



1019 Market St.  
San Francisco, CA 94103

## SERVICE ORDER FORM

### SUBSCRIBER INFORMATION

<b>Sold To:</b>		<b>Bill To:</b>	
<b>Subscriber Legal Name:</b>	EGIA	<b>Accounts Payable Contact:</b>	Eddie Javaid
<b>Address:</b>	3800 Watt Ave. Suite 105 Sacramento, California 95821 United States	<b>Address:</b>	3800 Watt Ave. Suite 105 Sacramento, California 95821 United States
<b>Subdomain:</b>		<b>Email:</b>	ejavaid@egia.org
<b>Zendesk ID:</b>		<b>Phone:</b>	
<b>Zopim Chat ID:</b>	1810457		

### SUBSCRIPTION DETAILS

<b>Currency:</b>	USD	<b>Payment Frequency:</b>	Annually	<b>Service Start Date:</b>	October 14, 2016
		<b>Payment Terms:</b>	Due Upon Receipt	<b>Service End Date:</b>	August 10, 2017
		<b>Payment Method:</b>	Check	<b>Subscription Term:</b>	10

### ORDER DETAILS

PRODUCT	PRICE	QTY	TOTAL
Zopim Chat Advanced Annual	240.00	4.00	791.67
<b>Grand Total:</b>			<b>791.67</b>

### SPECIAL TERMS AND NOTES

### TERMS AND CONDITIONS

The products and services detailed in this Service Order Form ('Service Order') are provided under the Terms of Service found at: <http://www.zendesk.com/company/terms> and the Privacy Policy found at: <http://www.zendesk.com/company/privacy> (collectively, the 'Terms'). If this Service Order includes an Add-on, then the terms and conditions applicable to such specific Add-On(s) as a Deployed Associated Service found at <https://www.zendesk.com/company/add-ons-agreement/> will apply to the specific Add-On(s) purchased hereunder and <https://www.zendesk.com/company/success-services-add-ons> will apply to any professional services performed by Zendesk in conjunction therewith.

To the extent that Subscriber is subscribing to both the Zendesk Service and Zopim Service, the Zendesk Service and Zopim Service are provided and delivered by, and Subscriber is contracting with, the contracting party identified in the Terms. References to the 'Zendesk Contracting Party' in this Service Order shall refer to the applicable contracting party with respect to any Agreement. To the extent that Zendesk, Inc. is not the Zendesk Contracting Party with respect to any Agreement, it is acting solely as a billing and processing agent for and on behalf of the Zendesk Contracting Party for purposes of such Agreement.

The terms and conditions of this Service Order and the Terms (together, the 'Agreement'), exclusively govern the relationship and agreement between the Zendesk Contracting Party and Subscriber related to the Service (as defined in the Terms) and supersedes any other agreement/purported terms of any type, including, without limitation, the terms of any purchase order or other ordering document that may be referenced herein or otherwise issued by Subscriber. No purported modification of this Agreement by Subscriber or any terms or conditions of any purchase order or other similar document shall have any force or effect regardless of any statement to the contrary in such modification, purchase order or other document. This Service Order shall be subject to, and Subscriber hereby unconditionally accepts, the Terms, except to the extent the Terms are expressly modified herein. Upon Subscriber executing this Service Order, the Agreement shall become legally binding between the parties.

The Subscription Term for any Agents added by Subscriber after the beginning of the then current Subscription Term ('Additional Agents') shall be coterminous with the then current Subscription Term for the existing Agents. Subscription Charges for Additional Agents shall be at the Subscriber's Subscription Charges under the then current Subscription Term, unless otherwise expressly agreed by the parties in writing. Any discount provided to Subscriber is applicable only to the initial Subscription Term detailed in this Service Order, unless otherwise expressly agreed by the parties in writing, and will not be applied to any subsequent Subscription Term.

If Subscriber prepays for Zendesk Voice via check, wire, or ACH, Zendesk, Inc., on behalf of the Zendesk Contracting Party, reserves the right to automatically re-invoice Subscriber for the same amount as the previous pre-payment amount if Subscriber's balance reaches \$0.00. If Subscriber wishes to cancel or change this automatic re-charge option, then Subscriber should contact its Sales Representative or [support@zendesk.com](mailto:support@zendesk.com).

Payments made by credit card or debit card are billed and processed by Zendesk, Inc. if denominated in U.S. dollars and by Zendesk International Ltd (Registration No. 519184) if denominated in a currency other than the U.S. dollar. To the extent that any such entity billing or processing this transaction (the 'Zendesk Payment Agent') is not the Zendesk Contracting Party, the Billing Entity is acting solely as a billing and processing agent for and on behalf such Zendesk Contracting Party for the economic benefit of the Zendesk Contracting Party in its role as principal and the Zendesk Payment Agent has no interest in the payments. You are contracting with and the Service is provided and delivered by the Zendesk Contracting Party as identified in the Terms of Service.

If Subscriber has engaged Zendesk, Inc. for the provision of Professional Services (including any Training Services, 'Additional Services') as indicated on this Service Order, unless otherwise agreed to in an executed agreement by and between Subscriber and Zendesk, Inc. the provision of such services will be governed by Zendesk, Inc.'s standard Consulting Services Agreement as available at <http://www.zendesk.com/company/consulting-services-agreement> ('CSA'). By executing this Service Order, Subscriber expressly agrees to the terms of conditions of the CSA as relates to any Additional Services provided to Subscriber by or on behalf of Zendesk, Inc. unless otherwise agreed to in an executed agreement by and between Subscriber and Zendesk. Without limiting the foregoing, Subscriber further agrees that any Training Services must be scheduled for completion by Subscriber within six (6) months following the commencement of the Subscription Term as indicated on this Service Order.

### PURCHASE ORDER OPTIONS

My organization requests you reference a Purchase Order (PO# )

Subscriber acknowledges and agrees that any reference to a purchase order in this Form or any associated invoice is solely for Subscriber's convenience in record keeping, and no such reference or any delivery of Service to Subscriber following receipt of any purchase order shall be deemed an acknowledgement of or agreement to any terms or conditions associated with any such purchase order or in any way be deemed to modify, alter, supersede or supplement the Agreement. The terms and conditions of the Agreement are the exclusive agreement of the parties with respect to the subject matter hereof and no other terms or conditions shall be binding upon Zendesk or otherwise have any force or effect.



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## SERVICE ORDER FORM

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### SIGNATURES

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By signing this Form the Subscriber authorizes that it has read it and agrees to its terms.

Subscriber Signature:  
DocuSigned by:

*Eddie Javaid*

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Title:

CTO

Print Name:

Eddie Javaid

Date:

10/14/2016