



Billing Period: 11/01/2022 - 11/30/2022

Invoice Information

Account: ELECTRIC GAS INDUSTRIES ASSOCIATION
Account Number: 4598934
Invoice Number: 7214413
Invoice Date: 12/01/2022
Please Pay by: 12/30/2022

Manage your Accounts Online

View invoices, make payments, email us and more
https://support.niceincontact.com/

Wire or ACH instructions USD:

Citibank N.A..
111 Wall St.
New York, NY 10043 USA
Account Name: NICE
Account number: 31044786
ABA: 021000089
SWIFT CITIUS33
Send remittance details to :
receivables@niceincontact.com

Have Questions?

Call Customer Care: 888-826-0080

Previous Statement

Table with 2 columns: Description, Amount. Rows include Prior Balance (19,473.30), Payments (9,238.44), Adjustments (0.00), and Balance Forward (10,234.86).

Current Charges

Table with 2 columns: Description, Amount. Rows include Balance Forward (10,234.86), New Charges (Software: 7,177.65, Support: 750.00, Network: 1,250.52, Fees: 247.56, Finance: 153.52), Total New Charges (\$9,579.25), Transfer from Child-Accounts (0.00), and Total Amount Due (\$19,814.11).



75 West Towne Ridge
Tower 1
SANDY, UT 84070
USA

Address Service Requested

Check here for change of address

Remittance

Bill Period: 11/01/2022 - 11/30/2022
Invoice Number: 7214413
Account Number: 4598934
Due Date: Due Upon Receipt
Past Due After: 12/30/2022
Total Due: \$19,814.11

Amount Enclosed: \$

Unpaid balance is subject to a 1.5% finance charge per month.

Please make check payable to NICE (USD Only)

ELECTRIC GAS INDUSTRIESASSOCIATION
3800 WATT AVE
SACRAMENTO, CA 95821-2670
USA

NICE
LockBox 0268
P.O. Box 7247
Philadelphia, PA 19170-0268

10000459893400000721441300019814111



Account Name | ELECTRIC GAS INDUSTRIES ASSO
Account Number | 4598934
Invoice Date | 12/01/2022

Payments and Adjustments

Date	Description	Amount
11/15/2022	Receipt - Lockbox	\$9,238.44
Total:		\$9,238.44



Current Activity

Software Charges

ACD/IVR

Recurring Charges	Date	Qty/Minutes	Charge
CXone ACD / IVR (per Configured User)	11/01/2022 - 11/30/2022	67.00	\$0.00
CXone Additional Active Storage (per GB)	11/01/2022 - 11/30/2022	4.00	\$31.48
CXone Additional Configured Universal Port (beyond 1 port included)	11/01/2022 - 11/30/2022	0.00	\$0.00
CXone Call Center Global Package (per Configured User)	11/01/2022 - 11/30/2022	67.00	\$5,364.02
Long Term Storage (per GB)	11/01/2022 - 11/30/2022	14.00	\$1.47
Long Term Storage Retrieval (per GB)	11/01/2022 - 11/30/2022	0.00	\$0.00
Sub-Total:			\$5,396.97

ACD/IVR - Additional Features

Usage	Qty/Minutes	Charge
CXone ACD Call Recording (per Minute)	29,632.40	\$0.00
CXone Automated Speech Recognition (per Minute)	7,203.60	\$360.18
Sub-Total:		\$360.18

Recurring Charges	Date	Qty/Minutes	Charge
CXone Agent for Salesforce (per License)	11/01/2022 - 11/30/2022	50.00	\$787.50
iBenchmark Lite for CXone (per BU)	11/01/2022 - 11/30/2022	67.00	\$0.00
Textel (Up to 5k Messages) - 5000 - Base Charge	11/01/2022 - 11/30/2022	1.00	\$495.00
Textel (Up to 5k Messages) - 5000 - Overage Charges	11/01/2022 - 11/30/2022	0.00	\$0.00
Textel Additional Line - ADDITIONAL LINE	11/01/2022 - 11/30/2022	0.00	\$0.00
Sub-Total:			\$1,282.50

WFO

Recurring Charges	Date	Qty/Minutes	Charge
CXone Audio Recording Advanced (per Configured User)	11/01/2022 - 11/30/2022	67.00	\$0.00
Sub-Total:			\$0.00

Dialer

Recurring Charges	Date	Qty/Minutes	Charge
CXone Personal Connection (per Configured User)	11/01/2022 - 11/30/2022	6.00	\$138.00
Sub-Total:			\$138.00

Total Software Charges:

\$7,177.65

Support Services Charges

Recurring Charges

	Date	Qty/Minutes	Charge
CXsuccess Care Plus Package	11/01/2022 - 11/30/2022	1.00	\$750.00
Sub-Total:			\$750.00

Total Support Services Charges:

\$750.00

Network Connectivity Charges

Recurring Charges

	Date	Qty/Minutes	Charge
CXone Domestic Toll Free Number [US & CAN]	11/01/2022 - 11/30/2022	49.00	\$49.00



Current Activity

CXone Local Number [US & CAN]	11/01/2022 - 11/30/2022	66.00	\$330.00
Sub-Total:			\$379.00

Usage Charges

inContact Inbound	Qty/Minutes	Charge	
DID PSTN Canada - Origination	40.30	\$0.40	
DID PSTN Extended Territories - Origination	4.90	\$0.05	
DID PSTN Indeterminate	13.70	\$0.14	
DID PSTN InterState	1,179.00	\$11.79	
DID PSTN IntraState	520.10	\$5.20	
TF PSTN Canada - Origination	164.10	\$3.69	
TF PSTN EXT INTL ORIG Extended Territories - Origination	2.80	\$0.64	
TF PSTN Extended Territories - Origination	32.40	\$3.81	
TF PSTN Indeterminate	178.90	\$2.68	
TF PSTN InterState	7,350.40	\$95.56	
TF PSTN IntraState	26,392.80	\$343.11	
Sub-Total:			\$467.06

inContact Outbound	Qty/Minutes	Charge	
BU to BU (Non 400 number)	55.42	\$0.00	
CXone MAX Integrated Softphone	2.22	\$0.00	
Dedicated IntraState	12.45	\$0.00	
Personal Connection Dialer IntraState	4.20	\$0.05	
PSTN Agent InterState	5,173.20	\$56.91	
PSTN Agent IntraState	21,722.20	\$238.94	
PSTN Canada - Termination	158.10	\$1.58	
PSTN Extended Territories - Termination	18.80	\$1.09	
PSTN InterState	6,844.50	\$75.29	
PSTN IntraState	1,678.30	\$18.46	
PSTN Transfer Canada - Origination	2.30	\$0.03	
PSTN Transfer InterState	6.00	\$0.07	
PSTN Transfer IntraState	4.90	\$0.05	
TF Termination Indeterminate	381.10	\$3.81	
TF Transfer Termination Indeterminate	818.70	\$8.19	
Sub-Total:			\$404.46

Total Network Connectivity Charges:	\$1,250.52
--	-------------------

Fees and Surcharges

	Tax Rate	Charge	
CA CA Advanced Serv Fund Surch	1.02 %	\$7.55	
CA CA High Cost Fund(a) Surcharge	0.70 %	\$5.19	
CA CA Telecom Relay Systems Surcharge	1.11 %	\$8.24	
CA CA Teleconnect Fund	0.78 %	\$5.77	
CA CA Universal Lifeline Surcharge	4.75 %	\$35.27	
Carrier Cost Recovery Fee	3.21 %	\$16.22	
Federal Universal Service Fund	28.90 %	\$146.38	
Regulatory Administrative Fee	3.49 %	\$22.94	
Sub-Total:			\$247.56

Total Fees and Surcharges:	\$247.56
-----------------------------------	-----------------

Finance Charges

Charge



Account Name | ELECTRIC GAS INDUSTRIES ASSO
Account Number | 4598934
Invoice Date | 12/01/2022

Current Activity

1.5% Late Payment fee	\$153.52
Sub-Total:	\$153.52
Total Finance Charges:	\$153.52
