

Exhibit 4

Services - Tiered Pricing/Consumption Based Pricing

SW1118 Call Contact Center

Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Tier 1: 25-49 FTEs				
Agent	1	\$ 44.31	0%	\$ 44.31
Agent + Telephony	1	\$ 48.31	0%	\$ 48.31
Tier 2: 50-99 FTEs				
Agent	1	\$ 43.79	0%	\$ 43.79
Agent + Telephony	1	\$ 47.43	0%	\$ 47.43
Tier 3: 100+ FTEs				
Agent	1	\$ 43.53	0%	\$ 43.53
Agent + Telephony	1	\$ 46.99	0%	\$ 46.99