

## CHANGE ORDER NO. 01

This CHANGE ORDER 01 ("CO") is effective as of May 1, 2019, upon the Work Order No. 001, dated October 30, 2017, ("Work Order") by and between Concentrix CVG LLC (fka Intervoice LLC) and 48 Windows, LLC ("Provider").

WHEREAS, Provider agrees to lock the existing rates through April 30, 2021,  
WHEREAS, Provider agrees to limit annual fee increases thereafter to be capped at 4%;  
WHEREAS, the parties wish to update the entity name and contact information; and  
WHEREAS, the Provider agrees not to terminate for convenience prior to April 30, 2021,

NOW THEREFORE, the parties agree to amend the Work Order as follows:

1. All references to Intervoice LLC shall now refer to its new name: Concentrix CVG LLC.
2. Section 7(a) (Compensation; Services) is hereby deleted and replaced with the following
  - a. Services. Provider will provide Services pursuant to the rate card below. Provider agrees to lock the rates through April 30, 2021. Thereafter, Provider agrees that it shall not increase fees more than 4% on an annual basis. Any changes or fee increase from the Rate Card below is not effective unless signed by both parties in a subsequent Change Order.
    - Rate Card: Provider will provide audio for end user customer at a rate \$225/hr. Provider will invoice in ½ hour increments after the 1<sup>st</sup> hour; \$112.50 per half hour after the first hour).
  - b. Concentrix Purchase Order Required. Services hereunder must be authorized by Concentrix delivery of a purchase order to Provider. Provider agrees that Concentrix shall not be liable to pay for services performed in the absence of a Concentrix purchase order. Concentrix has no obligation to pay for fees beyond the amount authorized in the Concentrix purchase order. This requirement for a Concentrix purchase order requirement cannot be waived except by a written agreement duly executed by authorized signatories of both parties.
3. Section 8 (Point of Contact/Managers) is hereby amended to update the contact for Concentrix to:
  - Concentrix Project Management  
Stacy Neyland, stacy.neyland@concentrix.com
4. Section 9 (Deviations from the Agreement) is hereby added to Work Order No. 001:
  9. Deviation from the Agreement:
    - a. Notwithstanding anything to the contrary in Section 5.1 (Initial Term and Renewal Terms) of the Professional Services agreement, Provider shall not terminate the Agreement or the Work Order 01 before April 30, 2021, except in the case of 5.2 (Material Breach) or 5.3 (Insolvency or Bankruptcy).

- b. Provider shall comply with the Concentrix Supplier Code of Conduct, which is incorporated herein and located at: <https://www.concentrix.com/supplier-code-conduct/>.

Upon signature of both parties, this Change Order will be incorporated into the Work Order identified above and will be carried out as set forth herein. Except as otherwise specifically provided herein, all other terms and conditions of the Work Order remain unchanged and in full force and effect. Changes or amendments to this Change Order are not effective unless executed by authorized representatives of each party. In the event of any conflict between the Work Order and this Change Order, the provisions of this Change Order shall prevail.

Agreed to and Accepted by the parties' duly authorized representatives.

**48 Windows, LLC**

By: Ziv Fisher

Name: Ziv Fisher  
(Print Name)

Title: Partner

05/07/2019

**Concentrix CVG LLC**

By: Catherine Vinh

Name: Catherine Vinh  
(Print Name)

Title: Senior Staff Counsel

05/08/19