

Precision Task Group, Inc.
ServiceNow DIR Customer Price - Services
DIR-CPO-5657

SERVICE DESCRIPTION	SERVICE CATEGORY	SERVICE PART NUMBER	Service Unit	MSRP	DIR Customer Discount % off MSRP	DIR Customer Price
Associate Engagement Manager	Implementation Services	N/A	P/hour	\$ 245.00	7.00%	\$ 229.56
Engagement Manager	Implementation Services	N/A	P/hour	\$ 300.00	7.00%	\$ 281.09
Sr. Engagement Manager	Implementation Services	N/A	P/hour	\$ 320.00	7.00%	\$ 299.83
Principal Engagement Manager	Implementation Services	N/A	P/hour	\$ 340.00	7.00%	\$ 318.57
Program Director	Implementation Services	N/A	P/hour	\$ 395.00	7.00%	\$ 370.11
Solution Architect	Implementation Services	N/A	P/hour	\$ 321.00	7.00%	\$ 300.77
Business Process Consultant	Implementation Services	N/A	P/hour	\$ 270.00	7.00%	\$ 252.98
Sr. Business Process Consultant	Implementation Services	N/A	P/hour	\$ 285.00	7.00%	\$ 267.04
Principal Business Process Consultant	Implementation Services	N/A	P/hour	\$ 300.00	7.00%	\$ 281.09
Practice Director	Implementation Services	N/A	P/hour	\$ 395.00	7.00%	\$ 370.11
Associate Tech Consultant	Implementation Services	N/A	P/hour	\$ 245.00	7.00%	\$ 229.56
Tech Consultant	Implementation Services	N/A	P/hour	\$ 270.00	7.00%	\$ 252.98
Sr. Tech Consultant	Implementation Services	N/A	P/hour	\$ 290.00	7.00%	\$ 271.72
Principal Tech Consultant	Implementation Services	N/A	P/hour	\$ 365.00	7.00%	\$ 342.00
Adopting a Platform Owner Mindset Workshop (APOM) – Private	Training	PROD14862	P/Session	\$ 20,000.00	7.00%	\$ 18,739.50
Adopting a Platform Owner Mindset Workshop (APOM) – Public	Training	PROD14861	P/Session	\$ 1,700.00	7.00%	\$ 1,592.86
Authorized Training Partner - CloudLab (Hourly)	Training	PROD22439		\$ 0.50	7.00%	\$ 0.47
Authorized Training Partner - eBook (One Time)	Training	PROD22438	P/Session	\$ 600.00	7.00%	\$ 562.19
Certified Technical Architect - Exam Voucher (per individual)	Exam	PROD15546	P/Session	\$ 6,000.00	7.00%	\$ 5,621.85
Certified Workflow Architect – Customer & Industry Workflows	Training	PROD23680	P/Session	\$ 4,000.00	7.00%	\$ 3,747.90
Configuration Review Professional	Training	PROD11863	P/Session	\$ 2,000.00	7.00%	\$ 1,873.95
Customer Service Management Fundamentals Training (3 days) - Private (maximum of 16 attendees)	Training	PROD15543		\$ 18,000.00	7.00%	\$ 16,865.55
Customer Service Management Fundamentals Training (3 days) - Public (per attendee)	Training	PROD15542		\$ 2,400.00	7.00%	\$ 2,248.74
Customer Success - 1 Day Add-On CSE	Training	PROD11856	P/Session	\$ 9,000.00	7.00%	\$ 8,432.78
Customer Success - 1 Day Add-On SA	Training	PROD11857	P/Session	\$ 9,000.00	7.00%	\$ 8,432.78
Digital Full Catalog Learning Access	Training	PROD23688	P/Session	\$ 3,000.00	7.00%	\$ 2,810.93
Digital Fundamentals Learning Access	Training	PROD23687	P/Session	\$ 1,500.00	7.00%	\$ 1,405.46
EMEA Experience Tour (One Time)	Training	PROD22301	P/Session	\$ 1,499.00	7.00%	\$ 1,404.53
Enterprise Training Agreement - Foundations Tier		PROD23686		\$ 125,000.00	7.00%	\$ 117,121.88
ERP Customization Mining Starter – ERP Systems Connected (Term Software, Monthly)	Training	PROD19230	P/Session	\$ 8,333.33	7.00%	\$ 7,808.12
Government Learning Credit (per credit, 1 year term) (billed based on consumption)	Learning Credit	PROD17230	P/Credit	\$ 1.00	7.00%	\$ 0.94
ILT Private 1 Day Workshop	Training	PROD20467	P/Session	\$ 6,000.00	7.00%	\$ 5,621.85
ILT Public 1 Day Workshop	Training	PROD20466	P/Session	\$ 800.00	7.00%	\$ 749.58
Impact Add-on Suite	Training	PROD20590	P/Session	\$ 60,833.34	7.00%	\$ 56,999.32

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Impact Advanced - Public Sector (US) Purchase price will be the greater of either (1) 19% of the customer's aggregate ACV; or (2) (\$560,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16510	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Advanced - MSP Dedicated Instance v2 (Priced Monthly 1 Year Term) - Purchase Price will be 19% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20564	P/Session	\$ 190.00	7.00%	\$ 178.03
Impact Advanced - Package (per \$1000 CACV) (Monthly)	Training	PROD16290	P/Session	\$ 200.00	7.00%	\$ 187.40
Impact Advanced - Package v2 (Priced Monthly 1 Year Term) - Purchase Price will be 19% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20561	P/Session	\$ 190.00	7.00%	\$ 178.03
Impact Advanced - Public Sector (US) v2 - Purchase price will be the greater of either (1) 19% of the customer's aggregate ACV; or (2) (\$560,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD19956	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Advanced - Public Sector (US) v2 - Purchase price will be the greater of either (1) 19% of the customer's aggregate ACV; or (2) (\$560,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16906	P/Session	\$ 200.00	7.00%	\$ 187.40
Impact Advanced - Public Sector (US) v2 - Purchase price will be the greater of either (1) 19% of the customer's aggregate ACV; or (2) (\$560,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD17338	P/Session	\$ 300.00	7.00%	\$ 281.09
Impact Advanced - Public Sector (US) v3 - Purchase price will be the greater of either (1) 20% of the CACV; or (2) five hundred and sixty thousand dollars (\$560,000) (Priced Monthly, 1 Year Term)	Training	PROD22567	P/Session	\$ 0.01	7.00%	\$ 0.01

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Impact Advanced - Public Sector (US) v3 (Priced Monthly 1 Year Term) - Purchase Price will be 19% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20566	P/Session	\$ 190.00	7.00%	\$ 178.03
Impact Base	Training	PROD16378	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Guided - MSP Dedicated Instance v2 (Priced Monthly 1 Year Term) - Purchase Price will be 9% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20563	P/Session	\$ 90.00	7.00%	\$ 84.33
Impact Guided - Package v2 (Priced Monthly 1 Year Term) - Purchase Price will be 9% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20560	P/Session	\$ 90.00	7.00%	\$ 84.33
Impact Guided - Public Sector (US) Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16586	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Guided - Public Sector (US) Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16511	P/Session	\$ 280.00	7.00%	\$ 262.35
Impact Guided - Public Sector (US) v2 - Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD20067	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Guided - Public Sector (US) v2 - Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16928	P/Session	\$ 20.00	7.00%	\$ 18.74
Impact Guided - Public Sector (US) v2 - Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD17339	P/Session	\$ 60.00	7.00%	\$ 56.22

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Impact Guided - Public Sector (US) v2 - Purchase price will be the greater of either (1) 9% of the customer's aggregate ACV; or (2) (\$12,000) (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD18725	P/Session	\$ 300.00	7.00%	\$ 281.09
Impact Guided - Public Sector (US) v3 - Purchase price will be the greater of either (1) 10% of the CACV; or (2) twelve thousand five (\$12,000) (Priced Monthly, 1 Year Term)	Training	PROD22569	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Guided - Public Sector (US) v3 (Priced Monthly 1 Year Term) - Purchase Price will be 9% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20559	P/Session	\$ 90.00	7.00%	\$ 84.33
Impact Platform Adoption and Strategy Add-on	Training	PROD20587	P/Session	\$ 29,166.67	7.00%	\$ 27,328.44
Impact Support Credit (Priced Monthly, 1 Year Term) (The published \$0.01 price is not the Customer's final price)	Training	PROD16659	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Technical Governance and Architecture Add-on	Training	PROD20588	P/Session	\$ 29,166.67	7.00%	\$ 27,328.44
Impact Total - Public Sector (US) v2 Instance v2 (Priced Monthly 1 Year Term) - Purchase Price will be 28% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20565	P/Session	\$ 280.00	7.00%	\$ 262.35
Impact Total - Package v2 (Priced Monthly 1 Year Term) - Purchase Price will be 28% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20562	P/Session	\$ 280.00	7.00%	\$ 262.35
Impact Total - Public Sector (US) v3 - Purchase price will be the greater of either (1) 30% of the CACV; or (2) five hundred and sixty thousand dollars (\$560,000) (Priced Monthly, 1 Year Term)	Training	PROD22568	P/Session	\$ 0.01	7.00%	\$ 0.01
Impact Total - Public Sector (US) v3 (Priced Monthly 1 Year Term) - Purchase Price will be 28% of customer's CACV Annual Contract Value. (The published \$0.01 price is not the Customer's final price.	Training	PROD20558	P/Session	\$ 280.00	7.00%	\$ 262.35
Impact Platform Performance Add-on	Training	PROD20589	P/Session	\$ 12,500.00	7.00%	\$ 11,712.19
Jumpstart Your Upgrade Service	Training	PROD12466	P/Session	\$ 6,000.00	7.00%	\$ 5,621.85
Knowledge 2021 Connect Pass	Conference	PROD15526	P/Pass	\$ 299.00	7.00%	\$ 280.16
Knowledge 2023, Add-On: Now Learning (2 days)	Conference	PROD18923	P/Pass	\$ 995.00	7.00%	\$ 932.29
Knowledge 2023, Add-On: Social	Conference	PROD18924	P/Pass	\$ 395.00	7.00%	\$ 370.11

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Knowledge 2023, Education	Conference	PROD18920	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2023, Full Conference	Conference	PROD18918	P/Pass	\$ 1,795.00	7.00%	\$ 1,681.87
Knowledge 2023, Government	Conference	PROD18919	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2023, Group - Tier 1 (2-9 attendees)	Conference	PROD18553	P/Pass	\$ 1,495.00	7.00%	\$ 1,400.78
Knowledge 2023, Group - Tier 2 (10+ attendees)	Conference	PROD18553-1	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Knowledge 2023, One Day	Conference	PROD18921	P/Pass	\$ 795.00	7.00%	\$ 744.90
Knowledge 2023, Standard - Early Bird	Conference	PROD18502	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2024 Full Conference	Conference	PROD20433	P/Pass	\$ 1,795.00	7.00%	\$ 1,681.87
Knowledge 2024 Full Conference Early Bird	Conference	PROD20592	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2024 Govt/Education	Conference	PROD20596	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2024 Govt/Education Early Bird	Conference	PROD20594	P/Pass	\$ 1,195.00	7.00%	\$ 1,119.69
Knowledge 2024 Group 5+	Conference	PROD20595	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2024 Group 5+ Early Bird	Conference	PROD20593	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Knowledge 2024, Now Learning (Per Student) (Note: Can purchase only with the proof of purchase of a full conference pass.)	Conference	PROD21885	P/Pass	\$ 1,495.00	7.00%	\$ 1,400.78
Knowledge 2024, Now Learning Early Bird (Per Student) (ends Feb 29, 2024) (Note: Can purchase only with the proof of purchase of a full conference pass.)	Conference	PROD21884	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2025 Full Conference	Conference	PROD20434	P/Pass	\$ 1,795.00	7.00%	\$ 1,681.87
Knowledge 2025 Full Conference Early Bird	Conference	PROD20597	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2025 Govt/Education	Conference	PROD20601	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2025 Govt/Education Early Bird	Conference	PROD20599	P/Pass	\$ 1,195.00	7.00%	\$ 1,119.69
Knowledge 2025 Group 5+	Conference	PROD20600	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2025 Group 5+ Early Bird	Conference	PROD20598	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Knowledge 2025 NOW Learning (Per Person)	Conference	PROD22820	P/Pass	\$ 1,495.00	7.00%	\$ 1,400.78
Knowledge 2025 NOW Learning Early Bird (Per Person)	Conference	PROD22819	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2026 Full Conference	Conference	PROD20435	P/Pass	\$ 1,795.00	7.00%	\$ 1,681.87
Knowledge 2026 Full Conference Early Bird	Conference	PROD20602	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2026 Govt/Education	Conference	PROD20606	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2026 Govt/Education Early Bird	Conference	PROD20604	P/Pass	\$ 1,195.00	7.00%	\$ 1,119.69
Knowledge 2026 Group 5+	Conference	PROD20605	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2026 Group 5+ Early Bird	Conference	PROD20603	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Knowledge 2027 Full Conference (Per Person)	Conference	PROD22816	P/Pass	\$ 1,795.00	7.00%	\$ 1,681.87
Knowledge 2027 Full Conference Early Bird (Per Person)	Conference	PROD22813	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2027 Govt/Education (Per Person)	Conference	PROD22818	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
Knowledge 2027 Govt/Education Early Bird (Per Person)	Conference	PROD22815	P/Pass	\$ 1,195.00	7.00%	\$ 1,119.69

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DIR-CPO-5657

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Knowledge 2027 Group 5+ (Per Person)	Conference	PROD22817	P/Pass	\$ 1,595.00	7.00%	\$ 1,494.48
Knowledge 2027 Group 5+ Early Bird (Per Person)	Conference	PROD22814	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Knowledge 21 - Group Pricing (Government)	Conference	PROD07888	P/Pass	\$ 1,395.00	7.00%	\$ 1,307.08
Now Assist Private Tier 1 per person (up to 50)	Training	PROD15184	P/Session	\$ 20,000.00	7.00%	\$ 18,739.50
Now Assist Private Tier 2 per person (51-100)	Training	PROD15185	P/Session	\$ 35,000.00	7.00%	\$ 32,794.13
Now Assist Private Tier 3 per person (101-300)	Training	PROD15186	P/Session	\$ 60,000.00	7.00%	\$ 56,218.50
Now Learning ONLY - Architecture Excellence (Per Person)	Training	PROD22682	P/Session	\$ 2,500.00	7.00%	\$ 2,342.44
ServiceNow Knowledge 2023 Conference - Government	Conference	K23Ticket	P/Pass	\$ 1,295.00	7.00%	\$ 1,213.38
ServiceNow Now Assist Fundamentals Training	Training	PROD14840	P/Session	\$ 500.00	7.00%	\$ 468.49
ServiceNow Now Assist Implementers Training	Training	PROD14841	P/Session	\$ 600.00	7.00%	\$ 562.19
ServiceNow® Assure - Fixed Fee (per \$1000 SOW Tailored)	Training	PROD15070	P/Session	\$ -	7.00%	\$ -
ServiceNow® Impact total - Public Sector (US) v2 (Priced Monthly 1 Year Term) - Purchase Price will be 28% of customer's CACV Annual Contract Value.	Training	PROD19983	P/Session	\$ 290.00	7.00%	\$ 271.72
ServiceNow® Implementation Bootcamp (5 days) - Public (per attendee) with Certification Voucher	Training	PROD00116	P/Session	\$ 2,995.00	7.00%	\$ 2,806.24
ServiceNow® Knowledge 19 - Group Price Tier 2 (20+)	Conference	PROD03239	P/Session	\$ 1,295.00	7.00%	\$ 1,213.38
ServiceNow® Knowledge 19 - Group Pricing Tier 1 (3-19)	Conference	PROD03236	P/Session	\$ 1,395.00	7.00%	\$ 1,307.08
ServiceNow® Knowledge 20 - Group Price Tier 2 (20+)	Conference	PROD03240	P/Session	\$ 1,195.00	7.00%	\$ 1,119.69
ServiceNow® Knowledge 20 - Group Pricing Tier 1 (3-19)	Conference	PROD03237	P/Session	\$ 1,245.00	7.00%	\$ 1,166.53
ServiceNow® Knowledge 20 - Group Pricing Tier 1 (3-19) (Monthly)	Conference	K20GRP-Tier1	K/Session	\$ 1,495.00	7.00%	\$ 1,400.78
ServiceNow® Learning Credit	Learning	PROD10761	P/Session	\$ 100.00	7.00%	\$ 93.70
ServiceNow® Learning Credit (Priced Monthly, 1 Year Term)	Learning	PROD15179	P/Session	\$ 1.00	7.00%	\$ 0.94
ServiceNow® Learning Library - Self-Paced (per user, per year)	Learning	PROD01681	P/Session	\$ 1,000.00	7.00%	\$ 936.98
ServiceNow® Learning Library for Fulfillers - Self-Paced (per user, per year)	Learning	PROD01682	P/Session	\$ 1,000.00	7.00%	\$ 936.98
ServiceNow® Success Center Support: Customer Support Package Enterprise (Priced Monthly, 1 Year Term)	Success	PROD09657	P/Session	\$ 33,333.33	7.00%	\$ 31,232.50
ServiceNow® Success Center Support: Customer Support Package Premier (Priced Monthly, 1 Year Term)	Success	PROD09659	P/Session	\$ 125,000.00	7.00%	\$ 117,121.88
ServiceNow® Success Center Support: Customer Support Package Professional (Priced Monthly, 1 Year Term)	Success	PROD09656	P/Session	\$ 12,500.00	7.00%	\$ 11,712.19
ServiceNow® Training - Tailored - T&M		PROD00128	P/Session	\$ 250.00	7.00%	\$ 234.24

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Team Digital Learning Access (10 Users)	Team Learning	PROD23689	P/Session	\$ 25,000.00	7.00%	\$ 23,424.38
Team Digital Learning Access (25 Users)	Team Learning	PROD23690	P/Session	\$ 50,000.00	7.00%	\$ 46,848.75
Team Digital Learning Access (50 Users)	Team Learning	PROD23691	P/Session	\$ 75,000.00	7.00%	\$ 70,273.13
Team Digital Learning Access (75 Users)	Team Learning	PROD23692	P/Session	\$ 125,000.00	7.00%	\$ 117,121.88
User Adoption - Ready-to-go Packs	Adoption Pack	PROD23681	P/Session	\$ 5,000.00	7.00%	\$ 4,684.88
User Adoption (Tier 3)	Adoption Pack	PROD23684	P/Session	\$ 150,000.00	7.00%	\$ 140,546.25
User Adoption (Tier 4)	Adoption Pack	PROD23685	P/Session	\$ 225,000.00	7.00%	\$ 210,819.38
User Adoption (Tier 1)	Adoption Pack	PROD23682	P/Session	\$ 40,000.00	7.00%	\$ 37,479.00
User Adoption (Tier 2)	Adoption Pack	PROD23683	P/Session	\$ 75,000.00	7.00%	\$ 70,273.13
US Data Processing for Now Assist	Training	PROD24352	P/Session	\$ -	7.00%	\$ -
Placement Partner Course Kit	Training	PROD24363	P/Session	\$ 150.00	7.00%	\$ 140.55
User Adoption Add On Day	Training	PROD24364	P/Session	\$ 2,200.00	7.00%	\$ 2,061.35
Premier Support Account Management v2 (Monthly)	Training	PROD22708	P/Session	\$ 24,166.67	7.00%	\$ 22,643.57
ServiceNow® Lightstep Professional Services Hours (Priced Monthly 1 Year Term)	Training	PROD17447	P/Session	\$ 400.00	7.00%	\$ 374.79
ServiceNow® Log Export Service Additional 1,000GB – GB (Priced Monthly 1 Year Term)	Training	PROD18747	P/Session	\$ 5,000.00	7.00%	\$ 4,684.88
ServiceNow® Log Export Service Starter - 500GB – GB (Priced Monthly 1 Year Term)	Training	PROD18746	P/Session	\$ 0.01	7.00%	\$ 0.01
ServiceNow® Messaging Service Tier 2 (10% Discount) (Priced Monthly, 1 Year Term)	Training	PROD16036	P/Session	\$ 1.00	7.00%	\$ 0.94