

Fourth Amendment to the Granicus Service Agreement between and Columbus OH

This Fourth Amendment to the Service Agreement is effective on the date this document is signed and entered into by and between (hereinafter referred to as "Granicus"), and Columbus OH (hereinafter referred to as "Client"), with reference to the following:

WHEREAS, the Client and Granicus entered into an Agreement effective 12 Oct 2020 (the "Agreement"); and

WHEREAS, the Client and Granicus wish to extend the Agreement through 30 Mar 2027; and

NOW, THEREFORE, in consideration of the premises, the parties intend that the Agreement be amended as follows:

1. Compensation shall be amended to include the fees detailed in Exhibit A. Exhibit A is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of the Client to provide applicable exemption certificate(s).
2. The Agreement shall be extended through 30 Mar 2027.
3. Granicus' service level agreement is attached hereto as Exhibit B.
4. Except as amended by this Fourth Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.
5. In the event of any inconsistency between the provisions of this Fourth Amendment and the documents comprising the Agreement, the provisions of this Fourth Amendment shall prevail.

IN WITNESS WHEREOF, the parties have caused this Fourth Amendment to be executed by their duly authorized representatives.

Agreement and Acceptance

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Columbus OH

Signature:

Name:

Title:

Date:

Granicus

Signature:

Name:

Title:

Date:

Exhibit A

ORDER DETAILS

Prepared By: Mike Monroy
Phone:
Email: mike.monroy@granicus.com
Order #: Q-474545
Prepared On: 24 Sep 2025
Expires On: 30 Mar 2026

ORDER TERMS

Currency: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Current Subscription
End Date: 30 Mar 2026
Period of Performance: 31 Mar 2026 - 30 Mar 2027

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

Renewing Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Custom Add-On for OneView D365	Annual	1 Each	\$5,297.04
Platform - Enterprise: Subscription	Annual	1 Each	\$63,134.76
D365 annual Tier 1 user license	Annual	25 Each	\$38,843.50
Custom Add-On for OneView D365	Annual	1 Each	\$1,765.69
D365 annual Tier 2 user license	Annual	9 Each	\$12,076.20
Annual subscription for OneView D365 Platform	Annual	1 Each	\$141,239.81
Service Request Management Module for Enterprise: Subscription	Annual	1 Each	\$36,016.66
Integration: Subscription	Annual	1 Each	\$14,123.98
D365 annual Tier 2 user license	Annual	11 Each	\$14,759.69
SUBTOTAL:			\$327,257.33

PRODUCT UPDATES

FOR INFORMATION ON RECENT AND UPCOMING PRODUCT ENHANCEMENTS ACROSS THE GRANICUS PORTFOLIO, PLEASE REFER TO THE SEMIANNUAL UPDATE INFORMATION ON THIS WEBPAGE:
 : [HTTPS://GRANICUS.COM/SEMIANNUAL-UPDATES/](https://granicus.com/semiannual-updates/)

PRODUCT DESCRIPTIONS

Solution	Description
Custom Add-On for OneView D365	Custom Add-On for OneView D365
Platform - Enterprise: Subscription	OneView Essentials Level Subscription, includes base platform, Mobile, and Web Apps. Requires an additional module (Service Requests, Messaging, Knowledge Base, Waste Reminders) added.
D365 annual Tier 1 user license	OneView D365 Additional User License - Annual Subscription: Tier 1 (0-25 Users). Pricing is for the first 25 user licenses.
Custom Add-On for OneView D365	Custom Add-On for OneView D365
D365 annual Tier 2 user license	OneView Additional User License - Annual Subscription: Tier 2 (26-50 Users). Pricing is for the user licenses 26 to license 50
Annual subscription for OneView D365 Platform	Annual subscription for OneView D365 Platform
Service Request Management Module for Enterprise: Subscription	Ongoing subscription for Enterprise Service Request Management Module
Integration: Subscription	Ongoing subscription to create an additional integration into an out-of-the-box partner system.
D365 annual Tier 2 user license	OneView Additional User License - Annual Subscription: Tier 2 (26-50 Users). Pricing is for the user licenses 26 to license 50

REGIONAL HOURS OF AVAILABILITY AND SUPPORT CONTACT CHANNELS

Region	Regular Support Hours	Support Contact Channels
USA	Monday - Friday 8:00 AM-8:00 PM EST Excluding Federal Holidays	support.granicus.com 1-800-314-0147
Canada	Monday - Friday 8:00 AM-8:00 PM EST Excluding Statutory Holidays	support.granicus.com 1-800-314-0147
Europe	Monday - Friday 9:00 AM-5:00 PM GMT Excluding Statutory Holidays	support.granicus.com +44 (0) 800 032 7764
Australia & New Zealand	Monday - Friday 9:00 AM-5:30 PM AEST Excluding National Holidays and Victorian public holidays	support.granicus.com +61 3 9913 0020
Subscribers govDelivery Help	Monday - Friday 8:00 AM-8:00 PM EST Excluding US Federal Holidays	subscriberhelp.granicus.com subscriberhelp@granicus.com 1-800-439-1420 USA +44 (0) 808 234 7450 Europe
Emergency Support	<i>Emergency technical support is available 24/7 by phone only for customers experiencing a Level 1 outage as defined below</i>	

TECHNICAL SUPPORT SEVERITY LEVEL DEFINITIONS

Severity Level	Description	Time to 1 st Response	Granicus Action
Level 1 EMERGENCY	Incident represents complete unavailability of the Granicus Products for all users and no workaround is available	Within two (2) hours	Incident response process is initiated upon verification. Work on a resolution begins immediately (24/7/365). Notifications and updates of resolution or work arounds are provided to affected clients via case, or if several clients are affected, via status.granicus.com.
Level 2 SEVERELY IMPAIRED	Incident occurs when a major feature of the product is not working or fails repeatedly and there is no workaround available	Within four (4) hours	Incident response process is initiated upon verification. Case is evaluated whether a solution or acceptable work around can be achieved. Notifications and updates of resolutions or work arounds are provided to affected clients via case, or if several clients are affected, via status.granicus.com
Level 3 IMPAIRED	Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available	Within one (1) business day	Upon verification case is assigned and work on resolution begins within 1 business day. If the issue is reported after hours, it will not be assigned until the next business day.
Level 4 LOW IMPACT	Incident that has a limited business impact; primary functionality is unaffected	Within three (3) business days	Upon verification case is assigned and work on resolution begins within 3 business days. If the issue is reported after hours, it will not be assigned until the next business day.

Granicus shall use commercially reasonable efforts to resolve incidents affecting Granicus Products. Incidents that require debugging of programming code may need to be corrected during the next regular update cycle. Resolution time will be based on the details and severity of an incident. Regular follow-ups will be communicated with the customer until final resolution is reached

PRODUCT AVAILABILITY

Granicus will use commercially reasonable efforts to make the Granicus Products Available 99.9% of the Available Hours of Operation, calculated on a calendar quarter basis, as follows:

$$\left[\frac{\text{Total time in a quarter} - \text{Unexpected Downtime} - \text{Scheduled Downtime} - \text{Service Disruption}}{\text{Total time in a quarter} - \text{Schedule Downtime} - \text{Service Disruption}} \right] * 100$$

Reasonable efforts are made to avoid Scheduled Downtime to perform maintenance, however, in circumstances where Scheduled Downtime is required, notification will be posted at least 10 days in advance for all Product Suites, scope of maintenance activities may be refined to ensure adherence to published schedule. Customers can subscribe to product specific email notifications on the status page status.granicus.com

Notifications for Granicus Products of any system-wide outages will be posted to status.granicus.com and will occur within one (1) hour from the time the issues are first recognized by Granicus.

Reports of Unscheduled Downtime will be provided upon request up to once per calendar quarter.

Term	Definition
Availability	ability of a user to access the Granicus Product via the internet. Granicus uses industry-standard third-party monitoring to measure Availability through URL monitoring (HTTP)
Available Hours of Operation	twenty-four hours a day, seven days per week, minus Scheduled Downtime
Maintenance	updates, upgrades, bug fixes, and patches to the Granicus Products. Maintenance times vary by Product. An up-to-date maintenance schedule can be found at status.granicus.com .
Scheduled Downtime	is the period when the Granicus Product may be inaccessible to permit Granicus to perform Maintenance services
Service Disruption	is the downtime arising from causes beyond the reasonable direct control of Granicus, such as events caused by Client's action or inaction, force majeure, interruption or failure of digital transmission links or telecommunications, certificate expirations, hostile network attacks, issues arising with customer Domain Name Systems (DNS), or Client Web Application Firewall (WAF).
Unscheduled Downtime	is any time after the first five minutes of downtime where the Granicus Product is not Available in any way.

OUTAGE CREDIT

Any credit provided within this Technical Support and Availability document will be referred to as an **Outage Credit**. The Outage Credit shall be applied as credit to the customer's following renewal term for the customer's affected Granicus Product and will be added to the end of the then-current period of performance and shall be provided upon the customer's request.

Outage Credit is available solely to the extent Unscheduled Downtime created unavailability of the entire Granicus product. Unscheduled Downtime **does not include** Service Disruption. In no event shall any credit for a calendar quarter exceed the seven (7) days of Outage Credit. Granicus shall have the ability to determine at its reasonable discretion whether Unscheduled Downtime has occurred.

Per calendar quarter, Granicus will provide Outage Credit as follows:

Site Outage per Quarter (Unless Otherwise Specified Below)	Amount of Outage Credit (Unless Otherwise Specified Below)
>99.9%	No Outage Credit
99.8-98.0%	1 day credit
97.9-97.0%	3 days credit
96.9% or less	7 days credit