

Manufacturer / Brand	Product Description	DIR Customer Discount % off MSRP
HARDWARE CATEGORY		
Genesys/Interactive Intelligence	All products Care Packages and Warranty Bundles	0.00%
Vidyo	Hardware, equipment and accessories - Unless shown in the item list below.	12.50%
Vidyo	VidyoRoom HD-100	0.50%
Vidyo	VidyoRoom HD-40	0.50%
SOFTWARE CATEGORY / DESCRIPTION		
Genesys/Interactive Intelligence	All Licenses, Software and products and related services Unless shown in the item list below.	15.00%
Genesys/Interactive Intelligence	Specialty software licenses needed for language type communications and extra configuratons (e.g. Spanish, French, Portuguesse , etc..)	0.00%
Vidyo	All Licenses, Software and products and related services	12.50%
SERVICE CATEGORY		
	Engineering Support Hourly Rate	4.50%
	After-Hours Engineering Support Hourly Rate	4.50%
	Application Development	7.00%
	User Knowledge Transfer	4.50%
	Administrator Knowledge Transfer	7.00%
	Project Management	7.00%
	Genesys/Interactive Intelligence Annual SW Support	22.00%
	Vidyo Annual SW Support	15.00%
	AVDS HW Support-3 yrs	10.00%
*Volume Discounts are Available Based on Customer's Package Purchases		

Important Note: Vendor's quote to DIR customers shall include the DIR Administrative Fee. The fee will be added after the discount is applied to the MSRP.