

1 Services - Tiered Pricing/Consumption Based Pricing

Exhibit 4 Services - Tiered Pricing/Consumption Based Pricing SW1118 Call Contact Center

Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Call Center Agent Junior	Time & Materials (T&M) Labor Hour	\$28.80	2%	\$28.23
Call Center Agent	T&M Labor Hour	\$33.05	2%	\$32.39
Call Center Agent II	T&M Labor Hour	\$38.26	2%	\$37.49
Customer Service Technician I	T&M Labor Hour	\$44.08	10%	\$39.68
Customer Service Technician II	T&M Labor Hour	\$57.40	10%	\$51.66
Customer Service Technician Lead	T&M Labor Hour	\$72.67	10%	\$65.40
Consultant/Subject Matter Expert I	T&M Labor Hour	\$117.87	10%	\$106.09
Consultant/Subject Matter Expert II	T&M Labor Hour	\$141.41	10%	\$127.27
Consultant/Subject Matter Expert III	T&M Labor Hour	\$199.90	10%	\$179.91
Database Specialist	T&M Labor Hour	\$85.22	10%	\$76.70
Project Manager	T&M Labor Hour	\$131.88	5%	\$125.29
Program Director	T&M Labor Hour	\$198.13	10%	\$178.32
Senior Program Manager	T&M Labor Hour	\$170.48	10%	\$153.43
Telecommunications Engineer	T&M Labor Hour	\$166.02	10%	\$149.42
Administrative Specialist	T&M Labor Hour	\$38.79	10%	\$34.91
Technical Team Leader	T&M Labor Hour	\$102.55	10%	\$92.29
Trainer I	T&M Labor Hour	\$41.35	5%	\$39.28
Trainer II	T&M Labor Hour	\$77.22	10%	\$69.50
Technology Analyst	T&M Labor Hour	\$86.97	10%	\$78.28
Staff Engineer	T&M Labor Hour	\$123.32	10%	\$110.99
Technology Consultant	T&M Labor Hour	\$124.61	10%	\$112.15