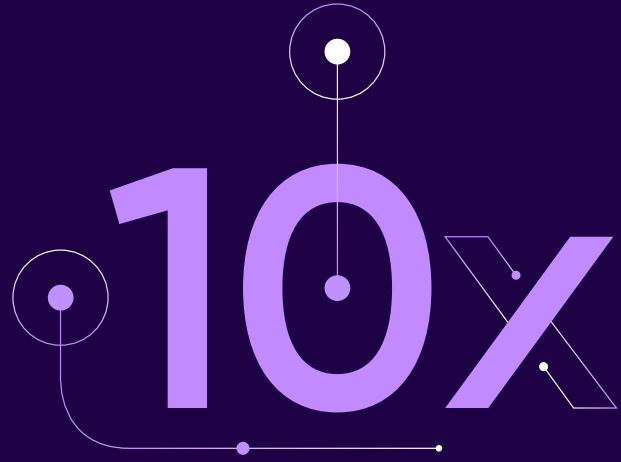




10x SPIFF for Partners.



Talkdesk continues to disrupt the CCaaS industry and we know that partners are pivotal to our continued success. We are thrilled to offer an industry leading SPIFF! Partners can earn 10X commission on qualified, closed deals. This one-time commission payout is based on the MRR of Talkdesk core and Talkdesk add-on licenses only.

Lead registration date	Opportunity close date	Qualified SPIFF
Before 5/1/21	On or before 5/31/21	10x*
Before 5/1/21	After 5/31/21	Prior quarter 3x/5x or 4.5x/7.5x**
On or after 5/1/21	On or before 12/31/21	10x*

*SPIFF is based on the terms and conditions as listed here below as outlined below.

**SPIFF is paid based on the terms of the prior quarter spiffs as posted in the Asset section of the Partner Portal (Talkdesk SPIFF 3x and 5x MRR & Talkdesk SPIFF - 4.5x and 7.5x MRR.)

Terms & Conditions

- Minimum 36 month contract.
- New logo opportunities only.
- Must be registered, approved and accepted through the Talkdesk partner portal to qualify.
- SPIFF is eligible only on the initial contract commitment signed by the customer (no expansion, cross-sells, add-on contracts or renewals will be included or paid on.)
- Paid as multiplier of net revenue for the customers 1st month billed MRR on qualifying products & services.
- Qualifying Products for 10x SPIFF: Talkdesk core licenses & Talkdesk add-ons. Excludes xConnect, AppConnect products and Usage (telco charges.)
- Qualifying Products for Prior Quarter SPIFF: Talkdesk core licenses only.
- Minimum Talkdesk core license seat count of 10 to qualify.
- Opportunities with Talkdesk core license seat count of 1,000+ must be reviewed and approved by Talkdesk leadership and finance to qualify.
- Standard rules of engagement and payment of commissions under current partner agreement apply.
- SPIFFs are paid after Talkdesk receives payment from the customer.
- Talkdesk reserves the right to reduce or negotiate the value of the spiff to be paid based on special pricing provided on the customer agreement.