

samanage

5/8/2019

Hi Athena Draper,

Thank you for your interest in Samanage. We take your service management needs seriously, as well as the time you put into your search for the right solution. Our goal is to partner with you every stage of your service management journey.

We're on a mission to build innovative service management solutions that redefine the employee service experience. And, we're committed to providing consistently high levels of service, timely solutions, and best-in-class support. We realize that you have many options. If you're looking for a partner that does everything to ensure the success of their customers, you will be delighted with what Samanage has to offer.

Samanage is truly a service management solution that grows and evolves with you and your business. Please let me know if you have any questions.

At your service,

Nathan Riley
919-462-9950
nathan.riley@samanage.com

Samanage
117 Edinburgh South, Suite 100
Cary, NC, USA 27511



ORDER FORM

Order Form For: Making Waves Academy
 Prepared By: Nathan Riley
 Phone: 919-462-9950
 Email: nathan.riley@samanage.com

Order Form Expiration Date: 5/31/2019
 Contract Duration: Annual
 Payment Method: Check
 Payment Terms: Net 30
 Contract Terms: Paid Upfront

Account Name: Making Waves Academy
 Billing Address: 3220 Blume Dr, Richmond,
 Richmond, CALIFORNIA 94806

Contact Name: Athena Draper
 Phone: (510) 275-7332

Package: Professional

Subscriptions:

Product	Months	Quantity	Monthly Price	Total
Professional - Service Agent User	12	20	\$42.00	\$10,080.00
Professional - Asset Management	12	1,800	\$0.23	\$4,968.00
Total Contract Cost (USD):				\$15,048.00

Terms & Conditions:

- Volume Discounts Applied
- 15.00% Education Discount Applied
- Remainder of Month Free
- Includes a Dedicated Customer Success Manager
- Includes Free SmartStart Platinum Implementation
- Deferred Payment Option Until 7/1/2019
- Includes 24/7 Technical Support
- Board Review:

Samanage MSA and PMSA changes are pending final legal review from both parties. If within 30 days of the signature customer and Samanage have not agreed to final legal terms, standard legal terms will apply. After this period ends, the contract remains in full force and cannot be canceled or modified. No changes to the order form will be accepted during this term.

Governing Agreement: This Order Form is governed by the <https://www.samanage.com/master-subscription-agreement/> which agreement is incorporated into this order form for all purposes, or if the parties have signed written agreement, then that written agreement governs.

Prices shown do not include any taxes that may apply. If taxes are required by your State - Samanage will include these in the invoice. Any such taxes are the responsibility of the customer.

This order and the agreement constitute the entire agreement between that parties, and supersede all prior or contemporaneous negotiations, agreements and representations, whether oral or written, related to this subject matter. No modifications or waiver of any term of this order is effective unless both parties sign it.

Electronic Signature Disclosure. By signing digitally you are agreeing to the DocuSign Electronic Signature Disclosure, which is reproduced here (<http://www.samanage.com/electronic-record-and-signature-disclosure/>).

Acceptance: Signed on behalf of Making Waves Academy by:

Name

Title

Signature

Date



ORDER FORM

Order Form For: Making Waves Academy
Prepared By: Nathan Riley
Phone: 919-462-9950
Email: nathan.riley@samanage.com

Order Form Expiration Date: 5/31/2019
Contract Duration: Annual
Payment Method: Check
Payment Terms: Net 30
Contract Terms: Paid Upfront

Account Name: Making Waves Academy
Billing Address: 3220 Blume Dr, Richmond,
Richmond, CALIFORNIA 94806

Contact Name: Athena Draper
Phone: (510) 275-7332

Package: Platinum

Professional Services:

Product	Quantity	Sales Price	Total
SmartStart Platinum	1	\$0.00	\$0.00
Total Contract Cost (USD):			\$0.00

Scope of Work Additional Terms & Conditions:

Governing Agreement: This Order Form is governed by the Professional Services Master Agreement (<http://www.samanage.com/lp/samanage-professional-services-terms-and-conditions.pdf>), which agreement is incorporated into this order form for all purposes, or if the parties have a signed written agreement, then that written agreement governs.

Prices shown do not include any taxes that may apply. If taxes are required by your State - Samanage will include these in the invoice. Any such taxes are the responsibility of the customer.

This order and the agreement constitute the entire agreement between that parties, and supersede all prior or contemporaneous negotiations, agreements and representations, whether oral or written, related to this subject matter. No modifications or waiver of any term of this order is effective unless both parties sign it.

Electronic Signature Disclosure. By signing digitally you are agreeing to the DocuSign Electronic Signature Disclosure, which is reproduced here (<http://www.samanage.com/electronic-record-and-signature-disclosure/>).

Acceptance: Signed on behalf of Making Waves Academy by:

Name

Title

Signature

Date

The execution of this service will be managed by a Samanage Project Manager, who will be the single point-of-contact for the customer's team and oversee the work being done by all Samanage personnel assigned to this service. The Samanage Project Manager will work with the customer team to provide the management and oversight that is required to ensure project success in a dynamic environment.

SmartStart Services	Silver	Gold	Platinum	Diamond
	MSRP \$3,000	MSRP \$5,000	MSRP \$8,000	MSRP \$20,000
	Used within 30 days	Used within 45 days	Used within 60 days	Used within 90 days
Project Plan with implementation planning assistance	✓	✓	✓	✓
Go-Live Day Assistance	✓	✓	✓	✓
Email settings	✓	✓	✓	✓
Domain mapping assistance	✓	✓	✓	✓
Service Portal branding and setup	✓	✓	✓	✓
Incident Management best practices	✓	✓	✓	✓
Consult with SSO partner	✓	✓	✓	✓
ITIL considerations	✓	✓	✓	✓
Dedicated Implementation Sessions	2 ⁶	5 ⁶	11 ⁶	25 ⁶
Asset Management Agent Deployment		✓	✓	✓
Five (5) unique roles and permissions		✓	✓	✓
Sites and departments setup		✓	✓	✓
SLA configuration		✓	✓	✓
Business hours		✓	✓	✓
Categories, subcategories, and dropboxes		✓	✓	✓
Suggested groups		✓	✓	✓
Custom forms and fields		✓	✓	✓
Remote support setup		✓	✓	✓
Custom Service Catalog items setup		1	5 ²	10 ²
Automation rule setup		5	10	25
Samanage native integrations			✓	✓
Ticket Migration assistance			✓ ³	✓ ³
Custom API scripts				1 ⁴
On-site Implementations, with Certified Implementation Specialist				2 Days ⁵

1 - Up to Ten (10) SLA Rules

2 - Includes One (1) Application integration setup and Two (2) edits.

3 - Standard data migration from existing system limited to 10,000 tickets

4 - Up to Ten (10) hours of script development time per script

5 - Includes 12 hours consecutive on-site from standard dedicated time (All travel expenses included)

6 - Session equals 1 hour