



CivicPlus

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Kellie Reed,

As a valued CivicPlus customer, this letter is to notify you about an upcoming change to our solution pricing that will impact Ashland Tennessee on 11/1/2023 as part of your annual contract renewal.

Over the past several years, as our nation and community leaders have battled many unprecedented economic and societal challenges, we have strived to be a consistent, reliable technology partner whose solutions empower your successful operations and communications throughout these turbulent times. In response to our desire to support governments' recent staff and budget challenges, we have held our solution pricing as flat as possible.

However, we must continue to prioritize the stability of our people and systems against a backdrop of record inflation and soaring costs. Therefore, we will be increasing our pricing of the Web Open solution from USD 2,568.00 to USD 2,824.80 effective on your next renewal on 11/1/2023. Unfortunately, CivicPlus will not be able to renew your agreement on the current terms. To solve this issue, we have attached terms that will allow your account renewal.

We have tried connecting with you over the phone and through email so we could discuss this directly and help answer any questions you may have. If you want to connect, please don't hesitate to email us and schedule a time to talk.

With these changes comes a robust set of product enhancements and first-to-market integrations, including:

- CivicPlus Portal – A free digital hub that makes it easy for residents to obtain information and resources and interact with their local government from a personal and customizable interface and that embeds in your Municipal Website Central solution
- Migration to Drupal version 9 for enhanced functionality and configuration options
- Platform authentication (single sign-on)
- Unlimited ongoing group user training
- Integrated Google Analytics (G4)

Please share this information with all those in your administration who will need this information for 2023 budgeting purposes. In addition, please contact the undersigned account manager if you have any questions about these changes.

CivicPlus remains committed to ensuring our solution pricing and service fees never become a barrier to your digital transformation and civic experience needs. Again, we thank you for your continued partnership and support.

Thank you,

Ashley Hardesty

**CivicPlus**

302 South 4th St. Suite 500
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Quote #:
Date:
Customer:

Q-45075-1
6/21/2023 4:45 PM
ASHLAND CITY,
TENNESSEE

| QTY | Product Name | DESCRIPTION |
|--|--|--|
| 1.00 | Municode Web Premium Civic Open Subscription Renewal | Municode Web Premium Civic Open Subscription |
| Annual Recurring Services - Initial Term | | USD 2,824.80 |

1. This renewal Statement of Work ("SOW") is between Ashland Tennessee ("Customer") and CivicPlus, LLC and shall be subject to the terms and conditions of the original services agreement signed by Customer and CivicPlus and each applicable statement of work signed by the parties for the services listed herein (collectively, referred to as the "Agreement"). The terms of this SOW shall control and supersede any conflicting terms of the Agreement with respect to the services listed herein (the "Services").
2. This SOW shall remain in effect for an initial term starting at the Customer's next renewal date of 11/1/2023 and running for twelve months ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW will automatically renew for additional 1-year renewal terms ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. Unless terminated, Customer shall be invoiced for the Annual Recurring Services on each Renewal Date of each calendar year subject to an annual increase of 5% each Renewal Term.
4. Except as set forth in in this SOW, all terms in the Agreement shall remain in full force and effect and no modification thereto shall be valid unless in writing and agreed upon by CivicPlus and Customer. This SOW embodies the entire agreement between the Parties with respect to this Amendment.

Acceptance

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:



Name:

Name:

Amy Vikander

Title:

Title:

Senior Vice President of Customer Success

Date:

Date:

CivicPlus® 2023 Solution Price Increase Frequently Asked Questions

Q. Why is CivicPlus increasing its solution prices?

A. Over the past several years, as our nation and community leaders, have battled many unprecedented economic and societal challenges, we have strived to be a consistent, reliable technology partner whose solutions empower your successful business operations and communications throughout these turbulent times. In response to our desire to support local governments' recent staff and budget challenges, we have made our solution pricing as flat as possible.

However, it is due to a combination of many events that has led us to make this one-time adjustment to our pricing. Our costs continue to go up relentlessly, and we desire to keep the high level of service we provide and improve it every year. Our teams are working hard on improving efficiency; however, it is not enough to keep up with rising costs. We recently invested heavily in cybersecurity protection for all our customers and are working hard to establish integrations between all the products and tools we provide.

By increasing our solution pricing, we will be better positioned to remain a competitive player in the marketplace, hire and retain top talent—particularly in the software engineering space—and reinvest in our technology to ensure our functionality is keeping pace with the needs of governments.

Q. When will my new pricing be effective?

A. On the renewal date of each customer contract order.

Q. My account executive promised three years with no price increase. Are we, therefore, exempt from this increase until the end of that term?

A. We will honor the terms of existing, fully executed contracts. Please contact your growth account manager to discuss this.

Q. Can we opt out of the additional services you offer to keep our pricing flat?

A. All solution enhancements will be available to all customers. Therefore, we cannot exclude them on an account-by-account basis.

Q. Are there any additional product benefits to us as a customer?

A. We have made changes to several products that add benefits – please reach out to us to better understand how this may impact your organization.

Q: You mentioned inflation as part of your price increases, but the recent economic inflation was only transitory and is now slowing.

A: Higher costs resulting from inflation are only one contributing factor to the need for a price adjustment.

Q. CivicPlus has private equity investment and purchased two companies in two years, indicating you have adequate funding and financial reserves. So, why are you passing on a price increase to your public sector customers?