

**AMENDMENT No. 1 TO  
MASTER SERVICES AGREEMENT FOR GTA DIRECT SERVICES AGREEMENT  
Contract # 98000-0000005215-TTE, formerly 98000-0000005215-AVT**

This Amendment No. 1 is made this 8 day of November 2022, by and between the **GEORGIA TECHNOLOGY AUTHORITY** ("GTA") and **AVTEX SOLUTIONS, LLC** ("Contractor").

WHEREAS, heretofore GTA entered into that certain Master Service Agreement for GTA Direct Services - Hosted Contact Center ("Agreement") effective on March 4, 2022, with respect to certain services to be provided to GTA by Contractor, as more particularly described therein;

WHEREAS, the parties wish to amend the Agreement to reflect certain changes.

NOW, THEREFORE, in consideration of the premises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

1. Assignment by Contractor and Name Change. **Avtex Solutions, LLC**, assigns all of its rights, title, and interest, and delegates all of its obligations and liabilities, in and to the Agreement to **TTEC Government Solutions, LLC**, and **TTEC Government Solutions, LLC** accepts such rights, title, and interest, and fully assumes such obligations and liabilities from **Avtex Solutions, LLC** (the "Assignment"). GTA hereby consents to the Assignment. All references in the Agreement to **Avtex Solutions, LLC** are hereby replaced with **TTEC Government Solutions, LLC**.
2. Contract Number. The Agreement is hereby amended to change the Contract Number from 98000-0000005215-AVT to 98000-0000005215-TTE.
3. Definitions. All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the Agreement.
4. Successors and Assigns. This Amendment No. 1 shall be binding upon and inure to the benefit of the successors and permitted assigns of the parties hereto.
5. Entire Agreement. Except as expressly modified by this Amendment No. 1, the Agreement shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations of the parties. In the event of any inconsistencies between the Agreement and this Amendment No. 1, the terms of this Amendment No. 1 shall control. This Amendment No. 1 and the Agreement, collectively, are the complete agreement of the parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

IN WITNESS WHEREOF, the parties have caused this Amendment No. 1 to be duly executed by their authorized representatives as of the date set forth above.

(SIGNATURE PAGE TO FOLLOW)

**AVTEX SOLUTIONS, LLC**

DocuSigned by:  
By: Chris Kumsher  
688C12FABC44481...  
Name: Chris Kumsher  
Title: cfo  
Date: Nov 8, 2022

**GEORGIA TECHNOLOGY AUTHORITY**

DocuSigned by:  
By: Mark Latham  
11D69D05F85B4BB...  
Name: Mark Latham  
Title: Sourcing Governance Officer  
Date: 11/29/2022

**TTEC GOVERNMENT SOLUTIONS, LLC**

DocuSigned by:  
By: Steve Pollema  
C0ECB3F626E4488...  
Name: Steve Pollema  
Title: Chief Global Services Officer  
Date: Nov 8, 2022

Certificate Of Completion

Envelope Id: E3DFDADFEAC84F59919BBC45111EBE87

Status: Completed

Subject: Please DocuSign - Amendment to Assign MSA to TTEC Govt Solutions, LLC

Source Envelope:

Document Pages: 2

Signatures: 2

Certificate Pages: 2

Initials: 0

AutoNav: Enabled

Envelope Stamping: Enabled

Envelope Originator:

Time Zone: (UTC-06:00) Central Time (US & Canada)

Jenn Gower

3500 American Blvd W #300

Bloomington, MN 55431

jgower@avtex.com

IP Address: 162.248.186.11

Record Tracking

Status: Original

Holder: Jenn Gower

Location: DocuSign

11/8/2022 6:52:11 AM

jgower@avtex.com

Signer Events

Chris Kumsher

Signature

Timestamp

CKumsher@avtex.com

DocuSigned by:

Chris Kumsher

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cfo

Viewed: 11/8/2022 8:37:49 AM

Avtex Solutions, LLC

Signed: 11/8/2022 8:37:53 AM

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Signature Adoption: Pre-selected Style

Using IP Address: 38.126.174.5

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Not Offered via DocuSign

Steve Pollema

Signature

Sent: 11/8/2022 8:37:55 AM

steven.pollema@ttec.com

Viewed: 11/8/2022 8:51:52 AM

Chief Global Services Officer

Signed: 11/8/2022 8:52:00 AM

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Signature Adoption: Pre-selected Style

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Electronic Record and Signature Disclosure:

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In Person Signer Events

Editor Delivery Events

Agent Delivery Events

Intermediary Delivery Events

Certified Delivery Events

Carbon Copy Events

Christina Vines-Scott

Status

Timestamp

cvines-scott@avtex.com

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Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	11/8/2022 8:52:00 AM
Completed	Security Checked	11/8/2022 8:52:02 AM

Payment Events	Status	Timestamps
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GEORGIA  
TECHNOLOGY  
AUTHORITY

**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

Contractor Name: TTEC Government Solutions, LLC  
Contractor Address: 9197 S. Peoria Street Englewood, Colorado 80112  
Contract Number: 98000-0000005215-AVT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of **Georgia Technology Authority** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

425873

06/24/2011

Federal Work Authorization User Identification Number

Date of Contract

Enter the E-Verify Number. This is NOT your FEIN number (XX-XXXXXXX). For information see <https://www.e-verify.gov/>

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

Executed on Nov, 22 2022 in Austin (city), TX (state).

Signature of Authorized Officer or Agent

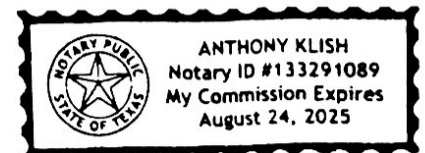
Steven Pollema

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 22 DAY OF November, 2022

NOTARY PUBLIC

My Commission Expires: 08/24/2025



PLEASE RETURN TO GTA PROCUREMENT  
404-463-6500 – [Procurement@gta.ga.gov](mailto:Procurement@gta.ga.gov)



GEORGIA  
TECHNOLOGY  
AUTHORITY

## Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

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Contractor Address: 9197 S. Peoria Street Englewood, Colorado 80112  
Contract Number: 98000-0000005215-AVT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of **Georgia Technology Authority** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

425873

06/24/2011

Federal Work Authorization User Identification Number

Date of Contract

Enter the E-Verify Number. This is NOT your FEIN number (XX-XXXXXXX). For information see -<https://www.e-verify.gov/>

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

Executed on November 18<sup>22</sup>, 20   in Austin (city), TX (state).

DocuSigned by:

Steve Pollema

COECB3F626E4488...

Signature of Authorized Officer or Agent

Steven Pollema

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: \_\_\_\_\_

PLEASE RETURN TO GTA PROCUREMENT  
404-463-6500 – [Procurement@gta.ga.gov](mailto:Procurement@gta.ga.gov)



**Supplier Affirmations**  
**Scrutinized Companies – O.C.G.A. § 50-5-84**

Any Supplier that currently and/or previously, within the last three years, has had business activities or other operations outside of the United States, must certify that it is not a “scrutinized company.”

A **scrutinized company** is a company conducting business operations in Sudan, that is involved in power production activities, mineral extraction activities, oil- related activities, or the production of military equipment, but excludes a company which can demonstrate any of the following exceptions noted in O.C.G.A. § 50-5-84. False certification hereunder may result in civil penalties, contract termination, ineligibility to bid on a state contract for three or more years, and/or any other available remedy.

Additionally, a **scrutinized company** is defined as any sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly owned subsidiaries, majority owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit owned or operated by the Government of China, Russia or Belarus.

If the Supplier is a scrutinized company, the Supplier shall not be eligible to bid on or submit a proposal for a contract with a State Entity unless the Department of Administrative Services (DOAS) makes a determination that it is in the best interest of the State to permit the scrutinized company to submit a bid or proposal. Any scrutinized company desiring DOAS to make such a determination should contact DOAS and GTA Procurement immediately.

Please initial below which statement applies to your company:

- ☒ I certify that my company is **NOT** a “scrutinized company.”
- ☐ I certify that my company **IS** a “scrutinized company.”
- ☐ I certify that my company has requested and received written permission from DOAS to submit a response to an RFP/RFQC in accordance with O.C.G.A. § 50-5-84.

Vendor Name: TTEC Government Solutions, LLC

Contract Number: 98000-0000005215-AVT

Signed by: DocuSigned by:

Steve Pollema  
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## EXHIBIT B

### Contractor Affirmations

#### Boycott of Israel - O.C.G.A. § 50-5-85

Any Supplier that currently and/or previously, within the last three years, has had business activities or other operations outside of the United States, must certify that it has not nor will engage in a "Boycott of Israel." The State of Georgia passed a law that requires our current and future supplier certify that they will not boycott Israel in accordance with O.C.G.A. § 50-5-85.

"Supplier certifies that the Supplier is not currently engaged in and agrees for the duration of this Agreement not to engage in, a boycott of Israel, as defined in O.C.G.A. § 50-5-85."

False certification hereunder may result in civil penalties, contract termination, ineligibility to bid on a state contract for three or more years, and/or any other available remedy.

If the Supplier is engaged in or has previously participated in a boycott of Israel, the Supplier shall not be eligible to bid on or submit a proposal for a contract with a State Entity unless the Department of Administrative Services (DOAS) makes a determination that it is in the best interest of the State to permit that company to submit a bid or proposal. Any company that has engaged in a boycott of Israel desiring DOAS to make such a determination should contact DOAS and GTA Procurement immediately.

Please initial below which statement applies to your company:

  X   I certify that my company is **NOT** engaged in a boycott of Israel.

       I certify that my company **IS** engaged in a boycott of Israel.

       I certify that my company has requested and received written permission from DOAS to submit a response to an RFP/RFQC in accordance with O.C.G.A. § 50-5-85.

Vendor Name: TTEC Government Solutions, LLC

Contract Number: 98000-0000005215-AVT

Signed by: Steve Pollema  
C0ECB3F626E4488...

Email Address: steven.pollema@ttec.com





## CERTIFICATE OF NON-COLLUSION

By responding to this solicitation, the supplier understands and agrees to the following:

1. That the submitted response constitutes an offer, which when accepted in writing by the State Entity, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and the State Entity; and
2. That the supplier has read the specifications and requirements shown or referenced in the solicitation and that the supplier's response is made in accordance with the provisions of such specifications and requirements except as expressly stated otherwise in the supplier's response; and
3. That the supplier guarantees and certifies that all items included in the supplier's response meet or exceed any and all such stated specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response; and
4. That, if awarded a contract, the supplier will deliver goods and/or services that meet or exceed the specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response; and
5. That the response submitted by the supplier shall be valid and held open for a period of **one hundred and twenty (120) days (or such other time period as identified in the solicitation)** from the final solicitation closing date and that the response may be held open for an additional period of time subject to the supplier's consent; and
6. That the supplier's response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. The supplier understands and agrees that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards; and
7. That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

DO NOT MODIFY THE BID/PROPOSAL CERTIFICATION TERMS IN ANY WAY. THIS FORM MUST BE COMPLETED, SIGNED AND SUBMITTED WITH YOUR RESPONSE.

<b>Contractor's Full Legal Name: (PLEASE TYPE OR PRINT)</b>	TTEC Government Solutions, LLC
<b>Authorized Signature:</b>	<div style="border-bottom: 1px solid black; padding-bottom: 2px;"> <small>DocuSigned by:</small>  </div>
<b>Printed Name and Title of Person Signing:</b>	COECB3F626E4488... Steven Pollema
<b>Date:</b>	NOV 18, 2022
<b>Company Address:</b>	917 S Peoria. Street Englewood, Colorado, 80112
<b>FAX Number:</b>	ttecdigitallegal@tte c.com
<b>Email Address:</b>	steven.Pollema@ttec.com
<b>*This table must be completed in its entirety by the supplier.</b>	



## SUPPLIER'S CODE OF ETHICS

### PURPOSE

The Georgia Technology Authority (GTA) subscribes to the State's Code of Ethics for Governmental Service. It is expected that Suppliers used by GTA will conduct themselves in such a manner as to foster public confidence in the integrity of the organization and the public procurement process.

### SCOPE

The general scope of this policy is to protect governmental integrity. Suppliers of the Georgia Technology Authority must ensure fairness and transparency in procurements and governance. This will be the central focus in moving to best valued procurements. GTA will assure fair and competitive access to governmental procurement by responsible vendors.

### POLICY

The Georgia Technology Authority subscribes to the following ethical principles that govern the code of conduct for every Supplier doing business with GTA. GTA expects that Suppliers:

- Believe in the dignity and worth of the service rendered by the organization, and the societal responsibilities assumed as part of the trusted public servant.
- Are governed by the highest ideals of honor and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the organization and the public being served.
- Believe that personal aggrandizement or personal profit obtained through misuse of public or personal relationships is dishonest and not tolerable.
- Identifies and eliminates participation of any individual in operational situations where a conflict of interest may be involved.
- Believe that members and staff should at no time, or under any circumstances, accept directly or indirectly, gifts, gratuities, or other things of value from suppliers, which might influence or appear to influence purchasing decisions.
- Resist encroachment on control of personnel in order to preserve integrity as a professional manager.
- Handle all personnel matters on a merit basis, and in compliance with applicable laws prohibiting discrimination in employment on the basis of politics, religion, color, national origin, disability, gender, age, pregnancy and other protected characteristics.
- Seek or dispense no personal favors. Handle each administrative problem objectively and empathetically, without discrimination.

COMPANY NAME: TTEC Government Solutions, LLC

SUPPLIER SIGNATURE: Steve Pollema



## **DATA SECURITY**

1. **Data Protection Requirements.** In carrying out its activities under the Agreement, each Party will observe and comply with all applicable data privacy and data protection Laws. In addition, when accessing or handling any GTA data that contains “personally identifiable information,” Contractor will comply with GTA rules that have been disclosed to Contractor relating to the use and disclosure of such information.
2. **GTA Data Generally.** As between the Parties, GTA Data will be and remain the property of GTA or its applicable customers. Contractor may not use GTA Data for any purpose other than to render the Services. No GTA Data will be sold, assigned, leased or otherwise disposed of to third parties or commercially exploited by or on behalf of Contractor (or any of its subcontractors). Neither Contractor nor any of its subcontractors may possess or assert any lien or other right against or to GTA Data. Without limiting the generality of the foregoing, (a) Contractor may use GTA Data only as strictly necessary to render the Services and must restrict access to such information to Contractor Personnel on a strict need-to-know basis, and (b) Contractor will not download, copy, transmit or make available any GTA Data to any third party, except as expressly permitted by the Agreement.
3. **Data Security.**
  - 3.1 Risk of Data Loss. When GTA Data is in Contractor’s possession or under Contractor’s control and an event occurs that prevents or hinders the access to or reliable use of such GTA Data, Contractor will re-create or restore such data immediately, or in any case, as soon as reasonably practicable, to the last scheduled back-up applicable to such GTA Data in accordance with Contractor’s responsibilities under the Agreement. Any such re-creation or restoration will be at Contractor’s expense and GTA will not be subject to any charge in connection therewith.
  - 3.2 Data Security Measures.
    - (a) Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of GTA Data. Such security measures shall be in accordance with (a) GTA rules (including Internal Revenue Code 6103 et seq., IRS Publication 1075, Social Security Administration Data Security Standard, Criminal Justice Information System Data Security Standard, HITECH Act and HIPAA Security Rules, MARS-E and the Affordable Care Act, and FERPA), (b) the Federal Information Security Management Act (or FISMA), 44 U.S.C. § 3541, et seq., and
    - (c) to the extent applicable, the National Institute of Standards and Technology (NIST) 800-53 standards.



- (b) Except as may be expressly agreed otherwise by GTA, all GTA Data “at rest” in Contractor’s systems or otherwise within Contractor’s control must reside within the United States at all times.
- (c) To the extent Contractor removes GTA Data from any media that is taken out of service that is under Contractor’s control, Contractor will securely erase such media in accordance with GTA rules. Under no circumstances will Contractor use or re-use media on which GTA Data has been stored to store data of any other customer of Contractor or to deliver data to a third party, including another customer of Contractor, unless such GTA has been securely erased in accordance with GTA rules.

3.3 Backups and Availability of GTA Data. GTA will have the right to establish backup security for any GTA Data and to keep backup files for such GTA Data in its possession if it chooses. Contractor will provide GTA with downloads of GTA Data, as requested or directed by GTA, to enable GTA to maintain such backup copies. GTA Data will be returned or otherwise provided to GTA (and its other customers), upon request, in the form and format as requested by GTA (or such other customers). Contractor will never refuse for any reason, including GTA’s material breach of the Agreement, to provide GTA (and such customers) with the GTA Data in accordance with this Section.

#### **4. Security Incident.**

4.1 Contractor will promptly notify GTA in the event of any actual, attempted, suspected, threatened, or reasonably foreseeable circumstance or incident that compromises, or could reasonably be expected to compromise, the security of any “personally identifiable information” (as such term is defined under applicable Law), including any circumstance pursuant to which applicable Law requires notification to be given to affected individuals or regulators.

4.2 If Contractor’s breach of the Agreement (including this Exhibit 3) results in any incident described in Section 4.1 above, then Contractor shall reimburse GTA for any reasonable associated expenses, including the cost of any required legal compliance (e.g., notices required by applicable Law), the expenses related to the investigation and remediation of the incident, and any identity protection services made available to affected individuals.


Certificate Of Completion

Envelope Id: 61125BF6941643C399ACD699A59596AE	Status: Completed
Subject: Please DocuSign - Packet of Docs from Georgia Technology Authority	
Source Envelope:	
Document Pages: 7	Signatures: 5
Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
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Time Zone: (UTC-06:00) Central Time (US & Canada)	3500 American Blvd W #300
	Bloomington, MN 55431
	jgower@avtex.com
	IP Address: 64.207.219.7

Record Tracking

Status: Original	Holder: Jenn Gower	Location: DocuSign
11/18/2022 8:52:49 AM	jgower@avtex.com	

Signer Events	Signature	Timestamp
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steven.pollema@ttec.com		Viewed: 11/18/2022 10:10:48 AM
Chief Global Services Officer		Signed: 11/18/2022 10:16:15 AM
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style Using IP Address: 99.51.190.65	

Electronic Record and Signature Disclosure:  
Not Offered via DocuSign

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Agent Delivery Events	Status	Timestamp
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cvines-scott@avtex.com		Viewed: 11/18/2022 10:19:59 AM
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Electronic Record and Signature Disclosure: Not Offered via DocuSign		

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presales@avtex.com		
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	11/18/2022 10:16:15 AM
Completed	Security Checked	11/18/2022 10:16:17 AM
Payment Events	Status	Timestamps



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
11/11/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Willis Towers Watson Insurance Services West, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	<b>CONTACT</b> NAME: Willis Towers Watson Certificate Center PHONE (A/C No. Ext): 1-877-945-7378 FAX (A/C No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com														
<b>INSURED</b> TTEC Digital, LLC 9197 South Peoria Street Englewood, CO 80112	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A: National Fire Insurance Company of Hartford</td> <td style="text-align: center;">20478</td> </tr> <tr> <td>INSURER B: Continental Insurance Company</td> <td style="text-align: center;">35289</td> </tr> <tr> <td>INSURER C: American Casualty Company of Reading Penns</td> <td style="text-align: center;">20427</td> </tr> <tr> <td>INSURER D: Transportation Insurance Company</td> <td style="text-align: center;">20494</td> </tr> <tr> <td>INSURER E: North American Capacity Insurance Company</td> <td style="text-align: center;">25038</td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: National Fire Insurance Company of Hartford	20478	INSURER B: Continental Insurance Company	35289	INSURER C: American Casualty Company of Reading Penns	20427	INSURER D: Transportation Insurance Company	20494	INSURER E: North American Capacity Insurance Company	25038	INSURER F:	
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INSURER D: Transportation Insurance Company	20494														
INSURER E: North American Capacity Insurance Company	25038														
INSURER F:															

## COVERAGES

CERTIFICATE NUMBER: W26659190

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y		GL 6081752045	10/01/2022	10/01/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> COMP & COST. <div style="float: right; text-align: right;"> <input type="checkbox"/> SCHEDULED AUTOS  <input type="checkbox"/> NON-OWNED AUTOS ONLY  <input checked="" type="checkbox"/> \$1,000 Ded.           </div>	Y		BUA 6081753485	10/01/2022	10/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0	Y		CUE 6081257182	10/01/2022	10/01/2023	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	WC 6072754984	10/01/2022	10/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Workers Compensation - CA & Employers Liability Per Statute - CA			WC 6072754936	10/01/2022	10/01/2023	EL Each Accident \$1,000,000 EL Disease-Each Empl \$1,000,000 EL Disease- Pol Limit \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

SEE ATTACHED

## CERTIFICATE HOLDER

Georgia Technology Authority 47 Trinity Ave., S.W. Atlanta, GA 30334
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## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
AUTHORIZED REPRESENTATIVE <div style="text-align: center; margin-top: 10px;"> </div>

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ACORD 25 (2016/03)

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SR ID: 23320936

BATCH: 2739975

AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_

**ADDITIONAL REMARKS SCHEDULE**Page 2 of 2

<b>AGENCY</b> Willis Towers Watson Insurance Services West, Inc.		<b>NAMED INSURED</b> TTEC Digital, LLC 9197 South Peoria Street Englewood, CO 80112	
<b>POLICY NUMBER</b> See Page 1		<b>EFFECTIVE DATE:</b> See Page 1	
<b>CARRIER</b> See Page 1	<b>NAIC CODE</b> See Page 1		

**ADDITIONAL REMARKS****THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,****FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

Georgia Technology Authority is included as an Additional Insured as respects to General Liability, Auto Liability and Umbrella/Excess Liability.

INSURER AFFORDING COVERAGE: Transportation Insurance Company

NAIC#: 20494

POLICY NUMBER: WC 6072800197      EFF DATE: 10/01/2022      EXP DATE: 10/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation- RETRO	EL Each Accident	\$1,000,000
& Employers Liability	EL Disease-Each Empl	\$1,000,000
Per Statute - AZ, MA, OR, WI	EL Disease- Pol Limit	\$1,000,000

INSURER AFFORDING COVERAGE: Transportation Insurance Company

NAIC#: 20494

POLICY NUMBER: GAP 6072752628      EFF DATE: 10/01/2022      EXP DATE: 10/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Comp & Employer's	EL Each Accident	\$1,000,000
Liability - Stop Gap	EL Disease-Each Empl	\$1,000,000
Per Statute - ND, OH, WA, WY	EL Disease- Pol Limit	\$1,000,000

INSURER AFFORDING COVERAGE: North American Capacity Insurance Company

NAIC#: 25038

POLICY NUMBER: 5364.1      EFF DATE: 11/01/2021      EXP DATE: 12/31/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Professional/E&O/Cyber	Per Claim	\$5,000,000
	Aggregate	\$5,000,000
	Retention	\$1,000,000