



STATEMENT OF SERVICE

This Statement of Service is submitted by irth Solutions LLC ("IRTH") to City of Columbus ("Subscriber") pursuant to, and incorporates by reference the terms and conditions of, that Master Services Agreement ("Agreement") entered into between IRTH and Subscriber dated March 1, 2015 ("Master Services Agreement").

- 1. SERVICES. UtiliSphere™ - Tier I
• 25 Users
• 140,000 Tickets
• 200 GB Attachments
• 1 Activity – Included in UtS-Tier II

2. FEES. \$35,300.00 †

Table with 5 columns: Description, Qty, Unit Price, Periods, Total. Rows include UtiliSphere-Tier I - Users, UtiliSphere Tickets, and Attachments - per GB.

3. TERM. Term. This Agreement shall begin as of the Effective Date and shall continue through February 29, 2016 ("initial term").

4. AUTHORIZED USERS. The Services may only be accessed by 25 Authorized Users. Unless otherwise approved by IRTH in writing, the Services may not be shared with or used by anyone else and the total number of Authorized Users accessing the Services shall not exceed the number specified herein.

5. ENTIRE AGREEMENT; CONFLICT. This Statement of Service constitutes the entire agreement between the Parties and supersedes any all prior or contemporaneous written or oral agreements between the Parties with respect to the Services described herein.

All terms and conditions of this Statement of Service are agreed to by:

IRTH:

SUBSCRIBER:

IRTH SOLUTIONS LLC

CITY OF COLUMBUS

By: [Signature]
G. Brent Bishop
President & CEO

By: \_\_\_\_\_
Name: \_\_\_\_\_
Title: \_\_\_\_\_
Date: \_\_\_\_\_

† Services are billed and paid annually. Upgrade subscriptions contracted in mid-term will be pro-rated to be coterminous with service renewals.
\*Ticket overages up to 10% will not be charged.

FOR INTERNAL USE ONLY

Table with 4 columns: Effective Date, Customer ID, Contract #, SoS #. Row 1: March 1, 2015, 48, [blank], [blank]