

Change Order Form

CUSTOMER INFORMATION			
Billing Contact information		Shipping Contact Information	
Contact Name: Matthew Kefford		Contact Name (Shipping):	
Organization: City of Pembroke Pines		Organization:	
Email address: rdepante@ppines.com		Email address:	
Phone:		Phone:	
Bill-To Address: Tax Reg # 59-0908106 601 City Center Way 4th Pembroke Pines - 33025 Florida FL United States		Ship-To Address: Same as Existing	
Payment Terms:	Same as existing Terms	Payment Method:	Same as existing Terms
Billing Frequency:	Same as existing Terms	PO Number (if applicable):	

Product Instance ID	Product Instance Domain
572722	cityofpembrokepines.freshservice.com

Table 1.0

Type	Item Name	List Price	Net price/Unit	Additional Quantity	Billing Effective Date	Billing End Date	Net Price
Product	Freshservice - Pro Annual	\$95.00	\$76.00	20	November 21, 2024	Same as Existing	\$7,945.64
Total Net Price							\$7,945.64

Year 3 : April 28, 2025 – April 28, 2026 (Table 2.0)

Type	Item Name	List Price	Net price/Unit	Total Quantity	Billing Effective Date	Billing End Date	Net Price
Product	Freshservice - Pro Annual	\$95.00	\$76.00	70	April 28, 2025	April 28, 2026	\$ 63,840.00
Total Net Price							\$ 63,840.00

COMMERCIAL TERMS
<ul style="list-style-type: none">● The Prorated Charges specified on the Form are estimates only, actual charges may vary when the invoice is generated.● Additional costs for add-ons (if any in the existing Agreement) corresponding to the number of agents added will be applicable.● All other commercial terms will be as per the existing Terms.

- Table 2.0 outlines the pricing for Year 3 of the subscription term, which includes an additional twenty (20) Freshservice - Pro Annual licenses, bringing the total quantity to seventy (70). If the customer adds any additional licenses mid-term, a new order form must be executed, which will supersede the Year 3 (Table 2.0) pricing of the subscription term.

TERMS

- For any third-party offering or services purchased by a Customer (through the Freshworks Marketplace, provided directly by such third-party, or otherwise facilitated by Freshworks), shall be governed by the applicable customer agreement provided by such third-party and not the Agreement. Customer acknowledges that Freshworks is not responsible for such third party offering or services and Freshworks disclaims all liability resulting from the use of such third-party offering or services.
- Any applicable tax relevant to the particular State/Country will be levied depending on the shipping address.
- The continued activation of Customer’s Account is based on the successful payment of the Subscription Charges.
- This Service Order Form is governed by the Freshworks Terms of Service found at <https://www.freshworks.com/terms/>, unless Customer has a written Freshworks master services agreement executed between Customer and Freshworks Inc. for the Services purchased hereunder, in which case such written Freshworks master services agreement will govern (in either case, the "Agreement").
- The Freshworks Products listed above may have supplemental terms associated with their use which are available at <https://www.freshworks.com/terms/supplemental-terms/>.
- By signing below, Customer represents that the signor is a duly authorized agent of Customer and hereby waives all claims to the contrary.

Ver 2 | October 30, 2024, | Freshworks Inc. |2950 S. Delaware Street, Suite 201, San Mateo, CA 94403

Freshworks Inc.		City of Pembroke Pines	
Name	Brian Ernst	Name	
Title	Authorised Signatory	Title	
Signature	<div>DocuSigned by: <i>Brian Ernst</i> A368B669C42E4C3...</div>	Signature	
Date	October 30, 2024 3:51 PM EDT	Date	

