

# SERVICE ORDER FORM



989 Market St  
San Francisco, CA 94103

## SUBSCRIBER INFORMATION

**Sold To:**

**Subscriber Legal Name:** Patterson Unified School District  
**Address:** 510 Keystone Blvd  
Patterson, California 95363-8861  
United States

**Subdomain:** patterson  
**Zendesk ID:** 2212419  
**Legacy Chat ID:** -2212419

**Bill To:**

**Accounts Payable Contact:** Nick DePauw  
**Address:** 510 Keystone Blvd  
Patterson, California 95363  
United States  
**Email:** ndepauw@patterson.k12.ca.us  
**Phone:** (209) 895-7700

## SUBSCRIPTION DETAILS

**Currency:** USD      **Payment Frequency:** Annually      **Service Start Date:** Mar 1, 2022  
**Payment Terms:** Net 30      **Service End Date:** Feb 28, 2025  
**Payment Method:** Check

## ORDER DETAILS

Product	Start Date	End Date	# of Months	List Price	Effective Price	Qty	Line Item Total
Explore Legacy Subscription (Per Agent)	Mar 1, 2022	Feb 28, 2025	36	0.00	0.00	40	0.00
Support: Productivity Pack Subscription (Per Agent)	Mar 1, 2022	Feb 28, 2025	36	25.00	17.50	40	25,200.00
Chat Professional Subscription (Per Agent)	Mar 1, 2022	Feb 28, 2025	36	35.00	24.50	2	1,764.00
Guide Enterprise Subscription (Per Agent)	Mar 1, 2022	Feb 28, 2025	36	34.00	23.80	40	34,272.00
Premier Essentials - Regular Subscription ()	Mar 1, 2022	Feb 28, 2025	36	670.60	670.60	1	24,141.60
Support Professional Subscription (Per Agent)	Mar 1, 2022	Feb 28, 2025	36	59.00	41.30	40	59,472.00
<b>Grand Total:</b>							<b>144,849.60</b>

**\*First Invoice Total Due: 48,283.20**

The First Invoice Total calculation is determined by the Payment Frequency displayed above and may differ from the Grand Total in cases where this Payment Frequency is a shorter term than the Contract Term (determined by the Service Start Date and the Service End Date).

## SPECIAL TERMS AND NOTES

Subscriber agrees to purchase the Deployed Associated Service(s) (each an "Add-On") listed in this Service Order Form above which entitles Subscriber to the features and functionality described below. Zendesk reserves the right, at its sole discretion, to update the Add-On features and functionality detailed below, but agrees that the Add-On features and functionality will not be materially decreased during the Subscription Term.

Subscriber's purchase of the Premier Essentials Deployed Associated Service (the, "Premier Essentials Support Add-On") as indicated above in this Service Order Form entitles Subscriber to the fixed subscription price in the amount stated in the above entitled section, "Effective Price", during the Subscription Term provided (i) Subscriber does not downgrade its Service Plan; and (ii) Subscriber is in compliance with the Agreement. In the event Subscriber undergoes a significant business event which results in a greater than 25% increase in Subscriber's payments to Zendesk during the Subscription Term defined in this Order Form, then Subscriber agrees to enter into good faith negotiations with Zendesk on restructuring the terms and pricing of Subscriber's Premier Essentials Support Add-On.

- Premier Essentials - [www.zendesk.com/company/premier-essentials-add-on-additional-features/](http://www.zendesk.com/company/premier-essentials-add-on-additional-features/)

## TERMS AND CONDITIONS

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The products and services provided by Zendesk under this Service Order Form ("Order Form") are governed by and subject to the Master Subscription Agreement found at: <https://www.zendesk.com/company/customers-partners/#master-subscription-agreement> unless there is a separately negotiated agreement between you and Zendesk along with the Privacy Policy found at: <https://www.zendesk.com/company/customers-partners/#privacy-policy> (collectively, the "Agreement").

The Agreement exclusively governs the relationship and agreement between Zendesk and Subscriber related to the Services (as defined in the Agreement) and Consulting Services (as defined in the Agreement); 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 the 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 Order Form shall be subject to, and Subscriber hereby unconditionally accepts, the Agreement, except to the extent the Agreement is expressly modified herein. Upon Subscriber executing this Order Form, 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.

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 Zendesk, Inc., the Billing Entity is acting solely as a billing and processing agent for and on behalf of Zendesk, Inc. for the economic benefit of Zendesk, Inc. in its role as principal and the Zendesk Payment Agent has no interest in the payments. You are contracting with and the Services and Consulting Services are provided and delivered by Zendesk, Inc.

## PURCHASE ORDER OPTIONS

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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 Services 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.

# 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:

Title:

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Print Name:

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Date:

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