| | Discount off List % | Discount off List | Discount off List |
|--|------------------------|--|--------------------|
| | State/CPV | K-12 | Higher Ed |
| New Product Purchases | 35% | 35% | 35% |
| Cisco Core & Compute | | | |
| New Product Purchases | 10% | 10% | 10% |
| Cisco Market | | | |
| New Product Purchases | 0% | 0% | 0% |
| Cisco Net | | | |
| Manufacturer Backed Maintenance (SNTC 1 year term) | 10% | 25% | 25% |
| Manufacturer Backed Maintenance (SNTC 3 year term) | 17% | 28% | 28% |
| Manufacturer Backed Maintenance (SNTC 5 year term) | 21% | 30% | 30% |
| All other Manufacturer Backed Maintenance support offers not | 10% | 10% | 10% |
| under Smart Net Total Care Service, including Support Services | | | |
| for on-premise Software | | | |
| Cisco Services includes, but not limited to, Survey/Design, | 0% | 0% | 0% |
| Implementation, Optimization, Remote, Managed, Technical, | | | |
| Advisory, Network Architectural Design, Statements of Work | | | |
| (SOWs), Combined Services, and other Professional or Consulting | | | |
| Services. This includes but is not limited to Cisco provided | | | |
| Installation Service for configuration, physical install and | | | |
| acceptance testing, includes but is not limited to, travel, mileage, | | | |
| trip charges, parking meals, lodging, etc.** | | | |
| Refurbished Equipment Purchases | 0% | 0% | 0% |
| | Harrier Cambi | D-t f Ct-t- /CI |) /// 42 and Hinba |
| | Ed Service | Hourly Service Rates for State/CPV/K-12 and High | |
| | Weekday | Weekend | Holidays |
| Maintenance Services | | | · |
| Not to Exceed Maintenance Services - Remote | \$525.00 | | |
| Not to Exceed Maintenance Services - Onsite | \$600.00 | | |
| | | | |
| Professional/Technical Services* | | | |
| Not to Exceed Deployment Services - Remote | \$661.17 | | |
| Not to Exceed Advisory Services - Remote | \$661.18 | | |
| Not to Exceed Architectural Design Services - Remote | \$661.19 | | |
| Not to Exceed Statement of Work Services - Remote | \$661.20 | | |
| Not to Exceed Training Deployment Services - Remote | \$525.00 | | |
| Not to Exceed Maintenance Services - Onsite | \$600.00 | | |
| Not to Exceed Deployment Services - Onsite | \$743.17 | | |
| Not to Exceed Advisory Services - Onsite | \$743.18 | | |
| Not to Exceed Architectural Design Services - Onsite | \$743.19 | | |
| Not to Exceed Statement of Work Services - Onsite | \$743.20 | | |
| | | | |

*The hourly labor rates provided are Not-to-Exceed (NTE) rates. Individual hours or block of hours may not be purchased separately. Cisco will use the NTE rates to determine the total fixed price of a customer-approved SOW with specific deliverables. To calculate the total fixed price of the SOW, Cisco will evaluate, after consultation with the customer, the required level of effort needed to produce the required deliverables. Accordingly, because the SOW will be offered at a fixed price, Cisco will not keep timecards. Additionally, any customer-approved travel costs that are incurred in connection with the performance of the SOW will be itemized and billed separately based on agreed upon terms.

| Partner/Reseller Limited Services | | |
|--|----------|--|
| Basic Installation and Configuration Services are as follows and | | |
| subject to Cisco's written approval: | | |
| Certified and Technical Project Management | | |
| Staging & Implementation Engineering | | |
| Site Survey, High Level Design Review | | |
| Global Implementation Capability | | |
| Configuration Development | | |
| Knowledge Transfer | | |
| Acceptance Testing | | |
| Partner Services - Remote** | \$525.00 | |
| Partner Services - Onsite*** | \$600.00 | |

^{**}Remote NTE Amount/Hour: Not-to-Exceed Hourly Labor Rates for Limited Reseller Services provided remotely ***Onsite NTE Amount/Hour: Not-to-Exceed Hourly Labor Rates for Limited Reseller Services provided on Customer's site