1. Upland RightAnswers Pricing

User Type		Access Rights				Pricing Method
		Self-Service Portal	Support Agent Portal	Knowledge Paks	Solution Manager	
1	Service Agent		X	X	X	Per Agent
2	End User	X		X		Per End User

Includes Government Discount	
Description	**1 year Term Price**
Service Agent, 25 Licenses minimum	£ 12,500
Additional Agents £ 500 per user per year	
End Users, 3000 Licenses minimum	£ 15,000
Additional End Users £ 5 per user per year	

Definitions

1. "Agent" means Users who are trained or otherwise allocated to provide live support (whether by telephone, in person, email or otherwise) using the Licensed Material or have access to any portion of the Licensed Material for use by customers licensed users or clients licensed users. An Agent has access rights to the Support Agent Portal and the Solution Manager

2. "End User" means each unique User with access rights to the Licensed Material directly through use of the Self-Service Portal or through an Agent or through any other means.

    ** All pricing includes hosting, maintenance, technical support, upgrades and new versions.

RightAnswers Implementation

Includes Government Discount	
Description	**1 year Term Price**
Platform Implementation Fee	£ 25,000
Standard Agent Integration	£ 7,500
Standard Self-Service Integration	£ 7,500
Platform Onboarding	£ 9,000
KCS Track Onboarding	£ 3,000