5.00% |
| 2000 | 2495 | 7.00% |
| 2500 | 2995 | 10.00% |
| 3000 | 4995 | 12.00% |
| 5000 | 7495 | 15.00% |
| 7500 | 9995 | 17.00% |
| 10000 | 12495 | 20.00% |
| 12500 | 14995 | 22.00% |
| 15000 | 17495 | 25.00% |
| 17500 | 19995 | 27.00% |
| 20000 | 25995 | 30.00% |
| 25000 | 29995 | 32.00% |
| 30000 | & Above | 35.00% |

| Run Book Automation -- Number of Servers | | Quantity Discount |
|--|---------|-------------------|
| From | To | |
| 0 | 500 | 0.00% |
| 505 | 1000 | 22.00% |
| 1005 | & above | 44.00% |