

AMENDMENT NO. 9
TO MASTER SERVICES AGREEMENT EFFECTIVE September 16th 2014

This Amendment No. 9 ("Amendment No. 9") amends the Master Services Agreement effective as of September 16th, 2014 ("Effective Date") which was modified by the Amending Agreement (to include Misc Government) effective December 15th, 2014 ("Amendment No.1"), Amending Agreement (to include Corresponding Paymentus Services Fees) effective December 14th, 2015 ("Amendment No. 2"), Amending Agreement (to include Misc Government Convenience Fee Model) effective October 25th 2016 ("Amendment No. 3"), Amending Agreement (to include Enterprise Communication Manager) effective March 28th, 2017 ("Amendment No.4"), Amending Agreement (to increase maximum payment amount) effective July 26th, 2018 ("Amendment No. 5"), Amending Agreement (to include ACH Agreement Addendum) effective October 22nd, 2018 ("Amendment No. 6"), Amending Agreement (to include Amex) effective February 11th, 2019 ("Amendment No.7") and Amending Agreement (to include term extension) effective March 30, 2021 ("Amendment No. 8) (collectively the agreement) between City of Olathe, ("Client") with a principal place of business located at 1385 S Robinson Olathe, KS 66051 and Paymentus Corporation, a State of Delaware Corporation with a principal place of business at 11605 N. Community House Road, Suite 300, Charlotte, North Carolina 28277 ("Paymentus"). Client and Paymentus are also referred to as "Party" and collectively as the "Parties." This Amendment is effective at the time of the last to sign of the Parties.

STATEMENT OF PURPOSE

Client and Paymentus entered into the Agreement for electronic bill payment services;

The Parties currently desire to amend the Agreement to add printed and electronic statements.

AGREEMENT

In consideration of mutual covenants contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Customer and Paymentus agree as follows:

1. **Amendment.** The Agreement is hereby amended as of the Effective Date of this Amendment No. 9 as follows:
 - 1.1 Scheduled B, ("Additional Payment Services) is hereby deleted and the new Schedule B attached here is substituted in lieu thereof.
2. **Miscellaneous:**
 - 2.1 This Amendment is binding and inures to the benefit of the Parties and their respective successors and assigns.
 - 2.2 All other terms and conditions of the Agreement not modified by this Amendment remain in full force and effect.
 - 2.3 This Amendment may be executed in two or more counterparts, each of which shall be deemed to be an original, but all of which shall constitute one and the same instrument.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment No. 9 to be executed by their duly authorized representatives.

City of Olathe

PAYMENTUS CORPORATION

By: _____

By: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

DRAFT

Schedule B – Additional Paymentus Services

Paymentus Service Fee charged to **Customer** will be based upon the following table:

Paymentus Enterprise Communication Manager (ECM)

Paymentus Enterprise Communications consists of outbound IVR (Integrated Voice Response – automated phone messaging), email, and SMS (Short Message Service – Text Messaging). There is no charge to the Customer for the infrastructure enabling these services.

The fee to the Customer is charged on a per use basis, as follows:

- IVR Outbound Message \$0.15 per call
- Email Outbound Message \$0.05 per email message
- SMS Outbound Message \$0.05 per message (Available Upon Request)

Fee Structure:

- ☐ Up to 5,000 combined messages (IVR, Email or SMS) per month: No Charge
- ☐ In excess of Allotted Messages per month:
 - \$0.15 per IVR message
 - \$0.05 per Email message
 - \$0.05 per SMS message
- ☐ The cost for customization of your outbound messages by Paymentus: No Charge

PATIENT STATEMENTS – PRINT/MAIL AND ELECTRONIC VIA TEXT AND EMAIL	
Single Page Statement w/ postage*	\$0.74
Additional/Multiple Pages	\$0.15 each
Fast Forwarding	\$0.40 each
Postage Deposit	\$TBD
Electronic Statement Presentment	\$0.18 each

The parties have agreed to the following:

*Customer will be notified by Paymentus of U.S Postal rate or paper price increases that occur and any such increases will be rounded up to the next half cent and added to the cost of each piece mailed.