

NICE inContact

ADDENDUM TO SERVICE CONTRACT ("ADDENDUM")

The following modifies the Service Contract, Q-03101 last dated 6/6/2017, (the "Contract"), entered into by CAREERSOURCE CENTRAL FLORIDA ("Customer"), located at 390 N ORANGE AVE STE 700, ORLANDO, FL, 32801-1673 and inContact, Inc. ("inContact"), located at 75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT, 84070. Unless specifically stated herein, any capitalized terms used in this Addendum shall have the same meaning as is assigned to it in the Contract.

THE PARTIES HEREBY AGREE AS FOLLOWS:

1. The Contract is amended as follows:

- The following items are hereby removed from the Contract:

SOFTWARE MRC PRODUCTS

Item	Quantity	List	Discount	Net Unit Price	Total
NICE inContact CXone Additional Active Storage (per GB)	-1.00	\$7.50	0%	\$7.50	\$-7.50
NICE inContact CXone SMB Contact Center - Blended IB/OB	-15.00	\$180.00	25%	\$135.00	\$-2,025.00
SOFTWARE MRC PRODUCTS TOTAL:					\$-2,032.50

- The following items are hereby added to the Order:

SOFTWARE MRC PRODUCTS

Item	Quantity	List	Discount	Net Unit Price	Total
NICE inContact CXone Additional Active Storage (per GB)	1.00	\$7.50	6.7%	\$7.00	\$7.00
NICE inContact CXone SMB Contact Center - Blended IB/OB	1.00	\$180.00	28.3%	\$129.00	\$129.00
SOFTWARE MRC PRODUCTS TOTAL:					\$136.00

SOFTWARE NRC PRODUCTS

Item	Quantity	List	Discount	Net Unit Price	Total
CXone with Central	1.00	\$0.00	0%	\$0.00	\$0.00
SOFTWARE NRC PRODUCTS TOTAL:					\$0.00

Service Term

The Service Term will begin on May 1, 2021 and end on April 30, 2022. Upon expiration of the Service Term the Software Services MRC rates and per unit usage rates will be increased by twenty-five percent (25%), and the Service Term will renew for periods of one (1) month each until either Party gives thirty (30) days prior written notice of non-renewal of the Service Term. Either Party may terminate this Agreement for Cause by delivering written notice to the other Party reasonably describing such Cause, with such termination being effective thirty (30) days following delivery of the written notice unless such Cause is cured by the other Party within



the thirty (30) day period. Notice of termination must be sent by Customer to inContact at Contract-Unsubscribe@inContact.com. Notice of termination via alternate methods shall not constitute notice.

In the event of Early Termination of any Service Contract or any Services, Customer agrees to pay Early Termination charges including: (i) the remaining Minimum Technology MRC during the current year of the Service Term; (ii) any early termination fees and costs incurred by inContact from its underlying carrier or vendor(s), for cancellation of underlying services, related to both MRC and NRC; (iii) any Services actually received through the date of the Early Termination; (iv) any outstanding NRC; and (v) any credits, discounts, or waived installation or expedition costs that had been applied to Customer's account.

Minimum Technology Monthly Recurring Charge (MRC)

The MRC for the Service Term will be \$5,500. The Minimum Technology MRC will commence on the first day of the month of the Service Term and may not be postponed because of a delay in implementation of Services regardless of cause. NRC will commence and be invoiced upon Service Contract execution. Upon renewal of any Service Term, inContact may increase inContact Software rates for renewed Service Term by a rate not to exceed five percent (5%). inContact reserves the right to review the MRC and may increase or decrease charges in line with industry or third party carrier charge changes after completion of the initial Service Term with prior written notice to Customer. Additional charges shall apply for other Services, including without limitation for costs associated with installing, modifying or reprogramming Customer's equipment or interconnection circuit(s) to render them compatible with the Services, to include but not limited to extending demarcation points, or extending wiring inside the Customer's premises.

NICE inContact

Except as expressly set forth above, all other terms and conditions of the Contract as amended are unmodified and remain in full force and effect.

AS WITNESS whereof the parties hereto have caused this Addendum to be duly executed on their behalf effective as of the date of the later signature below.

THE PARTIES ACKNOWLEDGE THAT THEY HAVE READ THIS ADDENDUM, INCLUDING ANY ATTACHED SCHEDULES HERETO, WHICH ARE INCORPORATED HEREIN BY REFERENCE, UNDERSTOOD IT, AND AGREE TO BE BOUND BY ITS TERMS, AND THE PERSON SIGNING ON BEHALF OF EACH HAS BEEN AUTHORIZED TO DO SO.

Signed for and on behalf of:

CAREERSOURCE CENTRAL FLORIDA

Sign:

Pamela Nabors

Name (Print):

Pamela Nabors

Title:

President and CEO

Date:

4 / 29 / 2021

Signed for and on behalf of:

inContact, Inc.

Sign:

DocuSigned by:
Frank A Fiorilli
19F02B6045FD455...

Name (Print):

Frank A Fiorilli

Title:

Sr Manager, Deal Desk

Date:

5/6/2021

Sign:

DocuSigned by:
Ray Langhaim
CA02F03DD4B14AA...

Name (Print):

Ray Langhaim

Title:

CFO

Date:

5/7/2021

NICE inContact

Product Descriptions Schedule

SOFTWARE MRC PRODUCTS

NICE inContact CXone Additional Active Storage (per GB)

- Storage and management of recordings, prompts, scripts, messages, and files
- Billed per GB beyond the free storage included with the license
- Applies to storage from inContact platform recorder and inContact WFO recorder

The use of this product is governed by additional terms found online at NICEinContact.com/terms/GeneralSoftwareTerms

NICE inContact CXone SMB Contact Center - Blended IB/OB

- 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.
- Chat
- Email
- Personal Connection dialer
- 3 ports
- Call Recording with up to 1 GB of storage per seat
- IP Voice TLS
- Softphone license per seat
- Agent Scripting
- Additional features and services included:
 - 1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage
 - Contact Center all-inclusive reporting
 - IVR programming toolset with Text to Speech support
 - Virtual queue
 - Call Monitoring with Coach and Barge functionality
 - Call conferencing (IB/OB usage charges apply)
 - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)
 - 24 x 7 Network Operations Center monitoring
 - Redundant servers in Software as a Service model
 - Standard technical support and customer care
 - Product maintenance and enhancement releases
 - inContact University with the latest eLearning product courses
 - Online documentation and help

SOFTWARE NRC PRODUCTS

CXone with Central

- Customer will be implemented on a "Central" cluster