

This change order to Five9 Service Order Q-261661 (the "Change Order"), collectively with the Five9 Master Services Agreement dated June 20, 2023, its addenda, Five9 Service Order Q-261661, and any other associated co-terminus Change Order(s) (the "Agreement") is entered into by and between Five9, Inc. ("Five9") and Customer named below. This Change Order is subject to the terms and conditions of the Agreement, in the event of any conflict between this Change Order and the Agreement, this Change Order will control. For the avoidance of doubt, if there are terms and conditions in the Agreement regarding subjects on which this Change Order is silent, such silence will not constitute a conflict and the terms and conditions in the Agreement will control.

CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of	Type: Change Domain
the State of Florida Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Customer Number: 100093	Order Type. Change Order to service Order Q-201001
Domain Name: Polk County, a political subdivision of the	Change Order Term: Co-Terminus with Service Order
State of Florida	Q-261661
Domain Number: 160695	Renewal Term: 12 Months
Company Address:	Billing Frequency: Monthly
330 W Church St	
Bartow Florida 33830-3760 United States	
Officed States	
Primary Contact Center Address:	
330 W Church St	
Bartow Florida 33830-3760	
United States	
Business Contact: Bill Beasley	
Business Phone:	
Business Email: BillBeasley@polk-county.net	
Billing Contact: Bill Beasley	Five9 Account Executive: Eric Ramstrom
Billing Phone:	Phone:
Billing Email: BillBeasley@polk-county.net	Email: eric.ramstrom@five9.com

Quote/Order #: Q-306422

Quote Expires: March 17, 2024

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	EXTENDED PRICE
Professional Services – Hours	Up to 16 hours	\$4,200.00
Professional Services – Fixed Fee	Fixed Fee	\$6,000.00
	TOTAL:	\$10,200.00

INVOICING SCHEDULE		
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD
Subscription Fees (by Category)		
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance
1.1x VCC Domain Options		
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date	
3.xx Support Services	inolitis after Change Order Date	
One-Time Fees & Deposits		
One-Time Fees	Change Order Date	One-Time in Advance
Telecom Deposit		
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance
Usage Fees		
Communications	As Used	Monthly in Arrears
Storage	As Used	Monthly in Arrears

CHANGE ORDER TERMS

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Professional Services (including training) fees do not include travel and expenses for on-site work. Customer will be invoiced for these expenses at actual costs and time. Five9 travel and expense policy can be found here: https://www.five9.com/legal/travel-and-expense-policy.

ACCEPTANCE OF ORDER

Customer	Five9, Inc.
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

FIVE9 EXHIBIT: ONE TIME DETAILS

PROFESSIONAL SERVICES – HOURS	TOTAL HOURS	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Essentials QM Implementation	16	1	\$4,200.00	\$4,200.00
			TOTAL:	\$4,200.00

PROFESSIONAL SERVICES – FIXED FEE	QTY	UNIT PRICE	EXTENDED PRICE
WFO Custom Services	Fixed Fee	\$6,000.00	\$6,000.00
		TOTAL:	\$6,000.00

- Five9 February 2024 -

FIVE9 EXHIBIT: PROFESSIONAL SERVICES EXHIBIT(S)

Five9 Essentials QM Implementation

Five9 Essentials Quality Management (QM) is a Five9 VCC-integrated solution that provides access to audio recordings, screen recordings, email transcripts, and chat transcripts in a unified interface that is purpose-built for access to and retrieval of recorded media. The solution also features robust event search and playback for administrators, employee scoring and reporting and evaluation template pack.

The Five9 implementation methodology follows a phased approach where each phase builds on the previous activity, achieving clear, measurable goals resulting in the delivery of a solution which aligns to Customer's requirements and objectives. Each phase of the project lifecycle is focused on specific activities, deliverables and milestones that must be completed and accepted by Customer before moving onto the next phase.

This implementation package includes activities related to design, implementation, online training and go-live support of Five9 Essentials QM. Five9 will remotely perform all services using conference calls and an online collaboration tool.

Five9 will perform the following configuration activities:

- Employee import
- Audio recording setup
- Screen capture
- · Admin search and playback

- END OF PROFESSIONAL SERVICES EXHIBIT(S) -



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CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of the State of Florida	Type: Change Domain
Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Domain Name: Polk County, a political subdivision of the State of Florida	Change Order Term: Co-Terminus with Service Order Q-261661
Domain Number: 160695	Renewal Term: 12 Months
Company Address:	Billing Frequency: Monthly
330 W Church St Bartow Florida 33830-3760 United States	
Primary Contact Center Address:	
330 W Church St Bartow Florida 33830-3760 United States	
Business Contact: Bill Beasley	
Business Phone:	
Business Email: BillBeasley@polk-county.net	
Billing Contact: Bill Beasley	Five9 Account Executive: Eric Ramstrom
Billing Phone:	Phone:
Billing Email: BillBeasley@polk-county.net	Email: eric.ramstrom@five9.com

Quote/Order #: Q-306282

Quote Expires: March 16, 2024

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Core - Voice Contact Center	1.00 VCC Call Center Seat and Bundle	Concurrent User	23	\$89.00	\$2,047.00
VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	14	\$73.00	\$1,022.00
VCC Administrator	1.10 VCC Admin/Supervisor	Concurrent User	4	\$73.00	\$292.00
US DID	1.15 VCC Phone Numbers	Number	2	\$1.00	\$2.00
Five9 UC Adapter - MS Teams	1.22 VCC Options	Concurrent User	23	\$5.00	\$115.00
Five9 Essentials QM	2.02 Five9 WFO	Named Agent	21	\$16.00	\$336.00
			•	TOTAL:	\$3,814.00

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	EXTENDED PRICE
Activation Fees	Varies	\$0.00
	TOTAL:	\$0.00

INVOICING SCHEDULE			
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD	
Subscription Fees (by Category)			
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance	
1.1x VCC Domain Options			
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance	
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date		
3.xx Support Services	months after change order bate		
One-Time Fees & Deposits			
One-Time Fees	Change Order Date	One-Time in Advance	
Telecom Deposit			
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance	
Usage Fees			
Communications	As Used	Monthly in Arrears	
Storage	As Used	Monthly in Arrears	

SUBSCRIPTION SERVICES CHANGE ORDERS

- 1. The table below lists Customer's minimum commitments for the subscription services ordered in this Change Order, which is in addition to the minimum commitments set forth in Customer's Service Order and any associated co-terminus change/service order(s). Minimum commitments are shown as a percentage of the ordered quantity by service Category and apply for the duration of the Change Order Term and any subsequent Renewal Terms.
- 2. Reductions (as permitted) require a minimum of thirty (30) days advance written notice.

Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

CHANGE ORDER TERMS

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Please note that there will be an invoice charge associated with the E911 Emergency Services capability to account for costs and changes associated with this feature. In the event that one of your Five9 users makes a 911 call without properly setting their location, a per call usage surcharge will be applied. Location Service Charge is \$3.00 per concurrent seat/month and Operator Assisted Location Service Surcharge is \$100 USD (or local currency equivalent) per call event.

Five9 Named User-Based Services

During any billing month, if the actual usage level of any named user-based services (i.e. Unit is Named Agent, Named User, or Named Employee) exceeds the contracted level, for that month only and only for the excess quantity Customer hereby agrees to either a) be invoiced with a "bursting" charge that is 20% over the rates herein, or b) place an immediate co-terminus add-on order in the quantity of such excess usage.

Five9 UC Adapter

Five9's UC adapter supports use for up to 22,000 contacts from your UC solution. When importing contacts, Customers with more than 22,000 contacts will need to use the Group Filter functionality to limit the number of UC contacts used to 22,000 or less.

ACCEPTANCE OF ORDER	
Customer	Five9, Inc.
By:	Ву:
Name:	Name:
Title:	Title:
Date:	Date:

Five9 Exhibit: Five9 Solution Bundle Offerings



Bundle Features	Core	Premium	Optimum Five9 WFO	Optimum Verint WFO	Ultimate Five9 WFO		Notes	Description
Voice Agent Seat	•	•	•	•	•	•		Five9 voice including 3 lines and 3 softphones, and IVR capabilities (blended inbound/outbound)
Agent Desktop Plus	•	•	•	•	•	•		HTML user interface option for Agent seat
Call Recording	•	•	•	•	•	•		Voice recording option for Agents
Voice Data Retention	•	•	•	•	•	•		1 month recording storage, 2 months call logs – additional storage available as an option
Geographic Redundancy	•	•	•	•	•	•		Automated failover to redundant data center in case of service disruption at primary data center
Five9 Chat Agent		•	•	•	•	•	1	Agent add-on for chat capabilities
Five9 Email Agent		•	•	•	•	•	1	Agent add-on for email capabilities
Five9 Essentials QM		•					1, 2, 3	End-to-end QM capabilities for smaller call centers, including Audio Recording, Chat & Email transcript collection (if Five9 chat/email are enabled), Event Search and Playback, Employee Performance Scoring and Reporting, Evaluation and Scoring Form Creation, and Screen Recording
Five9 Enterprise QM			•		•		1, 2, 3	All functionality of QM Essentials, plus Coaching, Real-time Screen Monitoring with Agent Assistance, Advanced Evaluation Form Creation, Assignment, and Disputes, Single-screen Query Wizard
Five9 Enterprise WFM			•		•		1, 2	WFM solution with forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic and multi-skill forecasting and planning.
Five9 WFM Everywhere Mobile			•		•		1, 2	Mobile app extends reach and impact of WFM solution. Quickly offers overtime and access to schedule views, shift bidding and adherence reporting and other self-service features.
Five9 Interaction Analytics					•		1, 2	Five9 Interaction Analytics is a comprehensive, powerful set of tools to help improve your teams' productivity and performance with 100% call transcription; chat & email analysis; automated scoring and evaluations; ad hoc word/phrase search; automatic categorization and sentiment analysis (for calls). Enables automated QM when combined with Enterprise QM.
Verint QM				•		•	1, 2	Business-driven QM solution enables contact center management to monitor performance in real-time and take corrective. Includes Audio and Screen Recording, Encrypted Recording, Quality Evaluations and Coaching.
Verint Performance Management				•		•	1	Capture metrics and KPIs in a single standardized framework to efficiently track, manage and improve individual, team, and organizational performance. Includes Scorecards, Coaching and eLearning capabilities.
Verint Automated QM						•	1	Automates the evaluation of interactions, allowing supervisors a full and objective of employee performance. Increases the strategic business value of QM.
Verint WFM				•		•	1	Full featured WFM solution for forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic forecasting planning and multi-site support.
Verint Speech Analytics						•	1	Add-on to Verint QM that provides Speech Analytics of all call recordings to enable first call resolution, messaging usage, detecting defections, marketing campaign valuation, etc.
Proactive Notification			•	•	•	•		Automated outreach to customer via email, call, etc. based on external events (e.g., item shipped, status change)
Five9 Workflow Automation					•	•		Uses pre-built connections to Five9 and other business systems to aggregate information in real-time and initiate intelligent automated workflows based on aggregated information.

- 1. Includes 1 named agent for each bundle seat, with additional named users available a la carte
- 2. Five9 WFO includes 1 TB of storage per customer domain.
- LAN/WAN infrastructure (QoS, bandwidth, etc.) to support Five9 WFO application network traffic of approx. 1.5Mb/min of screen recordings per display monitor for data transport over public internet.

Subject to Change Without Notice © 2023 Five9 Inc.

If Five9 Implementation Services are not ordered for any of the features within a bundle, Five9 assumes Customer will self-implement or purchase implementation services at a later date.

During any given billing month, if the actual usage level for any ordered bundle exceeds the contracted level, for that month only and for the excess quantity Five9 will charge a unit rate that is 20% higher than the unit rates herein.

FIVE9 EXHIBIT: ONE TIME DETAILS

ACTIVATION FEES	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Agent Seat Activation	Concurrent User	23	\$0.00	\$0.00
US DID Activation	Number	2	\$0.00	\$0.00
			TOTAL:	\$0.00



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CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of the State of Florida	Type: Change Domain
Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Domain Name: Polkcounty_PD10 Domain Number: 176696	Change Order Term: Co-Terminus with Service Order Q-261661
	Renewal Term: 12 Months
Company Address: 330 W Church St Bartow Florida 33830-3760 United States	Billing Frequency: Monthly
Primary Contact Center Address:	
330 W Church St Bartow Florida 33830-3760 United States	
Business Contact: Bill Beasley	
Business Phone:	
Business Email: billbeasley@polk-county.net	
Billing Contact: Drew Gilchrist	Five9 Account Executive: Eric Ramstrom
Billing Phone: 863-534-7582	Phone:
Billing Email: andrewgilchrist@polk-county.net	Email: eric.ramstrom@five9.com

Quote/Order #: Q-303185

Quote Expires: February 21, 2024

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Additional Inbound Lines	1.12 VCC Options	Line	2	\$10.00	\$20.00
Additional Outbound Lines	1.12 VCC Options	Line	2	\$10.00	\$20.00
				TOTAL:	\$40.00

INVOICING SCHEDULE					
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD			
Subscription Fees (by Category)					
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance			
1.1x VCC Domain Options					
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance			
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date				
3.xx Support Services	mondis after Change Order Date				
One-Time Fees & Deposits					
One-Time Fees	Change Order Date				
Telecom Deposit					
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance			
Usage Fees					
Communications	As Used	Monthly in Arrears			
Storage	As Used	Monthly in Arrears			

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- 2. Reductions (as permitted) require a minimum of thirty (30) days advance written notice.

Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

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ACCEPTANCE OF ORDER

Customer	Five9, Inc.
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:



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CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of the State of Florida	Type: Change Domain
Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Domain Name: Polkcounty_Taxes	Change Order Term: Co-Terminus with Service Order Q-261661
Domain Number: 176694	Renewal Term: 12 Months
Company Address: 330 W Church St Bartow Florida 33830-3760 United States	Billing Frequency: Monthly
Primary Contact Center Address: 330 W Church St Bartow Florida 33830-3760 United States	
Business Contact: Drew Gilchrist Business Phone: 863-534-7582	
Business Email: andrewgilchrist@polk-county.net	
Billing Contact: Drew Gilchrist	Five9 Account Executive: Eric Ramstrom
Billing Phone: 863-534-7582	Phone:
Billing Email: andrewgilchrist@polk-county.net	Email: eric.ramstrom@five9.com

Quote/Order #: Q-305929

Quote Expires: March 14, 2024

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Core - Voice Contact Center	1.00 VCC Call Center Seat and Bundle	Concurrent User	16	\$89.00	\$1,424.00
VCC Administrator	1.10 VCC Admin/Supervisor	Concurrent User	1	\$73.00	\$73.00
VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	5	\$73.00	\$365.00
Advanced Recording Upload	1.13 VCC Domain Options	Domain	1	\$500.00	\$500.00
US DID	1.15 VCC Phone Numbers	Number	1	\$1.00	\$1.00
Five9 Chat Agent	1.21 VCC Multi-Channel	Named Agent	7	\$10.00	\$70.00
Five9 UC Adapter - MS Teams	1.22 VCC Options	Concurrent User	16	\$5.00	\$80.00
Five9 Essentials QM	2.02 Five9 WFO	Named Agent	51	\$16.00	\$816.00
				TOTAL:	\$3,329.00

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	EXTENDED PRICE
Professional Services – Hours	Up to 16 hours	\$7,000.00
Activation Fees	Varies	\$0.00
	TOTAL:	\$7,000.00

USAGE	UNIT	UNIT PRICE	EXTENDED
Five9 WFO Additional Storage	Gigabyte	\$0.15	As Used

INVOICING SCHEDULE					
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD			
Subscription Fees (by Category)					
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance			
1.1x VCC Domain Options					
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance			
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date				
3.xx Support Services	inolius arter change ofuer Date				
One-Time Fees & Deposits	One-Time Fees & Deposits				
One-Time Fees	Change Order Date				
Telecom Deposit					
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance			
Usage Fees					
Communications	As Used	Monthly in Arrears			
Storage	As Used	Monthly in Arrears			

SUBSCRIPTION SERVICES CHANGE ORDERS

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Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

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During any billing month, if the actual usage level of any named user-based services (i.e. Unit is Named Agent, Named User, or Named Employee) exceeds the contracted level, for that month only and only for the excess quantity Customer hereby agrees to either a) be invoiced with a "bursting" charge that is 20% over the rates herein, or b) place an immediate co-terminus add-on order in the quantity of such excess usage.

Five9 UC Adapter

Five9's UC adapter supports use for up to 22,000 contacts from your UC solution. When importing contacts, Customers with more than 22,000 contacts will need to use the Group Filter functionality to limit the number of UC contacts used to 22,000 or less.

ACCEPTANCE OF ORDER

Customer	Five9, Inc.
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

Five9 Exhibit: Five9 Solution Bundle Offerings



Bundle Features	Core	Premium	Optimum Five9 WFO	Optimum Verint WFO	Ultimate Five9 WFO		Notes	Description
Voice Agent Seat	•	•	•	•	•	•		Five9 voice including 3 lines and 3 softphones, and IVR capabilities (blended inbound/outbound)
Agent Desktop Plus	•	•	•	•	•	•		HTML user interface option for Agent seat
Call Recording	•	•	•	•	•	•		Voice recording option for Agents
Voice Data Retention	•	•	•	•	•	•		1 month recording storage, 2 months call logs – additional storage available as an option
Geographic Redundancy	•	•	•	•	•	•		Automated failover to redundant data center in case of service disruption at primary data center
Five9 Chat Agent		•	•	•	•	•	1	Agent add-on for chat capabilities
Five9 Email Agent		•	•	•	•	•	1	Agent add-on for email capabilities
Five9 Essentials QM		•					1, 2, 3	End-to-end QM capabilities for smaller call centers, including Audio Recording, Chat & Email transcript collection (if Five9 chat/email are enabled), Event Search and Playback, Employee Performance Scoring and Reporting, Evaluation and Scoring Form Creation, and Screen Recording
Five9 Enterprise QM			•		•		1, 2, 3	All functionality of QM Essentials, plus Coaching, Real-time Screen Monitoring with Agent Assistance, Advanced Evaluation Form Creation, Assignment, and Disputes, Single-screen Query Wizard
Five9 Enterprise WFM			•		•		1, 2	WFM solution with forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic and multi-skill forecasting and planning.
Five9 WFM Everywhere Mobile			•		•		1, 2	Mobile app extends reach and impact of WFM solution. Quickly offers overtime and access to schedule views, shift bidding and adherence reporting and other self-service features.
Five9 Interaction Analytics					•		1, 2	Five9 Interaction Analytics is a comprehensive, powerful set of tools to help improve your teams' productivity and performance with 100% call transcription; chat & email analysis; automated scoring and evaluations; ad hoc word/phrase search; automatic categorization and sentiment analysis (for calls). Enables automated QM when combined with Enterprise QM.
Verint QM				•		•	1, 2	Business-driven QM solution enables contact center management to monitor performance in real-time and take corrective. Includes Audio and Screen Recording, Encrypted Recording, Quality Evaluations and Coaching.
Verint Performance Management				•		•	1	Capture metrics and KPIs in a single standardized framework to efficiently track, manage and improve individual, team, and organizational performance. Includes Scorecards, Coaching and eLearning capabilities.
Verint Automated QM						•	1	Automates the evaluation of interactions, allowing supervisors a full and objective of employee performance. Increases the strategic business value of QM.
Verint WFM				•		•	1	Full featured WFM solution for forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic forecasting planning and multi-site support.
Verint Speech Analytics						•	1	Add-on to Verint QM that provides Speech Analytics of all call recordings to enable first call resolution, messaging usage, detecting defections, marketing campaign valuation, etc.
Proactive Notification			•	•	•	•		Automated outreach to customer via email, call, etc. based on external events (e.g., item shipped, status change)
Five9 Workflow Automation					•	•		Uses pre-built connections to Five9 and other business systems to aggregate information in real-time and initiate intelligent automated workflows based on aggregated information.

- 1. Includes 1 named agent for each bundle seat, with additional named users available a la carte
- 2. Five9 WFO includes 1 TB of storage per customer domain.
- LAN/WAN infrastructure (QoS, bandwidth, etc.) to support Five9 WFO application network traffic of approx. 1.5Mb/min of screen recordings per display monitor for data transport over public internet.

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If Five9 Implementation Services are not ordered for any of the features within a bundle, Five9 assumes Customer will self-implement or purchase implementation services at a later date.

During any given billing month, if the actual usage level for any ordered bundle exceeds the contracted level, for that month only and for the excess quantity Five9 will charge a unit rate that is 20% higher than the unit rates herein.

FIVE9 EXHIBIT: ONE TIME DETAILS

PROFESSIONAL SERVICES – HOURS	TOTAL HOURS	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Essentials QM Implementation	16	1	\$7,000.00	\$7,000.00
			TOTAL:	\$7,000.00

ACTIVATION FEES	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Agent Seat Activation	Concurrent User	16	\$0.00	\$0.00
US DID Activation	Number	1	\$0.00	\$0.00
			TOTAL:	\$0.00

FIVE9 EXHIBIT: PROFESSIONAL SERVICES EXHIBIT(S)

Five9 Essentials QM Implementation

Five9 Essentials Quality Management (QM) is a Five9 VCC-integrated solution that provides access to audio recordings, screen recordings, email transcripts, and chat transcripts in a unified interface that is purpose-built for access to and retrieval of recorded media. The solution also features robust event search and playback for administrators, employee scoring and reporting and evaluation template pack.

The Five9 implementation methodology follows a phased approach where each phase builds on the previous activity, achieving clear, measurable goals resulting in the delivery of a solution which aligns to Customer's requirements and objectives. Each phase of the project lifecycle is focused on specific activities, deliverables and milestones that must be completed and accepted by Customer before moving onto the next phase.

This implementation package includes activities related to design, implementation, online training and go-live support of Five9 Essentials QM. Five9 will remotely perform all services using conference calls and an online collaboration tool.

Five9 will perform the following configuration activities:

- Employee import
- Audio recording setup
- Screen capture
- · Admin search and playback

- END OF PROFESSIONAL SERVICES EXHIBIT(S) -



This change order to Five9 Service Order Q-261661 (the "Change Order"), collectively with the Five9 Master Services Agreement dated June 20, 2023, its addenda, Five9 Service Order Q-261661, and any other associated co-terminus Change Order(s) (the "Agreement") is entered into by and between Five9, Inc. ("Five9") and Customer named below. This Change Order is subject to the terms and conditions of the Agreement, in the event of any conflict between this Change Order and the Agreement, this Change Order will control. For the avoidance of doubt, if there are terms and conditions in the Agreement regarding subjects on which this Change Order is silent, such silence will not constitute a conflict and the terms and conditions in the Agreement will control.

CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of the State of Florida	Type: Change Domain
Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Domain Name: Polkcounty_SAO10 Domain Number: 176695	Change Order Term: Co-Terminus with Service Order Q-261661
	Renewal Term: 12 Months
Company Address: 330 W Church St Bartow Florida 33830-3760 United States	Billing Frequency: Monthly
Primary Contact Center Address:	
330 W Church St Bartow Florida 33830-3760 United States	
Business Contact: Bill Beasley	
Business Phone:	
Business Email: billbeasley@polk-county.net	
Billing Contact: Drew Gilchrist	Five9 Account Executive: Eric Ramstrom
Billing Phone: 863-534-7582	Phone:
Billing Email: andrewgilchrist@polk-county.net	Email: eric.ramstrom@five9.com

Quote/Order #: Q-303069

Quote Expires: February 21, 2024

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Additional Inbound Lines	1.12 VCC Options	Line	2	\$10.00	\$20.00
Additional Outbound Lines	1.12 VCC Options	Line	2	\$10.00	\$20.00
				TOTAL:	\$40.00

INVOICING SCHEDULE						
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD				
Subscription Fees (by Category)						
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance				
1.1x VCC Domain Options						
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance				
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date					
3.xx Support Services	mondis arter change order bate					
One-Time Fees & Deposits						
One-Time Fees	Change Order Date	One-Time in Advance				
Telecom Deposit						
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance				
Usage Fees						
Communications	As Used	Monthly in Arrears				
Storage	As Used	Monthly in Arrears				

SUBSCRIPTION SERVICES CHANGE ORDERS

- 1. The table below lists Customer's minimum commitments for the subscription services ordered in this Change Order, which is in addition to the minimum commitments set forth in Customer's Service Order and any associated co-terminus change/service order(s). Minimum commitments are shown as a percentage of the ordered quantity by service Category and apply for the duration of the Change Order Term and any subsequent Renewal Terms.
- 2. Reductions (as permitted) require a minimum of thirty (30) days advance written notice.

Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

CHANGE ORDER TERMS

All prices are in U.S. Dollars and are exclusive of any taxes to which Customer may be subject.

Change Order Term reflected above begins on the date when Customer signs this Change Order (the "Change Order Date").

Any Professional Services purchased in this Change Order are non-refundable, non-transferrable and expire twelve (12) months after Change Order Date unless otherwise specified in a Statement of Work.

All communication, documentation, training, and artifacts associated with the Professional Services purchased in this Change Order will be delivered in English only unless otherwise specified in a Statement of Work.

Professional Services (including training) fees do not include travel and expenses for on-site work. Customer will be invoiced for these expenses at actual costs and time. Five9 travel and expense policy can be found here: https://www.five9.com/legal/travel-and-expense-policy.

ACCEPTANCE OF ORDER

Customer	Five9, Inc.
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:



This change order to Five9 Service Order Q-261661 (the "Change Order"), collectively with the Five9 Master Services Agreement dated June 20, 2023, its addenda, Five9 Service Order Q-261661, and any other associated co-terminus Change Order(s) (the "Agreement") is entered into by and between Five9, Inc. ("Five9") and Customer named below. This Change Order is subject to the terms and conditions of the Agreement, in the event of any conflict between this Change Order and the Agreement, this Change Order will control. For the avoidance of doubt, if there are terms and conditions in the Agreement regarding subjects on which this Change Order is silent, such silence will not constitute a conflict and the terms and conditions in the Agreement will control.

CUSTOMER INFORMATION	ORDER INFORMATION
Customer Name: Polk County, a political subdivision of the State of Florida	Type: Change Domain
Customer Number: 160695	Order Type: Change Order to Service Order Q-261661
Domain Name: Polkcounty_PCSO Domain Number: 176693	Change Order Term: Co-Terminus with Service Order Q-261661
	Renewal Term: 12 Months
Company Address: 330 W Church St Bartow Florida 33830-3760 United States	Billing Frequency: Monthly
Primary Contact Center Address:	
330 W Church St Bartow Florida 33830-3760 United States	
Business Contact: Bill Beasley	
Business Phone:	
Business Email: BillBeasley@polk-county.net	
Billing Contact: Bill Beasley	Five9 Account Executive: Eric Ramstrom
Billing Phone:	Phone:
Billing Email: BillBeasley@polk-county.net	Email: eric.ramstrom@five9.com
	1

Quote/Order #: Q-306290

Quote Expires: March 16, 2024

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Core - Voice Contact Center	1.00 VCC Call Center Seat and Bundle	Concurrent User	25	\$89.00	\$2,225.00
VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	11	\$73.00	\$803.00
Five9 UC Adapter - MS Teams	1.22 VCC Options	Concurrent User	25	\$5.00	\$125.00
				TOTAL:	\$3,153.00

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	EXTENDED PRICE	
Activation Fees	Varies	\$0.00	
	TOTAL:	\$0.00	

INVOICING SCHEDULE									
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD							
Subscription Fees (by Category)									
1.0x VCC Agent Seats and Bundles	Change Order Date	Monthly in Advance							
1.1x VCC Domain Options									
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is	Monthly in Advance							
2.xx Other Services	first made available for production use, or b) 12 months after Change Order Date								
3.xx Support Services	months after change order bate								
One-Time Fees & Deposits									
One-Time Fees	Change Order Date	One-Time in Advance							
Telecom Deposit									
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance							
Usage Fees									
Communications	As Used	Monthly in Arrears							
Storage	As Used	Monthly in Arrears							

SUBSCRIPTION SERVICES CHANGE ORDERS

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- 2. Reductions (as permitted) require a minimum of thirty (30) days advance written notice.

Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

CHANGE ORDER TERMS

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Please note that there will be an invoice charge associated with the E911 Emergency Services capability to account for costs and changes associated with this feature. In the event that one of your Five9 users makes a 911 call without properly setting their location, a per call usage surcharge will be applied. Location Service Charge is \$3.00 per concurrent seat/month and Operator Assisted Location Service Surcharge is \$100 USD (or local currency equivalent) per call event.

Five9 UC Adapter

Five9's UC adapter supports use for up to 22,000 contacts from your UC solution. When importing contacts, Customers with more than 22,000 contacts will need to use the Group Filter functionality to limit the number of UC contacts used to 22,000 or less.

ACCEPTANCE OF ORDER	
Customer	Five9, Inc.
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

Five9 Exhibit: Five9 Solution Bundle Offerings



Bundle Features	Core	Premium	Optimum Five9 WFO	Optimum Verint WFO	Ultimate Five9 WFO		Notes	Description
Voice Agent Seat	•	•	•	•	•	•		Five9 voice including 3 lines and 3 softphones, and IVR capabilities (blended inbound/outbound)
Agent Desktop Plus	•	•	•	•	•	•		HTML user interface option for Agent seat
Call Recording	•	•	•	•	•	•		Voice recording option for Agents
Voice Data Retention	•	•	•	•	•	•		1 month recording storage, 2 months call logs – additional storage available as an option
Geographic Redundancy	•	•	•	•	•	•		Automated failover to redundant data center in case of service disruption at primary data center
Five9 Chat Agent		•	•	•	•	•	1	Agent add-on for chat capabilities
Five9 Email Agent		•	•	•	•	•	1	Agent add-on for email capabilities
Five9 Essentials QM		•					1, 2, 3	End-to-end QM capabilities for smaller call centers, including Audio Recording, Chat & Email transcript collection (if Five9 chat/email are enabled), Event Search and Playback, Employee Performance Scoring and Reporting, Evaluation and Scoring Form Creation, and Screen Recording
Five9 Enterprise QM			•		•		1, 2, 3	All functionality of QM Essentials, plus Coaching, Real-time Screen Monitoring with Agent Assistance, Advanced Evaluation Form Creation, Assignment, and Disputes, Single-screen Query Wizard
Five9 Enterprise WFM			•		•		1, 2	WFM solution with forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic and multi-skill forecasting and planning.
Five9 WFM Everywhere Mobile			•		•		1, 2	Mobile app extends reach and impact of WFM solution. Quickly offers overtime and access to schedule views, shift bidding and adherence reporting and other self-service features.
Five9 Interaction Analytics					•		1, 2	Five9 Interaction Analytics is a comprehensive, powerful set of tools to help improve your teams' productivity and performance with 100% call transcription; chat & email analysis; automated scoring and evaluations; ad hoc word/phrase search; automatic categorization and sentiment analysis (for calls). Enables automated QM when combined with Enterprise QM.
Verint QM				•		•	1, 2	Business-driven QM solution enables contact center management to monitor performance in real-time and take corrective. Includes Audio and Screen Recording, Encrypted Recording, Quality Evaluations and Coaching.
Verint Performance Management				•		•	1	Capture metrics and KPIs in a single standardized framework to efficiently track, manage and improve individual, team, and organizational performance. Includes Scorecards, Coaching and eLearning capabilities.
Verint Automated QM						•	1	Automates the evaluation of interactions, allowing supervisors a full and objective of employee performance. Increases the strategic business value of QM.
Verint WFM				•		•	1	Full featured WFM solution for forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic forecasting planning and multi-site support.
Verint Speech Analytics						•	1	Add-on to Verint QM that provides Speech Analytics of all call recordings to enable first call resolution, messaging usage, detecting defections, marketing campaign valuation, etc.
Proactive Notification			•	•	•	•		Automated outreach to customer via email, call, etc. based on external events (e.g., item shipped, status change)
Five9 Workflow Automation					•	•		Uses pre-built connections to Five9 and other business systems to aggregate information in real-time and initiate intelligent automated workflows based on aggregated information.

- 1. Includes 1 named agent for each bundle seat, with additional named users available a la carte
- 2. Five9 WFO includes 1 TB of storage per customer domain.
- LAN/WAN infrastructure (QoS, bandwidth, etc.) to support Five9 WFO application network traffic of approx. 1.5Mb/min of screen recordings per display monitor for data transport over public internet.

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During any given billing month, if the actual usage level for any ordered bundle exceeds the contracted level, for that month only and for the excess quantity Five9 will charge a unit rate that is 20% higher than the unit rates herein.

FIVE9 EXHIBIT: ONE TIME DETAILS

ACTIVATION FEES	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Agent Seat Activation	Concurrent User	25	\$0.00	\$0.00
	_		TOTAL:	\$0.00



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/11/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed.

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PRODUCER						CONTACT NAME:					
Marsh Risk & Insurance Services					PHONE			FAX (A/C, No):			
1735 Technology Drive, Suite 790 San Jose, CA 95110					(A/C, No, Ext): (A/C, No): E-MAIL ADDRESS:						
Attn: SanJose,CertRequest@marsh,com; FAX: 212-948-4335							UDEDIO AFFOR	DINC COVERACE		NAIC#	
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	San Ramon, CA 94583				INSURER D: N/A					INA	
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								MED EXP (Any one person)	\$	10,000	
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								E.L. EACH ACCIDENT	\$		
1	(Mandatory in NH)	N/A						E.L. DISEASE - EA EMPLOYEE	\$	1,000,000	
	If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - POLICY LIMIT	\$	1,000,000	
DES	CRIPTION OF OPERATIONS / LOCATIONS / VEHIC	LES (ACORE	101, Additional Remarks Schedu	ile, may b	attached If mo	re space is requir	red)			
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a political subdivision of the State of Florida 330 W Church St					ACC	ORDANCE W	ITH THE POLIC	CY PROVISIONS.			
Bartow, FL 33830-3760											
		AUTHORIZED REPRESENTATIVE									
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