

Solution Summary

Avaya License add for (293) Call Center Seats

Customer: Global Medical Response, Inc.	Primary Contact: Kim Staudt
Ship To Address: Install Sites	Email: kim.staudt@gmr.net
Bill To Address: 6363 S Fiddlers Green Cir Fl 14 Greenwood Village, CO 80111	Phone: 303-495-1528
Customer ID: EMEMED0001	National Account Manager: Michael Mauck
Customer PO: C25856-0062894	Email: MMAuck@convergeone.com
	Phone: +13037344964

Solution Summary	Current Due	Next Invoice	Due	Remaining	Total Project
Software	\$537,099.80		One-Time		\$537,099.80
Professional Services	\$1,663.00		One-Time		\$1,663.00
Maintenance					
Manufacturer Support*	\$14,792.54	\$88,755.24	Annual		\$103,547.78
Project Subtotal	\$553,555.34				\$642,310.58
Estimated Tax	NOT INCLUDED				
Estimated Freight	NOT INCLUDED				
Project Total	\$553,555.34				\$642,310.58

*If the term includes an amount of time that is not a full 12 months, payment for the partial year will be included in the Price. After the initial payment, the remaining years of the term will be billed on an annual basis in advance. Customer agrees to pay the remaining payment(s) when invoiced.

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "ConvergeOne" or "Seller") and Customer; or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.convergeone.com/online-general-terms-and-conditions/>. If Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: <https://www.convergeone.com/online-general-terms-and-conditions/>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect.

This Order is a configured order and/or contains software.

Special Comment to Solution Summary:



Master Sales Agreement #: M1699
Master Maintenance Agreement #: MSSA1171

Date: 5/17/2021
Page #: 2 of 3
Documents #: OP-000609223
SO-000671971
Solution Name: Avaya License add for (293)
Call Center Seats
Customer: Global Medical Response,
Inc.

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***** AVAYA LICENSES *****

(305) r8 Core CM station,
(293) CC Elite,
(293) 1x Agent,
(293) CMS Agent
(293) HA CMS,
(77) Supervisors
(293) DMCC Full for AES
(586) Basic TSAPI for AES

Maintenance to Co-Term with existing through 6/30/2022.

*** END OF QUOTE ***

ACCEPTED BY:

BUYER: _____ DATE: _____ SELLER: _____ DATE: _____

TITLE: _____ TITLE: _____

Master Agreement Rider

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
Entitlements-no charge						
1	397114	AURA SUITE R8 AES UNIFIED DESKTOP R8 /E LIC:CU		305	\$0.00	\$0.00
2	397132	AURA SUITE R8 COMMUNICATOR FOR MS LYNC /E LIC:NU		305	\$0.00	\$0.00
3	398771	AURA R8 AVAYA MESSAGING BASIC SEAT /E LIC:NU		305	\$0.00	\$0.00
4	397124	AURA SUITE R8 EQUINOX IPAD /E LIC:NU		305	\$0.00	\$0.00
5	397113	AURA SUITE R8 PRESENCE SERVICES R8 /E LIC:NU		305	\$0.00	\$0.00
6	397585	PLDS BUNDLE STA TRACKING FOR CM R8 SYSTEMS LIC:CU		293	\$0.00	\$0.00
7	403831	AURA SUITE R8 IX WORKPLACE INTEGRATION /E LIC:NU		305	\$0.00	\$0.00
8	397127	AURA SUITE R8 EC500 SINGLE MODE /E LIC:NU		305	\$0.00	\$0.00
9	397118	AURA SUITE R8 ASBCE R8 ADVANCED HIGH AVAIL LIC /E LIC:CU		44	\$0.00	\$0.00
10	397130	AURA SUITE R8 EQUINOX MAC /E LIC:NU		305	\$0.00	\$0.00
11	397117	AURA SUITE R8 ASBCE R8 STANDARD HIGH AVAIL LIC /E LIC:CU		88	\$0.00	\$0.00
12	397115	AURA SUITE R8 ASBCE R8 STANDARD SERVICES /E LIC:CU		88	\$0.00	\$0.00
13	397133	AURA SUITE R8 AV IX WORKPLACE FOR WEB /E LIC:CU		305	\$0.00	\$0.00
14	397126	AURA SUITE R8 EQUINOX MOBILE /E LIC:NU		305	\$0.00	\$0.00
15	397128	AURA SUITE R8 ONE-X CES /E LIC:CU		305	\$0.00	\$0.00
16	397131	AURA SUITE R8 ONE-X COMMUNICATOR /E LIC:NU		305	\$0.00	\$0.00
17	397129	AURA SUITE R8 VIDEO /E LIC:NU		305	\$0.00	\$0.00
18	397135	AURA SUITE R8 AVAYA BREEZE R3 USER /E LIC:CU		305	\$0.00	\$0.00
19	397125	AURA SUITE R8 EQUINOX WIN /E LIC:CU		305	\$0.00	\$0.00
20	397116	AURA SUITE R8 ASBCE R8 ADVANCED SERVICES /E LIC:CU		44	\$0.00	\$0.00
Professional Services - Lic Install						
21	SUB-AVAYA CC	Avaya APS Now Quote		1	\$806.00	\$806.00

Master Agreement Rider

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
22	SERVICES-AVAYA UC	A-UC Eng - Lic		1	\$542.00	\$542.00
23	SERVICES-PROJ MGMT AVAYA	A-PC		1	\$315.00	\$315.00

Maintenance

24	343972J	SA PREFER SUPT CO-DEL AES R8 BASIC TSAPI 3YR AN PREPD	14	586	\$0.40	\$3,281.60
25	293182J	SA PREFER SUPT CO-DEL CMS R18 HA/SURV AGT 251+ 3YR AN PREPD	14	293	\$0.41	\$1,681.82
26	293128J	SA PREFER SUPT CO-DEL CMS R18 AGT 251+ 3YR AN PREPD	14	293	\$1.62	\$6,645.24
27	344035J	SA PREFER SUPT CO-DEL AES R8 DMCC FULL 3YR AN PREPD	14	293	\$1.95	\$7,998.90
28	344279J	SA PREFER SUPT CO-DEL AURA R8 CORE SUITE 3YR AN PREPD	14	305	\$2.96	\$12,639.20
29	293200J	SA PREFER SUPT CO-DEL CMS R18 SUPERVISOR 3YR AN PREPD	14	77	\$4.65	\$5,012.70
30	344161J	SA PREFER SUPT CO-DEL CC R8 ELITE AGENT 3YR AN PREPD	14	293	\$7.40	\$30,354.80
31	293188	UPGRADE ADVANTAGE CMS R18 HA/SURV AGT 251+ 3YR AN PREPD	14	293	\$0.79	\$3,240.58
32	238125	UPGRADE ADVANTAGE ONE-X AGENT R2 AGENT 3YR AN PREPD	14	293	\$2.14	\$8,778.28
33	238124	SA PREFER SUPT ONE-X AGENT R2 AGENT 3YR AN PREPD	14	293	\$2.74	\$11,239.48
34	293134	UPGRADE ADVANTAGE CMS R18 AGT 251+ 3YR AN PREPD	14	293	\$3.09	\$12,675.18

Station Licenses

35	396798	AURA R8 CORE SUITE ADD SOFTWARE LIC: NU;CU;SR		305	\$210.00	\$64,050.00
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Agent Licenses

36	228484	ONE-X AGENT R2 NEW/ADD PER AGENT PLD LIC: CU		293	\$373.50	\$109,435.50
37	397501	CC R8 ELITE AGENT ADD 251+ LIC:CU		293	\$350.00	\$102,550.00

CMS Licenses

38	381699	CMS R18 PER ADDITIONAL AGENT 251+ LIC:CU		293	\$350.00	\$102,550.00
39	381822	CMS R18 PER ADDL HIGH AVAIL/SURVIVABLE AGT 251+ LIC:CU		293	\$90.00	\$26,370.00
40	381830	CMS R18 PER SUPERVISOR NEW OR ADDITIONAL LIC:CU		77	\$705.50	\$54,323.50

AES Licenses

41	397515	APPL ENBLMNT R8 BASIC TSAPI LIC:DS;CU		586	\$33.20	\$19,455.20
42	397546	APPL ENBLMNT R8 DMCC FULL LIC:DS;CU		293	\$199.20	\$58,365.60