

**Five9  
Renewal Order**



This Renewal Order, collectively with the Five9 Agreement and its addenda, the "Agreement", is entered into by and between Five9, Inc. ("Five9") and Reseller named below. This Renewal Order is subject to the terms and conditions of the Agreement, in the event of any conflict between this Renewal Order and the Agreement, this Renewal Order will control. For the avoidance of doubt, if there are terms and conditions in the Agreement regarding subjects on which this Renewal Order is silent, such silence will not constitute a conflict and the terms and conditions in the Agreement will control.

Customer Information	Order Information
<p><b>Customer Name:</b> City of Cocoa (thru Verteks)</p> <p><b>Account Number.:</b> 111852</p> <p><b>Primary Contact Center Address:</b> 65 Stone St Cocoa FL 32922-7982 United States</p> <p><b>Business Contact:</b> Robert Beach <b>Business Phone:</b> (321) 433-8550 <b>Business Email:</b> rbeach@cocoaf1.org</p> <p><b>Billing Contact:</b> Accounts Payable <b>Billing Phone:</b> <b>Billing Email:</b> accountspayable@cocoaf1.org</p>	<p><b>Renewal Term:</b> 40 Months (June 1, 2021 to September 30, 2024) <b>Renewal Period:</b> 24 Months (October 1, 2024 to September 30, 2026)</p> <p><b>Billing Frequency:</b> Monthly</p> <p><b>Five9 Account Executive:</b> Joel Kretzinger <b>Phone:</b> <b>Email:</b> joel.kretzinger@five9.com</p>
<p><b>Quote/Order #:</b> Q-164380-v1</p> <p><b>Quote Expires:</b> 5/1/2021</p>	

PRODUCT SKUS	MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	LIST PRICE	UNIT PRICE	EXTENDED PRICE
200-0075	US DID	1.15 VCC Phone Numbers	Number	1	\$5.00	\$5.00	\$5.00
<b>MONTHLY TOTAL:</b>							\$5.00

INVOICING SCHEDULE	
Subscription Fees	INVOICING METHOD
All Subscription Fees	Monthly in Advance
Usage Fees	
Communications	Monthly in Arrears for Usage
Storage	Monthly in Arrears for Usage

**ORDER TERMS**

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

**ACCEPTANCE OF ORDER**

<b>Reseller</b>	<b>Five9, Inc.</b>
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

**FIVE9 SERVICE ORDER EXHIBIT TELECOMMUNICATIONS USAGE SERVICE**

**Local and Long Distance Rate Tables**

**Communication Charges:** Local, long distance, and any related surcharges, taxes or fees shall be billed monthly. Charges accrue on a call-by-call basis. Customer is responsible for any call activity incurred through its account. Local and long distance charges are computed and billed based upon the Automatic Number Identification (ANI) as the calling number and the Dialed Number Identification Service (DNIS) as the called number (e.g. calls with an ANI and DNIS in the same state are rated as Intrastate calls, and calls with an ANI and DNIS in different states are rated as Interstate calls) and Pacific Standard/Daylight Time as the originating time for each call.

All connections to the Five9 service via “PSTN mode” (call generated from the Five9 service to initiate the connection with an Agent, Supervisor, or Administrator over the Public Switched Telephone Network), rather than a dedicated route utilizing the Customer’s MPLS or Internet service, are billed as an outbound call for the entire connection time and can substantially increase the bill. All calls, whether outbound or inbound, are billed based on carrier connection made, regardless of agent connection to the call. All inbound calls, whether to toll free numbers or area code specific DID’s are subject to the rates shown, unless otherwise specified.

Any call to (xxx) 555-xxxx is billed as Directory Assistance.

Rate Lookup feature is available in Administrator role. Reporting of detailed call records is available in the Administrator or Supervisor portion of the Five9 platform/service.

RATE PLAN	INITIAL/SUBSEQUENT BILLING INCREMENTS (SECONDS)	RATE PLAN UNIT PRICE
Interstate (US) Outbound	6/6	\$ 0.0100
Intrastate (US) Outbound	6/6	\$ 0.0100
Alaska Outbound	6/6	\$ 0.1170
Hawaii Outbound	6/6	\$ 0.0816
Canada Outbound	30/6	\$ 0.0160
Toll Free Outbound	6/6	\$ 0.0140
Interstate (US) Inbound	6/6	\$ 0.0100
Intrastate (US) Inbound	6/6	\$ 0.0100
Alaska Inbound	6/6	\$ 0.1936
Hawaii Inbound	6/6	\$ 0.0325
Canada Inbound	30/6	\$ 0.0394
Other International	Current List Price	Current List Price
Directory Assistance	60/60	\$ 1.0000

**Notes:** All rates are quoted in USDs per minute and subject to change with 30 day notice; reduction in rates may occur without notice.

Rates shown above are for comparison to rates quoted by telecommunication providers. Actual billing rates in Call Log data and invoicing include a surcharge relating to the cost of applicable surcharge, tariffs, and other fees including, but not limited to, Federal Universal Service Fund contribution (USF), Federal Telecommunication Relay Service surcharge (TRS), Federal Regulatory Recovery, Federal Local Number Portability charge (LNP), North American Number Portability fee (NANP) and other Federal, State, and carrier fees.

Outbound International calling may be blocked without notice. Restricted countries, territories, and dial codes can be found at <https://www.five9.com/products/features/restricted>. Upon written request via completion of the International Call Blocking form, Five9 may in its sole discretion un-block any of the affected areas.