Fill in this information to identify the case:

Debtor West Marine Products, Inc.

United States Bankruptcy Court for the: _____ District of Delaware (State)

Case number 26-10801

Modified Official Form 410
Proof of Claim

04/25

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to $500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) **that you received.**

Part 1: Identify the Claim

1. **Who is the current creditor?**

247.ai, Inc.

Name of the current creditor (the person or entity to be paid for this claim)

Other names the creditor used with the debtor _____

2. **Has this claim been acquired from someone else?**

☑ No

☐ Yes. From whom? _____

3. **Where should notices and payments to the creditor be sent?**

Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)

Where should notices to the creditor be sent?	**Where should payments to the creditor be sent?** (if different)
247.ai, Inc. 2105 S. Bascom Ave., Suite 195 Campbell, California 95008, U.S.A.	
Contact phone 4084093245	Contact phone _____
Contact email william.bose@247.ai	Contact email _____

Uniform claim identifier (if you use one):

_ _

4. **Does this claim amend one already filed?**

☑ No

☐ Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY

5. **Do you know if anyone else has filed a proof of claim for this claim?**

☑ No

☐ Yes. Who made the earlier filing? _____

261080126062900000000005

Part 2: Give Information About the Claim as of the Date the Case Was Filed

6. **Do you have any number you use to identify the debtor?**

☐ No

☑ Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 94-3359939

7. **How much is the claim?** $ 49,830.20 . **Does this amount include interest or other charges?**

☑ No

☐ Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. **What is the basis of the claim?**

Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.

Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).

Limit disclosing information that is entitled to privacy, such as health care information.

See summary page

9. **Is all or part of the claim secured?**

☑ No

☐ Yes. The claim is secured by a lien on property.

Nature or property:

☐ Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.

☐ Motor vehicle

☐ Other. Describe: _____

Basis for perfection: _____

Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)

Value of property: $_____

Amount of the claim that is secured: $_____

Amount of the claim that is unsecured: $_____ (The sum of the secured and unsecured amount should match the amount in line 7.)

Amount necessary to cure any default as of the date of the petition: $_____

Annual Interest Rate (when case was filed)_____%

☐ Fixed

☐ Variable

10. **Is this claim based on a lease?**

☑ No

☐ Yes. **Amount necessary to cure any default as of the date of the petition.** $_____

11. **Is this claim subject to a right of setoff?**

☑ No

☐ Yes. Identify the property: _____

26108012606290000000000005

12. **Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?**

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

☑ No

☐ Yes. *Check all that apply:*

	Amount entitled to priority
☐ Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	$_____
☐ Up to $3,800* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	$_____
☐ Wages, salaries, or commissions (up to $17,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	$_____
☐ Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	$_____
☐ Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	$_____
☐ Other. Specify subsection of 11 U.S.C. § 507(a)(__) that applies.	$_____

* Amounts are subject to adjustment on 4/01/28 and every 3 years after that for cases begun on or after the date of adjustment.

13. **Is all or part of the claim entitled to administrative priority pursuant to 11 U.S.C. § 503(b)(9)?**

☑ No

☐ Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

$_____

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(3) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to $500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

☑ I am the creditor.

☐ I am the creditor's attorney or authorized agent.

☐ I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

☐ I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 06/29/2026
MM / DD / YYYY

/s/William A. Bose
Signature

Print the name of the person who is completing and signing this claim:

Name: William A. Bose
First name | Middle name | Last name

Title: SVP Legal and Acting General Counsel

Company: 247.ai, Inc.
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address

Contact phone _____ Email _____



Verita (KCC) ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 967-1786 | International (310) 751-2686

Debtor:
26-10801 - West Marine Products, Inc.
District:
District of Delaware

Creditor:
247.ai, Inc.
2105 S. Bascom Ave., Suite 195
Campbell, California, 95008
U.S.A.
Phone:
4084093245
Phone 2:
Fax:
Email:
william.bose@247.ai

Has Supporting Documentation:
Yes, supporting documentation successfully uploaded
Related Document Statement:

Has Related Claim:
No
Related Claim Filed By:

Filing Party:
Creditor

Other Names Used with Debtor:

Amends Claim:
No
Acquired Claim:
No

Basis of Claim:
Serviced performed and delivered - May 1, 2026 - May 17, 2026. Services continue today.

Last 4 Digits:
Yes - 94-3359939

Uniform Claim Identifier:

Total Amount of Claim:
49,830.20

Includes Interest or Charges:
No

Has Priority Claim:
No

Priority Under:

Has Secured Claim:
No
Amount of 503(b)(9):
No
Based on Lease:
No
Subject to Right of Setoff:
No

Nature of Secured Amount:
Value of Property:
Annual Interest Rate:
Arrearage Amount:
Basis for Perfection:
Amount Unsecured:

Submitted By:
William A. Bose on 29-Jun-2026 12:05:47 p.m. Pacific Time
Title:
SVP Legal and Acting General Counsel
Company:
247.ai, Inc.

VN: A5591593AF796E4A79469046B9B72A84

DocuSign Envelope ID: 4BBBA4E7-A0A3-423B-BEDC-C8B992ED5D7A

[24]7.ai

SUBSCRIPTION AGREEMENT

THIS SUBSCRIPTION AGREEMENT (THE "AGREEMENT"), DATED SEPTEMBER 27TH, 2023, ALONG WITH ANY ACTIVE ORDER FORM(S), CONSTITUTES A LEGALLY BINDING CONTRACT BETWEEN [24]7.AI, INC., A CALIFORNIA CORPORATION, HAVING ITS PRINCIPAL PLACE OF BUSINESS AT 2105 SOUTH BASCOM AVENUE, SUITE 195, CAMPBELL, CA 95008 ("[24]7") AND WEST MARINE PRODUCTS, INC., A FLORIDA CORPORATION HAVING A PLACE OF BUSINESS AT 1E BROWARD BLVD FORT LAUDERDALE, FL 33301 ("CLIENT") AND GOVERNS CLIENT'S SUBSCRIPTION AND USE OF [24]7'S PRODUCTS AND SERVICES AS SET FORTH HEREIN.

1. Platform and Payments. [24]7 will provide Client access to and use of certain [24]7 products and services ("**Services**") identified in one or more signed orders (each, an "**Order Form**"), for the Subscription Period identified in the Order Form, pursuant to the terms of this Agreement and the relevant Order Form(s). Generally, each Order Form applies to a particular product or optional service, unless otherwise agreed in writing. Client will pay the fees as set forth on each applicable Order Form.

2. Term and Termination. This Agreement will commence upon the last date of signature below (the "**Effective Date**") and continue for the period of any existing Order Forms entered into by the parties or is terminated in accordance with this Agreement. Either party may terminate this Agreement immediately upon written notice to the other party in the event other party has committed a material breach of this Agreement that remains uncured thirty (30) days after written notice of such breach. The termination of this Agreement or an Order Form, however occasioned, shall not terminate, affect, or impair any rights, obligations, or liabilities of Client or [24]7 that may accrue or have accrued prior to such termination, or that, under the terms of this Agreement, continue after the termination. The parties agree that Sections 2 through 8 shall survive the expiration of this Agreement or any such termination. Client shall be responsible for paying any compensation set forth in the Order Form through the actual effective date of termination (including any notice period). Upon request by Client made within thirty (30) days after the termination or expiration of this Agreement, [24]7 will make available to Client for download a file of Client Data.

3. Intellectual Property Rights. As used in this Agreement, or any Order Form for services, exhibits, or attachments thereto, "**Intellectual Property Rights**" mean all rights, under the law of the United States or any other applicable jurisdiction, protecting information or intellectual property in any form, including but not limited to patents, copyrights, applications, trade secrets, trademarks, trade dress, service marks, Internet domain names; and any other intellectual and industrial property and proprietary rights throughout the world to and under inventions, discoveries, designs, technology and all other protectable subject matter. [24]7 retains all ownership of and reserves all rights, including Intellectual Property Rights, in and to the Services. Except for the limited license set forth herein, all Intellectual Property Rights embodied in any Services or in any [24]7 methods or processes, documentation and other technologies used in providing the Services that are owned or licensed by [24]7 and as may be further defined in any Order Form or other document for certain Services executed by the parties ("**[24]7 Intellectual Property**") shall be and remain the exclusive property of [24]7. Client shall have no rights or interests in [24]7 Intellectual Property, whether expressly, by estoppel, or on any other theory. All non-public [24]7 Intellectual Property shall be considered trade secrets and confidential information of [24]7. Client shall not assert any ownership or proprietary rights in [24]7 Intellectual Property, [24]7's Engagement Cloud Platform and its applications (the "Platform") or in any element, derivation, adaptation, variation or name thereof. Client further shall not contest the validity of [24]7's ownership of any [24]7 Intellectual Property. Client will reproduce, on all copies made by or for Client, and will not remove, alter, or obscure all proprietary rights notices of [24]7 or others on or within the Service, Platform, or related documentation.

4. Limitation of Obligations. Except as expressly set forth in this Agreement or an applicable Order Form, the Platform are provided "as is", and [24]7 makes no guarantees as to particular features or functionality of any [24]7's offering. [24]7 shall provide, and Client may access, only the particular Platform components that are listed in the applicable Order Form. EXCEPT AS EXPRESSLY PROVIDED HEREIN, [24]7 MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. [24]7 DOES NOT REPRESENT, WARRANT OR GUARANTEE THAT THE SERVICES ARE COMPLIANT WITH ANY SPECIFIC DATA PROTECTION LAWS, PRIVACY LAWS, OR DISABILITY ACCESSIBILITY LAWS APPLICABLE TO CUSTOMER.

5. Limitation of Liability. IN NO EVENT SHALL ANY PARTY TO THIS AGREEMENT BE LIABLE TO THE OTHER PARTY FOR ANY INCIDENTAL, SPECIAL, AGGRAVATED, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR DAMAGES FOR LOST DATA OR INFORMATION, ANY COSTS OR EXPENSES FOR THE PROCUREMENT OF SUBSTITUTE SERVICES, OR ANY OTHER INDIRECT DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EVEN IF THE POSSIBILITY THEREOF MAY BE KNOWN IN ADVANCE TO ONE OR BOTH PARTIES. NEITHER PARTY SHALL BE LIABLE FOR ANY ACTS OR OMISSIONS CAUSED BY THIRD PARTIES. IN NO EVENT SHALL [24]7 BE LIABLE FOR ANY LOSS, DAMAGE OR CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT IN EXCESS OF THE AMOUNTS [24]7 HAS BEEN PAID HEREUNDER UNDER THE SERVICES TO WHICH THE CAUSE OR CLAIM RELATES DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE ON WHICH THE CLAIM AROSE. THESE LIMITATIONS WERE SEPARATELY BARGAINED FOR AND AN ESSENTIAL PART OF THE BARGAIN, AND SHALL APPLY EVEN IN THE EVENT THAT ANY

REMEDY AVAILABLE HEREUNDER IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. IN NO EVENT ANYTHING CONTAINED HEREIN SHALL LIMIT CLIENT'S LIABILITY FOR PAYMENT OF FEES UNDER THE AGREEMENT OR APPLICABLE ORDER FORM.

6. Indemnity.

(a) **By [24]7.** Subject to Section 6(c) and to the limitations and disclaimers set forth in the Agreement, [24]7 shall (i) at its own expense defend Client against any third party claim (a "Claim") that the Platform infringes any copyright, trademark, or patent registered as of the Effective Date and enforceable in the U.S. or Canada, and shall (ii) indemnify the Client from any damages, awards and expenses (including reasonable attorney's fees) from such a claim that are adjudicated by a court of competent jurisdiction and held to be valid, following the exhaustion of all appeals. This is [24]7's entire liability, and Client's sole remedy, for third party claims of intellectual property infringement. [24]7 has no liability regarding any claim to the extent based on the following: (a) Client's modification of the Services other than in accordance with the Agreement; (b) Client's combination, operation or use of the Services with other services or data that [24]7 did not provide; or (c) anything Client provided to [24]7 which is incorporated into the Services.

(b) **By Client.** Subject to Section 6c), Client will defend, indemnify and hold [24]7 its officers, directors, employees and agents harmless from and against any third-party claim against [24]7 at Client's expense and pay all costs, damages and reasonable attorney's fees finally awarded by a court of competent jurisdiction, resulting from or relating to: (a) Client's content or other intellectual property provided to [24]7 in connection with the Agreement; (b) use of the Platform other than a current unaltered release of the Platform; (c) the combination, operation or use of the Platform furnished hereunder with hardware, software, or data, not provided by [24]7 (including Client products); (d) modification of the Platform by any person other than [24]7 or its authorized contractors; (e) any unauthorized use, reproduction, or distribution of the Platform or other Services by Client; (f) [24]7's compliance with Client's specifications, standards, instructions, documentation or design; (g) any hardware, software, or data not provided by or owned by [24]7; and (h) infringement of any third party intellectual property rights due to any data, materials, and/or information provided by Client. Subject to Section 6(c), Client will also defend, indemnify and hold [24]7 harmless from and against any claim arising out of Client's use of the Services, other than a claim described in Section 6(a).

(c) **Procedure.** The indemnification obligations hereunder are conditioned upon the Party seeking indemnification (i) giving the indemnifying Party prompt written notice of any claim, action, suit or proceeding; (ii) granting complete control of the defense to the indemnifying Party; and (iii) reasonably cooperating with indemnifying Party at the indemnifying Party's expense. In the event that [24]7 determines a risk of an infringement, at [24]7's option and expense, [24]7 may (a) replace or modify the Services with substantially equivalent services or replacement services so that the [24]7 Platform Services are no longer infringing, or (b) obtain for Client the right to continue using the [24]7 Platform Services. If [24]7 determines that the fees for these alternatives are not commercially reasonable, [24]7 may cancel the applicable Service and reimburse Client for any prepaid but unused Services as of the date of termination.

7. Security. [24]7 provides client-side security controls that Client will evaluate for applicability based on the agreed upon relationship between Client and [24]7 and the specific contexts of Client's situation. Client agrees to evaluate the risks associated with its system architecture in connection with implementation of any, and to consider whether the use of security measures within its control, including but not limited to content security policies, firewalls or other measures, would be advisable to maintain security of the system. Client assumes full responsibility for security incidents and/or data breaches that would not have occurred (or if occurring, would not have caused harm) had Client implemented such security measures. Client agrees that security of all Client devices, software, and systems is the sole responsibility of Client.

8. Miscellaneous.

(a) Confidentiality. Client acknowledges that the Agreement, the Platform and any related trade secrets, know-how, inventions (whether or not patentable), techniques, processes, programs, ideas, algorithms, schematics, testing procedures, software design and architecture, computer code, internal documentation, design and function specifications, product requirements, problem reports, analysis and performance information, software documents, and other technical, business, product, marketing and financial information, plans and data are the "Proprietary Information" of [24]7. During and after the Term, Client shall: (a) not use (except as expressly authorized by the Agreement) or disclose Proprietary Information without [24]7's prior written consent; (b) take all reasonable measures to maintain the Proprietary Information in confidence; disclose Proprietary Information only to those of its employees and consultants as are necessary for the use expressly licensed hereunder, and only after such employees and contractors have agreed in writing to be bound by obligations of confidentiality equivalent to those contained in this Agreement.

(b) Publicity. [24]7 shall have the right to name Client and use Client's logo in [24]7 marketing presentations and on the [24]7 website. The parties shall have the right to announce their relationship, subject to mutual approval of announcement material. [24]7 shall also have the right to display text, images and/or logos throughout the Platform that identifies [24]7 as the solution provider. Client will take no action to obscure the logo or prevent it from being visible to its customers.

(c) Privacy. The [24]7 Platform will comply with the [24]7.ai Privacy Policy set forth at https://www.247.ai/privacy-policy. Client understands that call flow/journey(s) are implemented as per Client requirements and directions. In the event that [24]7 is required to perform any partial or whole call recording, Client shall ensure that it obtains consent to monitor and record the call from all parties to the call, either by written consent or by playing an announcement prior to the commencement of

recording which complies with all applicable federal and state laws.

(d) Notices. Any notice or other communication given hereunder shall be effective only if in writing and delivered in person or sent by facsimile or private overnight mail delivery or courier service to the address set forth on the Order Form or to such other address as the party in question may have previously designated in writing.

(e) Choice of Law/Venue. This Agreement and any action arising out of or relating thereto shall be governed by the laws of California, without regard to the principles of conflicts of law and shall be brought exclusively in the federal or state courts located in Santa Clara County, California. Each party irrevocably consents to jurisdiction and venue in such courts and waives all objections to proceeding therein, including claims of forum non conveniens.

(f) Force Majeure. The parties shall not be liable for any loss, delay, or failure to perform that is due to any force majeure event, including but not limited to disruption or unavailability of communications, utility, energy source, or Internet service provider failure, war, terrorism, vandalism, lightning, fire, strike, or any other causes beyond the party's reasonable control.

(g) Nonsolicitation. During the Term and for twelve (12) months after the expiration or termination of this Agreement, Client shall not solicit or hire any [24]7 employees without [24]7's prior written consent.

(h) Entire Agreement. This Agreement together with each Order Form, constitutes the entire agreement between the parties, and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision shall be effective unless in writing and signed by the party against whom it is to be asserted. Each party shall comply with all applicable laws and regulations in connection with the performance of this Agreement. If any term herein is held invalid, the court shall modify such term to best achieve the original purpose, and the remaining terms shall remain in force. The failure of either party to insist upon any rights hereunder shall not waive such rights. This Agreement creates no rights in any non-parties, and Client may not sell or assign any of its rights or obligations under the terms of this Agreement to any other party without the prior written consent of [24]7.

IN WITNESS WHEREOF, the parties have caused this Subscription Agreement to be signed by their duly authorized representative with effect from the Effective Date:

[24]7.ai, Inc.

DocuSigned by:

By: _____
I91E761I4E404C9...

Name: William Bose

Title: SVP and Acting General Counsel

Date: Sep 28, 2023

Client: West Marine Products, Inc.

DocuSigned by:

By: _____
24AC97B5263E4CA...

Name: Calvin Hollinger

Title: COO

Date: Sep 28, 2023

DocuSign Envelope ID: 4BBBA4E7-A0A3-423B-BEDC-C8B992ED5D7A

[24]7.ai

ORDER FORM #1

This Order Form #1 ("**Order Form**"), effective as of October 1st, 2023 the date last signed below (the "**Order Effective Date**"), forms part of the Subscription Agreement dated September 27th, 2023 ("**Subscription Agreement**"), and is by and between **[24]7.ai, Inc.** ("**[24]7**") and **West Marine Products, Inc.** ("**Client**"). Terms used and not defined in this document have the meanings given to them in the Subscription Agreement. This Order Form describes the following services that [24]7 will provide, in accordance with the terms of Subscription Agreement.

GENERAL INFORMATION	
Client Information	
Client Name:	West Marine
Client Address:	1E Broward Blvd
City, State & Zip:	Fort Lauderdale, FL 33301
Contact Name:	Calvin Hollinger
Contact Email:	CalvinH@westmarine.com

1. PRICING AND PAYMENT

	Product Name	Pay Period	Fee per Pay Period (see Notes for additional fees)	Contract Fees (see Notes for additional fees)
A	Subscription Fee for: • Engagement Cloud Platform, including Assist, Answers, Messaging, Conversations, Voices • Support	Monthly	$15,000 $1,785	$540,000 $ 64,268
B	Professional Services Fees (for 3095 Hours)	Monthly	$ 12,187	$ 438,725 (See Note 4)
C	Assist License Fee for 45 Licenses– Voices	Monthly	$3,600	$ 129,600 (See Note 3 (c))
D	Voices Usage Fee @ $ 0.0717/min (billed in six (6) seconds increments) for Committed Annual Voices Usage	Monthly	$3,494	$ 125,800 (See Note 3 (b))
E	Optimization Services (upto 600 and not exceeding 200hrs/month)	Monthly	$ 2,363	$ 85,051 (See Note 5)
F	Digital Sessions Usage Fee @$0.35/Session for Committed Annual Sessions	Monthly	$2,384	$ 85,836 (See Note 3(a))
G	Assist License Fee for 27 Licenses– Digital	Monthly	$2,160	$ 77,760 (See Note 3(c))
H	Workforce Management Tool Subscription Fee	Monthly	(See Note 6)	See Note 6
I	Workforce Management Tool Implementation Fee	One-Time	$ 19,000 (See Note 6)	$19,000
J	Workforce Management Tool Integration Fee	One-Time	$ 20,000 (See Note 6)	$20,000
			Total	$1,586,040 **(Please see Note 3 for additional fee(s) where applicable)**

*Please see notes for explanation on applicable Fee(s). Contract Fee is for the Initial Term.

(1) Initial Term: 3 years from the Order Effective Date.

(2) Fees

[24]7.ai

(a) Fee under A and B in the above table shall be billed monthly in arrears from Order Effective Date and fee under C to H in the above table shall be billed monthly in arrears from the date (whichever is earlier), either a) on which Service under this Order Form is first made available by [24]7 to be used for live interactions or b) 90 days from date of execution of this Order Form.

(b) Client shall pay all fees specified herein within thirty (30) days of the date of [24]7's invoice. Except as otherwise specified herein, (i) fees are quoted and payable in United States dollars, and (ii) payment obligations are for minimum 36 months and are non-cancelable and fees paid are non-refundable. All fees are exclusive of taxes, and Client is responsible for applicable federal, state, provincial, or other sales, use, excise, withholding or other applicable taxes other than [24]7's income taxes. Client shall self-assess or remit such tax or pay or reimburse [24]7 for any such taxes and [24]7 may add any such taxes to invoices submitted to Client by [24]7.

(c) Client is responsible for all costs associated with providing toll free numbers (TFNs) and shall be responsible for establishing initial voice and data connectivity to [24]7's call and data drop point. Client is solely responsible for its customer relationship management (CRM) platform and any other CRM services and for all work force optimization tools, including, but not limited to, work force management software, quality management software, call recording tools, and screen capture tools. All costs related to TFNs and CRM software and any applicable maintenance and development shall be borne by Client and shall be billed by [24]7 to Client monthly at actuals. The current applicable rates in relation to TFN $ 0.0115/min for inbound calls and $ 0.008/min for outbound calls. Client agrees and understand that these are current applicable rates, which are subject to revision from time by TFN provider and Client would be charged as per then applicable rates.

(3) Other Platform-Related Fees:

(a) Engagement Cloud Platform, including Answers, Conversations, Assist and Messaging: Minimum committed annual Sessions shall be 81,750 and any additional usage shall be invoiced a per Session fee at the rate of $0.35 per Session. A "Session" is defined as a group of interactions that a user takes within a 24-hour time frame within a given consumer channel. Grouping of interactions within a 24-hour time frame is only applicable for identified users on Messaging Channels (as defined in Exhibit A) such as Apple Business Chat or Google Business Messages, where a unique visitor ID is available to identify users. For non-identified web users, each end-to-end interaction will be considered as one session. At the end of each contract year, the total number of Sessions utilized during the year will be calculated, and if Client has utilized more than 81,750 Sessions, Client will be invoiced for such additional usage at the end of each month, [24]7 will calculate the total number of Sessions invoiced to Client within the applicable period, and if the Minimum Commit has not already been invoiced or additional Sessions have been utilized, [24]7 will invoice Client for the same.

(b) Additional Voices Fees: Minimum committed annual Voices minutes shall be 584,843 and any additional usage shall be invoiced for the total minutes of call time made with the Voices application at a rate of $0.0717 per Voices minute. At the end of each month, [24]7 will calculate the total number of Voices minutes invoiced to Client within the applicable period, and if the Minimum Commit has not already been invoiced or additional minutes have been utilized, [24]7 will invoice Client for the same.

(c) Assist: Assist is priced per agent license with 45 licenses for Voices and 27 licenses for Digital are included above. Additional licenses will be invoiced at $80 per license. At the end of each month, [24]7 will calculate the total named Assist licenses within the prior month. If any licenses have been added during that month, Client will be invoiced for the additional licenses on a prorated basis based for the remainder of the current annual term. CLIENT WILL AUTOMATICALLY TRIGGER AN ADDITIONAL ASSIST LICENSE FEE BY CREATING A NEW USER ACCOUNT WITHIN THE ASSIST CONSOLE OF THE ENGAGEMENT CLOUD PLATFORM.

(d) Administrative Users: The Subscription Fee for Engagement Cloud Platform allows for up to eight (8) Administrative Users. **"Administrative Users"** are Platform users authorized to log into the Engagement Cloud Platform portal and configure Engagement Cloud Platform applications and/or to access Engagement Cloud Platform reporting. Additional Administrative User licenses can be purchased in bundles of three (3) for $1,500 per bundle per year.

(4) Professional Services Fees: A description of Professional Services offered are included in "Exhibit B: Professional Services" as attached to and incorporated in this Order Form. Client has purchased and shall be billed for $ 438,725 for Professional Services. Said fee for Professional Services shall be invoiced in equal monthly installments over 36 months from the Effective Date. In case of earlier termination of the Subscription Agreement and/or this

Order Form remaining monthly invoices for Professional Services Fee shall deemed to have been raised as of the effective date of termination and shall be paid by the Client within 30 days from invoice date.

In the event that Client requires Professional Services beyond 3095 hours, Client may submit service requests in [24]7's support portal in the Engagement Cloud to add additional Professional Services and they will be invoiced at $ 175/hour.

(5) Optimization Services: Client shall be billed $ 85,051 on the Order Effective Date for 600Hrs of Optimization Services for 3 months (not exceeding 200hrs/month) which shall be invoiced in equal monthly installments over 36 months from the effective date. In case of earlier termination of the Subscription Agreement and/or this Order Form remaining monthly invoices for Professional Services Fee shall deemed to have been raised as of the effective date of termination and shall be paid by the Client within 30 days from invoice date. Client can purchase additional optimization hours if required.

(6) Work-Force Management Tool Fee: A one-time, Workforce Management Tool Implementation Fee of $ 19,000 and a one-time, Workforce Management Tool Integration Fee of $ 20,000 shall be billed to the Client at the time of execution of the Order Form. Client shall also pay an annual subscription fee for Work-Force Management Tool which shall be billed at $24/per license/month. [24]7 shall provide a work-force management tool from Calabrio, which is a third-party sub-contractor tool ('Work-Force Management Tool') and shall implement and integrate the same. These being third party services, [24]7 shall not be liable for issues relating with such third-party services.

2. ADDITIONAL TERMS

(a) When signed by both parties, this Order Form confirms Client's non-cancelable order of the products and services identified above, for the fees identified above, and for the Initial Term identified above. During the Term (as defined below), [24]7 will make available the Platform and/or Professional Services set forth under Exhibit A and/or Exhibit B, respectively and in accordance with the terms and conditions of the Agreement. For purposes of this Order Form, "Agreement" means the terms of (i) the Subscription Agreement, (ii) this Order Form, and (iii) Exhibits attached to this Order Form.

(b) This Order Form is effective on the Order Effective Date and will continue for the Initial Term specified above, unless terminated earlier in accordance with the Subscription Agreement. At the end of the Initial Term, the Parties further agree that they may, by mutual written agreement, extend the Term of this Order Form "**Renewal Term**" (each a "**Renewal Term**" and together with the Initial Term, the "**Term**"). The "**Subscription Period**" means the Initial Term and any applicable Renewal Terms. Parties agree that pursuant to expiry of Initial Term (i.e. during the Renewal Term), Client may terminate this Order Form for convenience by providing a ninety (90) days prior written notice to [24]7.

(c) Client represents that its signatory below has the authority to bind Client to the terms of this Order Form and the Agreement. The terms of this Order Form are [24]7's Confidential Information. Any modifications to this Order Form or the Agreement must be in writing and signed by both parties hereto. Invoices, acknowledgements, purchase orders and other similar documents relating to products or services subject to this Order Form shall be binding only with respect to quantities ordered, the particular type of products or services ordered. Client represents that no additional documentation (including, without limitation a purchase order) is required for [24]7 to receive payment for the fees due under the Agreement. [24]7's measurement tools will be used to determine Client's usage of the Platform. Each invoice will include data in sufficient detail to allow Client to validate the Platform usage and associated Fees. [24]7 may suspend Client's use of the Platform if Client's payment is overdue for more than 10 days after the payment due date. [24]7 will notify Client at least 7 days before suspension.

IN WITNESS WHEREOF, the parties have caused this Order Form to be signed by their duly authorized representative effective as of the Order Effective Date:

_____Signature Page Follows_____

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[24]7.ai, Inc.

DocuSigned by:

By: William A Bose
401E76114E404C0...

Name: William Bose

Title: SVP and Acting General Counsel

Date: Sep 28, 2023

Client: West Marine Products, Inc.

DocuSigned by:

By: Calvin Hollinger
24AC97B5263E4CA...

Name: Calvin Hollinger

Title: COO

Date: Sep 28, 2023

DocuSign Envelope ID: 4BBBA4E7-A0A3-423B-BEDC-C8B992ED5D7A

Exhibit A
ENGAGEMENT CLOUD PLATFORM

This Exhibit A ("**Exhibit A**") describes the Engagement Cloud Platform components that [24]7 shall provide to Client under the Subscription Agreement for the fees set forth in the Order Form. Where selectable, only Platform components or other Service components that are selected below are provided under this Exhibit A. Terms used and not defined in this document have the meanings given to them in the Subscription Agreement or the Order Form (including its exhibits and all referenced URLs) as applicable.

PRODUCT	SHORT PRODUCT DESCRIPTION
☒ Engagement Cloud Platform	The Engagement Cloud Platform is a self-service platform that enables Client to utilize one or more [24]7 applications.
☒ Answers	Application delivering Answers to End User's frequently asked questions without assistance from live resources (e.g. customer service representatives).
☒ Assist	Agent application enabling End Users and Agents to communicate via text/voice over the internet via any enabled channel(s).
☒ Messaging	A technology providing transitions from automated chat to human-assisted chat, asynchronous messaging, a single threaded conversation, and proactive messaging.
☒ Conversations	Application that enables the build and optimization of Artificial Intelligence (AI)-powered conversational bots.
☐ Target	Target uses AI to predict and deliver the right message to the right customer at the appropriate time for different stages of the consumer journey.
☒ Voices	Voices is a cloud-based interactive voice response (IVR) offering that handles natural language conversations powered by [24]7's AI technology.
☐ Active Share	Active Share is a live-content sharing application that enables voice agents to deliver brand-specific, personalized, interactive content through visual web applications to callers on web and mobile channels in real-time during a call.
☐ Journey Analytics	A journey discovery tool that simplifies the exploration of omnichannel customer journeys, enabling business analysts to identify how to improve customer experience and drive service operation efficiencies.
☒ Support Services	☒ Enterprise Support

(1) The Platform Service Terms, available at www.247.ai/legal/platform-service-terms (or other such URL as may be adopted by [24]7), as may be amended from time to time in accordance with its terms, form part of this Exhibit A.

(2) More detailed Engagement Cloud Platform Product Descriptions are available at www.247.ai/legal/platform-product-descriptions (or other such URL as may be adopted by [24]7), as may be amended from time to time in accordance with its terms, form part of this Exhibit A by reference. Only Platform components selected in above are being provided under this Exhibit A.

(3) Client, its End Users, and any other entity given access to the Platform by Client under this Order Form must only use the Platform as authorized and in accordance with [24]7's Acceptable Use Policy, available at www.247.ai/legal (or other such URL as may be adopted by [24]7), as may be amended from time to time without notice to Client or End Users.

(4) The Platform Service Levels and Support Services, available at www.247.ai/legal/platform-support-services (or other such URL as may be adopted by [24]7), as may be amended from time to time in accordance with its terms, are incorporated into this Exhibit A by reference.

(5) Client understands that call flow/journey(s) are implemented as per Client requirements and directions. In the event that [24]7 is required to perform any partial or whole call recording, Client shall ensure that it obtains consent to monitor and record the call from all parties to the call, either by written consent or by playing an announcement prior to the commencement of recording which complies with all applicable federal and state laws.

(6) You agree to access or use of your data as required for provision of Work-Force Management Tool.

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Exhibit B
PROFESSIONAL SERVICES

This Exhibit B ("**Exhibit B**") is effective as of the Order Effective Date. Terms used and not defined in this document have the meanings given to them in the Subscription Agreement or the Order Form (including its exhibits and addenda) as applicable. This Exhibit B describes the minimum amount of professional services that Client has elected to purchase from [24]7 under the Subscription Agreement for the fees set forth in the Order Form.

No.	Professional Services
1.	General Configuration Services
2.	FAQ Building
3.	BOT Building
4.	Third Party System Integration
5.	Voices Configuration Services
6.	Optimization Services (for initial 3 months from Effective Date)

I. Professional Services. [24]7 will provide professional services to assist Client in configuring the Platform to Client's requirements outlined below. The following outlines the parameters for how the Professional Services will be provided and the dependencies for [24]7 to deliver the Professional Services. Client understands that the deployment and configuration would be done by [24]7 in a phased manner and schedule of deployment/configuration would be developed and shared by [24]7.

a. Upon the Order Effective Date, Client is subscribing to [24]7's Platform (as defined in Exhibit A) as agreed to in the Subscription Agreement and the Order Form and its exhibits (collectively, the "**Agreement**"). The Platform may either be deployed by Client using Client's administrative access or by [24]7 by mutual written agreement. Under the Order Form, Client has elected to engage [24]7 to provide the Professional Services specified under this Exhibit B, and, in exchange for Client's payment of the applicable Fees, [24]7 agrees to provide such Professional Services, subject to the terms of the Agreement. "**Professional Services**" means those professional services performed by [24]7 for Client to deploy Platform applications, such as content set-up, training, consulting, designing and configuring Journeys, designing and configuring Active Cards, enabling APIs and integrations or other professional services.

b. All requirements for the Professional Services will be documented within the requirements document(s) ("**Requirements Document**") and the project plan for both Client and [24]7 which will include an agreed upon timeline. In the Requirements Document, all requirements related to the configuration of Platform will be clearly defined, reviewed, and approved by Client, allowing the [24]7 to commence provision of the Professional Services in accordance with the agreed requirements**.**

c. Client shall provide approval or rejection in within fifteen (15) business days after the initial presentation of the Requirements Document. The Requirements Document will be deemed accepted by Client, if Client does not provide written approval or rejection within a timely manner. Delays in Client's approval of the Requirements Document or other Client dependencies, such as changes to Client's systems, as well as scope changes, will impact committed timelines.

d. Client will work closely with the [24]7 throughout the engagement. Client's responsibilities will include, but are not limited to, the following:

1. **Discovery**
   a. Obtain all required departmental approvals necessary for the provision and use of the Platform during the approved project timeline.
2. **Detailed Design and Planning**
   a. Designate a program manager to be the single point of contact for [24]7 for coordination of Client's internal resources and delivery of required Client obligations.
   b. Provide [24]7 with any required style guides for user interface design and messaging for the personalization of the user interfaces, to the extent that design and messaging personalization of the user interface can be configured by [24]7.

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c. Review and provide prompt feedback to the Requirements Document. Client understands and agrees that once the Requirements Document has been confirmed and agreed by both parties, any services to be performed due to changes or updates to the Requirements Document, and any delays to the project caused by Client, will be subject to payment by Client of additional fees.
d. Perform any additional Client responsibilities reviewed within the kick-off meeting, to cover subjects, including where appropriate, but not limited to, content requirements, Journey maps, and resource support, and deploying Tags to all agreed Channels.
e. Grant [24]7 the necessary access to Client's instance of the Engagement Cloud Platform in order to perform the Professional Services within the timeframe discussed during Discovery (as defined above).

3. **Implementation**
   a. Provide [24]7 with access to all APIs that will allow [24]7 to automate the customer query types on all channels, including, but not limited to, all the journeys, flows, or query types that are currently automated in Client's IVR.
   b. Provide [24]7 with the relevant test data relating to the integrations that will be established between the Platform and Client's applications and systems.
   c. Client shall be responsible for providing toll free numbers (TFN), and shall be responsible for establishing initial voice and data connectivity to [24]7's call and data drop point.
   d. Cooperate with [24]7 in [24]7's agile deployment methodology to complete usability testing in a timely manner.

II. Configuration and Integration Services.

A. Available Professional Services. The following describes the Professional Services available in accordance with the terms of this Exhibit B. Client may submit service requests in [24]7's support portal in the Engagement Cloud Platform to add additional Professional Services at the rates set forth in the Order Form.

a. **General Configuration Services.**
   1. Launch Channels and/or Messaging Channels as set out below.
   2. Launch Answers, Assist, Conversations, Active Share and/or Voices.
   3. Configure Queues and Routing Rules for channels set out below.
   4. Configure Active Cards (to be implemented on Client's available content and API functionality).
   5. Configure escalation to an Agent with questions not resolved through Answers or Conversations content.

b. **FAQ Building**
   1. "Design, Build, Launch" End User Responses per the table below utilizing one instance of an End User Interface that will be deployed in the channels selected below.
   2. Configure End User Interface based upon Client's style guide requirements and as per the available configuration options in Engagement Cloud Platform.
   3. Configure escalation to an Agent with questions not resolved through Answers content.
   4. Provide optimization analysis within the first 30 days' post launch for improvements on the Engagement Cloud Platform.
   5. End User Response types to be implemented on Client's available content ("**End User Responses**"):
      i. Answers FAQ is content that is a single-turn response.
      ii. Answers Directed Dialogue is Answers FAQ content that is interrelated in a multi-turn response.

c. **BOT Building**
   1. "Design, Build, Launch" Journeys and/or End User Responses per the table below utilizing one instance of an End User Interface that will be deployed in the channels selected below.
   2. Configure Active Cards (to be implemented on Client's available content and API functionality).
   3. Configure escalation to an Agent with questions not resolved through Answers or Conversations content.
   4. Provide optimization analysis within the first 30 days' post launch for improvements on the Engagement Cloud Platform.
   5. Configuration of journey flows (each, a "Journey") to be implemented on Client's available API functionality and mutually agreed upon timeline for digital channels:
      i. Low Complexity Journey is a Journey that has up to five nodes and may require configuration of up to one Rest API and may require configuration of up to one Active Card.
      ii. Medium Complexity Journey is a Journey that has up to seven nodes and may require configuration of up to one Rest API and may require configuration of up to two Active Cards.

iii. High Complexity Journey is a Journey that has up to ten nodes and may require configuration of up to two Rest APIs and may require configuration of up to three Active Cards.

d. **Third Party System Integration**

1. "Design, Build, Launch" an integration approach, through REST APIs and/or Cloud Elements, with Client's third party systems as per the Backend Integration option selected in the table below.

e. **Voices Configuration Services**

1. "Design, Build, Launch" IVR as per the Voice Deployment Option in the table below.
2. Journey configuration for IVR as set out below.
3. Provide optimization analysis within the first 30 days post launch for improvements on the Engagement Cloud Platform.
4. Natural Language IVR is a deployment of Voices that allows an End User to speak naturally to an IVR to identify the reason for their call. Voices then uses Advanced Speech Recognition to identify the appropriate node for the End Users inquiry and directs the call accordingly. A Natural Language IVR includes the following:
   i. Prompts created with Natural Language Generation;
   ii. FAQ handling for up to 50 FAQs;
   iii. Integration with Client's systems through webservices for up to fourteen (14) APIs;
   iv. One-time Optimization Services post deployment;
   v. CTI integration to either Avaya, Cisco or Genesys standard CTI offerings;
   vi. Connectivity to standard Voices, AT&T or Verizon VOIP circuits;
   vii. No audio production of IVR prompts;

B. Ordered Professional Services. The table below sets forth configuration and/or integration services being purchased by Client under the Order Form. Any additional Professional Services or Professional Services hours beyond 3095 hours, are subject to additional Fees.

Configuration Scope		**Additional Description (if needed)**
Application(s)	☒ Messaging ☒ Answers ☒ Assist ☒ Conversations ☐ Active Share ☒ Voices	Assist will be Salesforce version;
Channels	☒ Web Chat ☐ Mobile SDK ☐ Web Messaging ☒ Apple Business Chat ☐ Facebook Messenger ☒ Google Business Messages ☐ WhatsApp ☒ Short Messaging Service ☐ Search Interface ☒ IVR to Messaging	
Knowledge Base(s)	50	
End User Responses	☒ Up to 50 Answers FAQs ☐ Up to [__] Answers Directed Dialogues	
Digital Journey(s) (Number)	4 Low Complexity Journey 3 Medium Complexity Journey 3 High Complexity Journey	
Active Card (s) (Number)	☐ Static Cards ☒ Dynamic Cards	
Voices Deployment Option	☐ Direct Dialogue IVR ☒ Natural Language IVR	

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	☐ Other	
IVR Journey(s) (number)	☒ Low Complexity IVR Journey: 4 ☒ Medium Complexity IVR Journey: 3 ☒ High Complexity IVR Journey: 3	
Audio Production	None	
Language(s)	☒ English (Default) ☐ Other:	
Backend Integration	☒ Digital Journeys ☒ IVR Journeys ☒ Dynamic Cards ☒ Assist console ☐ Other	Assist Console integrated with Salesforce;

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December 3, 2024

West Marine Products, Inc.
1E Broward Blvd.
Fort Lauderdale, FL 33301
Attn: John Devine

Dear John:

Reference is made to that certain Subscription Agreement dated as of September 27, 2023 (the "Agreement") and Order Form #1 between [24]7 and West Marine effective as of October 1, 2024 (the "Order Form") which was entered into under the Agreement. Note 3 to the pricing table in Section 1 (Pricing and Payment) of the Order Form states that forty-five (45) Assist voice licenses and twenty-seven (27) Assist digital licenses are included as part of the Subscription Fee for the Engagement Cloud Platform. From December 2023 through July 2024, West Marine utilized Assist licenses as follows:

Digital Licenses					
Billing Month	Digital Licenses Utilized	Digital Licenses Included	Additional Licenses Used	Cost/License	Fee Due
Dec-23	40	27	13	$80	$1,040
Jan-24	42	27	15	$80	$1,200
Feb-24	42	27	15	$80	$1,200
Mar-24	35	27	8	$80	$640
Apr-24	36	27	9	$80	$720
May-24	36	27	9	$80	$720
June-24	36	27	8	$80	$640
July-24	37	27	10	$80	$800
				Total Due:	**$6,960**

Voice Licenses					
Billing Month	Voice Licenses Utilized	Voice Licenses Included	Additional Licenses Used	Cost/License	Fee Due
Feb-24	65	45	20	$80	$1,600
Mar-24	85	45	40	$80	$3,200
Apr-24	86	45	41	$80	$3,280
May-24	82	45	37	$80	$2,960
June-24	82	45	37	$80	$2,960
July-24	81	45	36	$80	$2,880
				Total Due:	**$16,880**

West Marine has been invoiced for a total of $16,880 Assist voice licenses and $6,960 Assist digital licenses (collectively, the "License Overage"). Beginning with the invoices for September 2024, [24]7 has agreed that any of the 45 Assist voice licenses and 27 Assist Digital Licenses included as part of the Subscription Fee which are not utilized each month will be credited towards the License Overage, provided that on or after March 31, 2026, [24]7 will invoice West Marine for the balance of Assist

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licenses remaining to be paid from the License Overage at the rate specified in the Order Form. Except for the foregoing, the Agreement and Order Form shall remain unmodified.

Very truly yours,

[24]7.AI, INC.

DocuSigned by:
By: _____
751DBDE0200C438...
Name: William Bose
Title: Senior Vice President Legal & Acting General Counsel

AGREED AND ACCEPTED:

WEST MARINE PRODUCTS, INC.

DocuSigned by:
By: _____
82A68ABD0085435...
Name: John Devine
Title: CIO
Dec 3, 2024

INVOICE

[24]7.ai, Inc.
2105 S. Bascom Avenue Suite 195
Campbell
CA 95008
United States

For account inquiries, email us at **ar@247.ai**

Client Partner: 24703429 Shashank Sinha

Tax ID Number:	94 – 3359939
PO #	
Invoice #:	US04124
Invoice Date:	30-Apr-2026
Billing Period:	01-Apr-2026 to 30-Apr-2026
Terms of Payment:	Net 30 Days
Payment Due Date	07-Jun-2026

Bill To

West Marine Products Inc.,
ATTN: Lindsay Kirkpatrick [AP51622]
1E Broward Blvd
Fort Lauderdale FL 33301
United States

Ship To

West Marine Products Inc.,
ATTN: Lindsay Kirkpatrick [AP51622]
1E Broward Blvd
Fort Lauderdale FL 33301
United States

Contract Reference: As per Order Form#1 Dated 1st Oct'2023.

Description	Total Amount
Services for the Month (Refer Annexure for details)	$49,830.20

Discount	
Sales Tax	$0.00
Total Payments Due	**$49,830.20**

Payment instructions

1. Payment should be made to [24]7.ai, Inc.
2. The remittance should specifically indicate that payment is being made for this invoice.
3. Wire Transfer Instruction: US Bank, 800 Nicollet Mall BC-MN-H20I, Minneapolis, MN 55402, USA.
Bank Account Number : 158300105968 , Beneficiary SWIFT Code: USBKUS44IMT, ABA code : 121122676

[24]7.ai

ANNEXURE

[24]7.ai, Inc.
2105 S. Bascom Avenue Suite 195
Campbell
CA 95008
United States

For account inquiries, email us at ar@247.ai

Client Partner: 24703429 Shashank Sinha

Tax ID Number: 94 – 3359939
PO #
Invoice #: US04124
Invoice Date: 30-Apr-2026
Billing Period: 01-Apr-2026 to 30-Apr-2026
Terms of Payment: Net 30 Days

Description	UOM	Quantity	Rate	Amount
Engagement Cloud Platform Monthly Fee - including Assist, Answers, Messaging, Conversion & Voices.	No	1	15000	$15,000.00
Support Fee	No	1	1785	$1,785.00
Professional Services fee	No	1	12187	$12,187.00
Monthly Assist License Fee 45 Licenses - Voice	No	45	80	$3,600.00
Monthly Voice Usage fee	Min	48730.82	0.0717	$3,494.00
Monthly Optimization Services Fee	No	1	2363	$2,363.00
Monthly Digital Sessions Usage Fee	Session	6811.42	0.35	$2,384.00
Monthly Assist License Fee for 27 Licenses - Digital	No	27	80	$2,160.00
Calabrio Work Force Management Tool Licenses - April'26	No	28	24	$672.00
Additional Monthly Digital Sessions over the platform limit > 81,750	Session	17672	0.35	$6,185.20

Discount	
Sales Tax	$0.00
Total Payments Due	$49,830.20
Payments Made	$0.00
Balance Due	**$49,830.20**