

RevQ Products and Services - Amendment

Ontario Systems, LLC dba Finvi (“Finvi”), on behalf of its subsidiary Columbia Ultimate, Inc., and the below identified “Client” enter into this amendment (“Amendment”) to the terms and conditions for the RevQ Software License Agreement (the “Agreement”). The date these terms and conditions are signed by the last party (as indicated by the date associated with that party’s signature) is the effective date of this Amendment (“Effective Date”).

Client Name:	Collin County	Client Contact:	
OCID:	100326	Sales Contact:	Justin Norton
Client Address:	200 South McDonald St., Suite 230, McKinney, TX 75069		

1. DEFINED TERMS AND PRECEDENT.

- a) Unless specifically defined herein, all capitalized terms used herein have the meaning set forth in the Agreement. To the extent the terms of this Amendment and the terms of the Agreement conflict in any manner, the terms of this Amendment will prevail.

2. PRODUCTS AND SERVICES

- a) Subscriptions Items. The below table summarizes the Products and Services being provided on a subscription basis, the Type of Subscription (i.e., hosted, on premise, or service), the Permitted Capacity for each, and the subscription fees for each.

Subscription Items	Type of Subscription	Permitted Capacity	
RevQ (“ <u>Base Application</u> ”)	Subscription	20	
Software Installation and Administrative Configuration	Subscription	840	
Workflow Setup & Onsite Training	Subscription	100	
Finvi Reports Licenses	Subscription	5	
Skip Tracing	Subscription	500	
Texting	Subscription	5,000	
Unattended Messaging	Subscription	5,000	
Onsite Training: One person to Collin County for one day			
Analysis: One person to Collin County for one day			
Total Monthly Subscription Fees (Due at go-live and ongoing thereafter)			\$6,725.00

- b) Permitted Capacity. As set forth in this SLSA, the number of “seat licenses” means the total number of Client’s concurrent users that may use the Products at one time in all environments. In addition, if Client exceeds any of the capacity limitations set forth above for the above services, Client acknowledges that Ontario Systems will need to increase capacity and Client shall be obligated to pay the corresponding fee increase in the monthly service fees that reflects Ontario Systems’ then current rate for such change in capacity.
- c) Unattended Messaging. Client will initiate Unattended Messaging Campaigns through the RevQ Software. An “Unattended Messaging Campaign(s)” means having the Contact Management Solution place automated calls to deliver Client’s approved prerecorded messages to a list of telephone numbers for individual accounts provided by Client to Finvi through the RevQ Software. While Finvi may provide template scripts of messages to use for the Unattended Messaging Campaigns, Client shall modify or provide Client’s own authored scripts so that it meets Client’s needs and complies with all applicable laws and provide written approval of the script to Finvi. To start an Unattended Messaging Campaign, Client shall provide Client’s approved script to Finvi for recording. Client shall comply with the following restrictions for Client’s Unattended Messaging Campaigns:

Unattended Messaging Campaign Limitations

- Client may only make up to 1 call per individual per week for up to 12 weeks.
- Client may only place calls between the hours of 9 a.m. and 8 p.m. in an individual’s time zone.
- Client may only place calls to cell phone numbers where Client has obtained prior express consent to call that number.
- Client may only place calls to telephone numbers in the 48 continental/contiguous states of the United States.

d) Texting Services. Client will initiate the Texting Services through the RevQ Software. “Texting Services” means having the Contact Management Solution place text messages to a list of cellular telephone numbers for individual accounts provided by Client to Finvi through the RevQ Software. Texting Services provide a short message service (“SMS”) that permits the use of Long Codes to facilitate texting of messages between a Client and an individual based on a defined list of keywords and associated messages with those keywords. “Long Code” means a dedicated 10-digit phone number for Client to which a consumer can direct text messages to and from which an individual can receive a return text Client acknowledges that Finvi may provide Client with a defined set of keywords and a defined set of response templates associated with those keywords. Aside from inserting Client’s identification information where permitted, Client may not modify these defined keywords and response templates and Client shall not send any other content through the Texting Services other than the response templates. Client must provide contact information (including but not limited to telephone number and website URL, etc.) for Consumer texting requests or Client’s terms and conditions of the Texting Services. While Finvi may provide template scripts of messages to use for the Texting Services, Client shall modify or provide Client’s own authored scripts so that it meets Client’s needs, complies with all applicable laws, and provide written approval of the script to Finvi.

Client shall comply with the following restrictions for the Texting Services:

Texting Services Limitations

- Client may only initiate up to 3 texts per individual per week.
- Client may only initiate texts between the hours of 9 a.m. and 8 p.m. in an individual’s time zone.
- Client may only text to cell phone numbers in the 48 continental/contiguous states of the United States.

e) Implementation Services. The parties shall cooperate with one another to implement the Products and Services as further outlined in Exhibit A. Client acknowledges that the implementation of the Products and Services will not begin until Ontario assigns resources to begin the project, which Client understands may be several weeks after the Effective Date. Once Ontario provides notice that Ontario is ready to begin the implementation, the parties will schedule a project kick off meeting at a mutually agreed upon time and that project kick off meeting will represent the project start date.

3. OTHER TERMS OF THE AGREEMENT.

In all other respects, the agreement remains unmodified.

Each party is signing this Amendment on the date stated in that party’s signature block.

Collin County	Ontario Systems, LLC dba Finvi
Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:

Date:	Date:
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Exhibit A: Administrative Roles and Responsibilities

In addition to logging a support ticket, Client will call Finvi support services team at the then current support number (currently support for the RevQ Software and the related products and services provided under this Agreement can be reached at either 800-684-7387 or 800-488-4420). Except for urgent support requests, Client acknowledges that support tickets will be handled during Finvi’s normal support hours. Finvi will handle urgent support requests on a priority basis whether logged during or after Finvi’s normal support hours. These administrative roles and responsibilities may change from time-to-time and will be electronically communicated to administrative users.

TEXTING			
Task	Client	Shared	Comments
Set consent to Text a phone number	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Make sure the phone number with consent is set as Primary. Click the Consent Options button. Set Consent to Text to Yes, update Consent date , and set Consent type .
Revoke consent to Text a phone number	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Click the Consent Options button. Set Consent to Text to No.
Changes to the Text messages		X	Client creates a support ticket. Clients provides new text message to Finvi. Finvi updates the message and sends a screenshot to client for approval. Requires client sign-off.
Mark a phone number as “bad”	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Change the Phone Status to “Bad”, “Block”, “Disconnected”, “Wrong Number” or other status created by client to indicate that no calls should be made to this number. The phone can also be deleted from the Edit Debtor screen. A note is created noting the phone number that was deleted for historical purposes.

TEXTING			
Task	Client	Shared	Comments
Mark a phone number as “good”	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Change the Phone Status to “Good” to indicate that calls can be made to this number

UNATTENDED MESSAGING			
Task	Client	Shared	Comments
Remove a debtor from the Unattended Messaging Campaign call list	X		Open Debtor to remove from the call list. Follow the menu path: Operations→RevQ→Unattended Messaging→Do Not Call . Respond to the confirmation prompt.
Clear do not call flag	X		Open Debtor to remove from the call list. Follow the menu path: Operations→RevQ→Unattended Messaging→Clear Do Not Call . Respond to the confirmation prompt.
Set consent to call a phone number	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Make sure the phone number with consent is set a Primary. Check the Consent to call box, update the Consent date field, and set the Consent type .
Revoke consent to call a phone number	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Uncheck the Consent to call box.
Change Unattended Messaging Campaign calling times or days		X	Client to open a support ticket with Finvi. Finvi will make the requested change. Requires client sign-off.
Unattended Messaging Campaign administration		X	Client to open a support ticket with Finvi. Finvi will make the requested change. Requires client sign-off.
Changes to the voice message left as a part of the Unattended Messaging Campaign		X	Client creates a support ticket. Clients provides new message to Finvi. Finvi gets the new message recorded and gets final approval from the client. Requires client sign-off.

UNATTENDED MESSAGING			
Task	Client	Shared	Comments
Stop all Unattended Messages for the day		X	Client creates an urgent support ticket. Finvi takes the necessary actions with Architect and CTS to stop all calls for the day.
Stop all Unattended Messages temporarily due to Declaration of Disaster		X	Client creates an urgent support ticket. The ticket must include details on how to isolate those affected by the disaster, such as a list of zip codes. Finvi takes the necessary actions with Architect and CTS to stop all calls until notification to reinstate is received.
Reinstate Unattended Messages after Declaration of Disaster ends		X	Client creates a support ticket. The ticket must include details on how to isolate those affected by the disaster, such as a list of zip codes. Finvi takes necessary actions to reinstate Unattended Messages.
Mark a phone number as “bad”	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Change the Phone Status to “Bad”, “Block”, “Disconnected”, “Wrong Number” or other status created by client to indicate that no calls should be made to this number. The phone can also be deleted from the Edit Debtor screen. A note is created noting the phone number that was deleted for historical purposes.
Mark a phone number as “good”	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Change the Phone Status to “Good” to indicate that calls can be made to this number

WORKFLOW and WORK LISTS			
Task	Client	Shared	Comments
Workflow creation	X		Client will add new workflows as required. Finvi will consultant with client as needed. Administration→Workflow Rules...
Workflow alterations	X		Client will modify workflows as required. Finvi will consultant with client as needed. Administration→Workflow Rules...
Create or modify Work Lists	X		Follow the menu path: Administration→Work List→Define Work List Rules

EMAIL SERVICES			
Task	Client	Shared	Comments
Stop emails for one debtor	X		Follow the menu path: Operations→Correspondence→Stop All Correspondence . Client has the choice to stop just emails currently in the queue or future correspondence as well. The correspondence block can be cleared by going back into the same path and unchecking the box.
Stop emails from being sent when the email address is incorrect	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Correct or remove the email address. A note is created noting the address that was deleted for historical purposes.
Revoke email consent	X		Search for and bring up the debtor. Click on the Edit Debtor Action from the Debtor screen. Uncheck the Email Consent box.
Stop emails for all debtors affected by a Declaration of Disaster		X	Client to open a support ticket with OS. The ticket must include details on how to isolate those affected by the disaster, such as a list of zip codes. OS will set the Block All Future Correspondence for those who meet the provided criteria. A single support ticket will take care of letters and emails.
Start sending letters after the Declaration of Disaster ends		X	Client to open a support ticket with OS. The ticket must include details on how to isolate those affected by the disaster, such as a list of zip codes. OS will turn off the Block All Future Correspondence for those who meet the provided criteria. A single support ticket will take care of letters and emails.
Email creation	X		Follow the menu path: Administration→Correspondence→Define Letters . Click the + in the lower left to add a new letter. Enter a name and set the <i>Use this printer for this letter</i> to Email and enter the <i>default email subject</i> on the General tab. Click on the Merge Fields tab and use the arrows in the middle of the screen to add merge fields. Set status restrictions on the Statuses tab. Limit which letters can be accessed by users on the Collectors tab. Click Launch Word to create the new letter. Close and Save the Word doc, then click Save Changes and Close .
Email alterations	X		Follow the menu path: Administration→Correspondence→Define Letters . Click on the letter name to modify

			on the left. On the Merge Fields tab, add/remove merge fields using the arrows in the middle of the screen. Set status restrictions on the Statuses tab. Limit which letters can be accessed by users on the Collectors tab. Click Launch Word to open the letter and make modifications. Close and Save the Word doc, then click Save Changes and Close .
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