



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

Other Terms

Customer's subscription to the Talkdesk Services is governed by the Master Subscription Agreement located at <https://www.talkdesk.com/terms-of-service/>. If Customer and Talkdesk have mutually signed a separate Master Subscription Agreement, that Master Subscription Agreement shall take precedence over the referenced online terms. Any discount reflected in the pricing above is applicable only to the Initial Term and will not apply to any renewal term.

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/>.

Communication Services.

Communication Services provided pursuant to this Order Form are supplied by TCS LLC., a wholly owned subsidiary of Talkdesk with address in 440 N Barranca Avenue #4375 Covina, CA 91723 and are subject to the terms located at <https://www.talkdesk.com/legal/tax/terms-for-communication-services/>, as updated by Talkdesk from time to time.

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.

This Order Form is hereby incorporated into and subject to the terms and conditions as set forth the Master Subscription Agreement and its exhibits (collectively, "Agreement"). Customer acknowledges and agrees that any reference to a purchase order in this Order Form or any associated invoice is solely for Customer's convenience in record keeping, and no such reference or any delivery of Service to Customer following receipt of any purchase order shall be deemed an acknowledgement of or an agreement to any terms or conditions associated with any such purchase order or in any way be deemed to modify, alter, supersede or supplement the Agreement. The terms and conditions of the Agreement are the exclusive agreement of the parties with respect to the subject matter hereof and no other terms or conditions shall be binding upon Talkdesk or otherwise have any force or effect. The person signing on behalf of Customer represents that it has the full authority to execute and bind Customer to this Order Form. This Order Form shall only be valid and binding if executed by both parties. This Order Form may be executed in one or more counterparts, each of which is an original, and all of which taken together constitute one single document.

Agreed to and accepted:

Electric & Gas Industries Association

Agreed to and accepted:

Talkdesk Inc.

Signature

Name: Eddie Javaid
Title: Chief Technology & Product Officer
Date: October 03, 2024

Signature

Name: Raymond Yue
Title: Senior Vice President, Finance and Operations
Date: October 03, 2024