



This draft order form contains a price estimate that is subject to change and does not constitute an offer, binding agreement or an order for Talkdesk to provide the services quoted herein

**Order Form**  
**Q-100503**  
**Offer Valid Through: 09/18/2024**

**Customer Details**

**Sold-to**

Electric & Gas Industries Association  
3800 Watt Ave., Suite 105  
Sacramento  
CA  
95821  
United States

**Bill-to**

Attn: Eddie Javaid  
3800 Watt Ave, Suite 105  
Sacramento  
CA  
95821  
United States  
ejavaid@egia.org  
(916) 480-7316

**Customer ID/Account:** Electric & Gas Industries Association

**Subscription Details**

Start Date	10/31/2024	Billing Frequency	Annual
End Date	10/30/2027	Payment Terms	Net 30
Term (Months)	36	Payment Method	Bank Transfer
Auto Renewal	Yes	Currency	USD
Renewal Uplift	12.00%	Edition	Elite
Tax Exempt	No		

PRODUCTS	QUANTITY	PER MONTH RATE	PER MONTH TOTAL
Talkdesk - Autopilot (Small tier)	1	\$ 2,000.00	\$ 2,000.00
Talkdesk Preview Dialer (Proactive Outbound Engagement)	4	\$ 12.75	\$ 51.00
Phone - Flex Plan	25	\$ 8.50	\$ 212.50
Talkdesk - CX Cloud Elite Licenses	55	\$ 123.25	\$ 6,778.75
Talkdesk - Customer Experience Analytics	55	INCLUDED	INCLUDED

PRODUCT USAGE RATES	RATE	TYPE
Digital Engagement - Social Messaging - Apple Messages for Business Usage	\$ 0.1500	Per Conversation
Digital Engagement - Social Messaging - Facebook Messenger Usage	\$ 0.1500	Per Conversation
Digital Engagement - Social Messaging - WhatsApp Business Usage	\$ 0.1500	Per Conversation
Screen Recording Storage Usage	\$ 0.1000	Per GB
Talkdesk - Autopilot Usage	\$ 1.0000	Per Interaction
Talkdesk - Customer Experience Analytics Standard Usage	\$ 0.0100	Per Minute

Contract Total \$ 325,521.00

The Essentials, Elevate, and/or Elite Talkdesk Licenses purchased under this Order Form are subject to the Service Level Agreement located at <https://www.talkdesk.com/legal/service-level-agreement/essentials-elevate-elite/>.

**Talkdesk Phone – Flex Plan**

Phone Flex Plan is not covered by or included in any uptime SLA.

**Talkdesk - Customer Experience Analytics**

The subscription to this product includes a fair usage limit of up to 4,500 minutes per agent per month at no charge. If Customer exceeds the fair usage limit, Customer will be billed overage Usage Fees of \$0.0100 per minute of usage.

**Talkdesk - Autopilot (Small Tier)**

The subscription to this product includes a fair usage limit of up to 2,500 interactions per month of Autopilot. If Customer exceeds the fair usage limit, Customer will be billed overage Usage Fees of \$1.0000 per interaction.

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