



Supplement for SmartServe Support Services Plan (Genesys Software)

Customer Name and Invoice Address:
PINELLAS COUNTY

Region Office Address:

Reference Agreement No.: 060B1400048

315 Court Street
Clearwater, Florida 33756-5338

Unify, Inc.
5500 Broken Sound Blvd.
Boca Raton, Florida 33487

Reference Exhibit No.: Z 1145 & Z 1146
Region Office No.:

Software Location Address (Premises):
PINELLAS COUNTY

Customer No.: 7760033

315 Court Street
Clearwater, Florida 33756-5338

Term Commencement Date:

Supplement Effective Date:

This Supplement, when signed by Unify Inc. (Unify), is Unify's acceptance of the order from the Customer (you) for the SmartServe Support Services Plan and Option (Plan) for the Unify-provided Genesys Telecommunications Laboratories, Inc. Software installed at your Premises specified above, a summary of which is described below. As used in the Supplement and Plan only, Purchase Price means charges for Maintenance Support Services. The initial annual Purchase Price is \$ ~~9,146.96~~ based on the Genesys Software described on the page after page two, which page is attached hereto and incorporated herein by reference. Applicable taxes will be reflected in Unify's invoices to you.

The parties agree that the Plan applies to this Supplement and is incorporated herein by reference. A copy of such Plan is available upon request.

| SMARTSERVE SUPPORT SERVICES PLAN - GENESYS SOFTWARE | XXX |
|--|----------|
| Coverage Hours: 24 hours a day, 7 days a week, including Unify holidays. | Included |
| Critical Corrective Maintenance: One-hour Remote Response Time within the designated Coverage Hours with a resolution target as follows: Unify will continue to work on the problem until it is resolved or a workaround is provided. | Included |
| High Corrective Maintenance: Four-hour Remote Response Time within the designated Coverage Hours with a resolution target as follows: Unify will make reasonable efforts to provide a correction or workaround within 20 business days. | Included |
| Medium Corrective Maintenance: Twenty-four-hour Remote Response Time within the designated Coverage Hours with a resolution target as follows: Unify will make reasonable efforts to resolve the problem or provide a workaround if such problem has not been resolved in the next maintenance release of Software. | Included |
| Low Corrective Maintenance: Seven-business day Remote Response Time within the designated Coverage Hours with a resolution target as follows: Unify will make reasonable efforts to resolve the problem or provide a workaround if such problem has not been resolved in the next maintenance release of Software. | Included |
| Updates: Updates of the Software, which may contain functional enhancements, modifications, extensions, error corrections or bug fixes. Unify, in its sole discretion, will decide upon the contents of all Updates. | Included |

1. TERM OF SERVICE

The Software will have a one-year term of service (Term) commencing on the Term Commencement Date specified in the initial Supplement. The Software's Term will be renewed automatically for successive one-year Terms at the end of the initial Term and each subsequent Term thereafter, unless either party gives the other party at least thirty days' written notice of its intent not to renew prior to such renewal date.

2. PURCHASE PRICE AND PAYMENT

You agree to pay to Unify the Purchase Price and other charges due hereunder. Unify will invoice you the Purchase Price annually in advance and other charges when or after they are incurred. The annual Purchase Price is nonrefundable. Payment is due within thirty days after the date of each Unify invoice. Unify, at its option, may: (a) impose a late payment charge of 1.5% per month on any amount due that is not paid by such due date; and (b) suspend Services in the event your payments are not current under this Supplement, or any other agreement for Products or Services relating to the Software covered by the referenced Agreement. The late payment charge will accrue from such invoice date full payment is received.

The initial Purchase Price will be specified in the initial Supplement. After the initial one-year Term, Unify will use its then-current Purchase Price for Maintenance Support Services for each subsequent Term provided Unify gives you thirty days' prior written notice. The revised Purchase Price will become effective on the next annual anniversary of the Term Commencement Date. Any charges for Maintenance Support Services associated with any additional licensed Software will be processed on a separate Supplement and Plan and not under this Supplement and Plan.

Without prior notice, Unify may change the hourly rates and minimum charges for its On-Site Support Services.

You may add or delete the Option available under the Plan by giving Unify thirty days' prior written notice. The Option selected by you during the Term will be subject to the terms in your existing Plan. Unify will provide you with a revised Supplement indicating when such Option will be effective and the additional Purchase Price for such Option.

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(Genesys Software)**

**Summary of Software Components
Covered by Maintenance Support Services**

Customer: Pinellas County
Reference EPO Quote Number: 58193_OP0897423
Price: \$9,146.96

| Quantity | Software Component Description | | | | |
|-----------------|---------------------------------------|---------|-------|-------------|----------|
| 1 | v81 | Genesys | CIM | SS | |
| 1 | v81 | Genesys | HA | CIM | Platform |
| 1 | v81 | Genesys | SIP | Integration | |
| 39 | v85 | Genesys | Voice | Platform | |