

Attachment E-1 Price

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 Manager	Hour	\$ 73.87	0	\$ 73.87
Call Center Supervisor	Hour	\$ 56.05	0	\$ 56.05
Customer Service Lead	Hour	\$ 41.64	0	\$ 41.64
Customer Service Representative	Hour	\$ 39.58	0	\$ 39.58
Quality Specialist	Hour	\$ 41.64	0	\$ 41.64
Trainer	Hour	\$ 54.07	0	\$ 54.07
Helpdesk	Hour	\$ 54.07	0	\$ 54.07