



11605 North Community House Road, Suite 300  
 Charlotte, NC 28277  
 888-440-4826

01/14/2026

## Change Order

This CHANGE ORDER ("CO") modifies the existing STATEMENT OF WORK ("SOW"), entered into as of the date of the last of the signatures set forth below ("Effective Date"), by and between Ocala, FL ("Client") with its principal place of business at 110 S E Watula Avenue, Ocala, FL 34471, and Paymentus Corporation ("Paymentus") with its office at 11605 North Community House Road, Suite 300, Charlotte, North Carolina 28277. All other terms and conditions of the original SOW shall remain unchanged and in full force and effect, except as expressly modified by this CO.

This CO is hereby entered into and made a part of the Master Services Agreement (the "Agreement") between Client and Paymentus. Terms used but not defined in this CO will have the meanings given to them in the Agreement.

This CO shall remain valid for 60 days from issue date.

## PROJECT DESCRIPTION

Client is requesting updates to configuration for their Central Square integration for TLA OCLA.

Item	Detail	Amount
Enable XOTP	TLA: OCLA <ul style="list-style-type: none"> <li>• New Payment Types to be created               <ul style="list-style-type: none"> <li>○ AEC</li> <li>○ PERMIT</li> <li>○ LICENSE</li> <li>○ PROJECT</li> <li>○ CODECASE</li> </ul> </li> <li>• Configure Redirect URL for all payment types except TRAKIT payment type</li> </ul>	\$750.00
<b>Total Due</b>	<b>Paymentus to waive full cost for this implementation</b>	<b>\$0.00</b>

CONFIDENTIAL AND PROPRIETARY

Paymentus Legal | Revised 6.29.22



11605 North Community House Road, Suite 300  
 Charlotte, NC 28277  
 888-440-4826

## PAYMENTUS RESPONSIBILITIES

- The project team shall convene regular weekly meetings to ensure progress and alignment. In the event of non-responsiveness exceeding two consecutive weeks from the Client, the project escalation protocol will be initiated internally with Paymentus, along with the designated Point of Contact (POC) as outlined in the SOW. Failure to respond at this juncture may result in the temporary suspension of your project.
- Manage the efforts of the Paymentus staff and coordinate Paymentus activities with the Client's Project Manager.
- Provide Client with one (1) production and one (1) UAT (User Acceptance Testing) environment.
- Coordinate and perform the configuration of the Paymentus solution as described above.
- Define the project schedule in consultation with the Client's Project Manager and resolve deviations from the Project Schedule, if any.
- Provide timely responses to critical issues raised by the Client's Project Manager
- Provide access to the Paymentus Developer Portal and recommendation for optimal solution ex standard Paymentus CIF file

## CLIENT RESPONSIBILITIES

- Assign resources that have the time and expertise to execute their respective tasks and responsibilities.
- Provide timely and appropriate responses to Paymentus' request for information.
- Coordinate support for any other third-party vendor where Client holds the primary relationship.
- Ensure network connectivity.
- Testing of the solution and reporting of any deviation.
- The client is responsible for conducting thorough User Acceptance Testing (UAT), encompassing comprehensive testing of all available payment methods and in all forms, prior to the configuration being migrated to the production environment.
- Additionally, the UAT checklist must be completed and signed by the client as a confirmation of their testing activities. This testing requirement is distinct and separate from any testing conducted by their CIS or any other vendor
- The client is required to sign off on UAT testing by performing and validating test payments and completing the Paymentus UAT Checklist. Once the UAT checklist is provided to the Client by Paymentus, the Client will have 3 weeks to complete the testing and checklist and notify Paymentus of any issues. Within 3 days of notification by Paymentus that the system is available for retesting the Client will have 3 days to retest. Upon completion of retesting and Client has not reported any issues, Client has 5 days to sign off on UAT. If sign-off is not received within this timeframe, we reserve the right to place the project on hold.

## ASSUMPTIONS

- Client and/or Development Partner/Vendor understands that any delay in response can/will impact project timelines.

CONFIDENTIAL AND PROPRIETARY

Paymentus Legal | Revised 6.29.22



11605 North Community House Road, Suite 300  
Charlotte, NC 28277  
888-440-4826

- Client will schedule meetings with the Development Partner/Vendor and Client will stay engaged through project warranty.
- Non-standard changes (i.e. custom development) must follow Paymentus release calendar.

## OUT OF SCOPE

- Features not explicitly defined in the Project Description in the SOW or CO are out of scope.

## POST DEPLOYMENT ASSUMPTIONS

- After the production launch the client will transition into the Hypercare stage for the project, which consists of 10 business days of support post deployment (Production). Any risks or issues that are identified during this period may be eligible for an extension of Hypercare which is subject to approval.
- Any Client concerns or changes post the Hypercare stage will be directed to the Paymentus Customer Care team at [customercare@paymentus.com](mailto:customercare@paymentus.com) or [800-420-1663](tel:800-420-1663).

## ESCALATION APPROACH

### Paymentus

Escalation Level 1	Escalation Level 2	Escalation Level 3
<b>TBD upon project kickoff</b> Project Manager  Email: TBD Phone: TBD	<b>Pantelis Mamouzellos</b> Director, Client Services  Email: <a href="mailto:pmamouzellos@paymentus.com">pmamouzellos@paymentus.com</a> Phone: 980-206-9091	<b>Lori Hogg</b> Vice President, Customer Success  Email: <a href="mailto:lhogg@paymentus.com">lhogg@paymentus.com</a> Phone: 980-206-9091

### Client

Escalation Level 1	Escalation Level 2
<b>Matthew Frieauf</b> Business Application Analyst  Email: <a href="mailto:mfrieauf@ocalafl.gov">mfrieauf@ocalafl.gov</a> Phone: 352-629-8522	<b>Gregory Wesolowski</b> Business Systems Analyst  Email: <a href="mailto:gjesolowski@ocalafl.gov">gjesolowski@ocalafl.gov</a> Phone: 352-629-8211

CONFIDENTIAL AND PROPRIETARY

Paymentus Legal | Revised 6.29.22

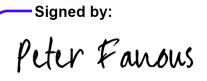


11605 North Community House Road, Suite 300  
 Charlotte, NC 28277  
 888-440-4826

### Client Testers

Tester 1	Tester 2
<b>Jessica Pellerin</b> Manager, IT Enterprise Application  Email: <a href="mailto:jpellerin@ocalafl.gov">jpellerin@ocalafl.gov</a> Phone: 352-629-8394	<b>Gregory Wesolowski</b> Business Systems Analyst  Email: <a href="mailto:gwersolowski@ocalafl.gov">gwersolowski@ocalafl.gov</a> Phone: 352-629-8211

The parties, by their signatures below, acknowledge their understanding and acceptance of this Change Order.

Authorized Client Representative	Paymentus Corporation
DocuSigned by:  Signature: <b>Christopher Watt</b> <small>8C80B9F07388433...</small>  Printed Name: Christopher Watt  Title: Chief of Staff  Date: 1/16/2026	Signed by:  Signature: <b>Peter Fanous</b> <small>B8602889EB46418...</small>  Printed Name: <b>Peter Fanous</b>  Title: <b>Senior VP, Mid Markets</b>  Date: 1/16/2026

## Certificate Of Completion

Envelope Id: 21DF7A18-CDBE-4DFB-BCAF-4BBC70C84F22

Status: Completed

Subject: SIGNATURE - Change Order - Central Square Integration (ITS/250365)

Source Envelope:

Document Pages: 4

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 0

Patricia Lewis

AutoNav: Enabled

110 SE Watula Avenue

EnvelopeD Stamping: Enabled

City Hall, Third Floor

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Ocala, FL 34471

plewis@ocalafl.org

IP Address: 216.255.240.104

## Record Tracking

Status: Original

1/16/2026 9:09:01 AM

Holder: Patricia Lewis

Location: DocuSign

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: City of Ocala - Procurement & Contracting

Location: Docusign

## Signer Events

### Signature

Peter Fanous

pfanous@paymentus.com

Senior Vice President

Security Level: Email, Account Authentication  
(None)

  
Signed by:  
Peter Fanous  
B8602889EB46418...

Signature Adoption: Pre-selected Style  
Using IP Address: 209.29.168.70

### Timestamp

Sent: 1/16/2026 9:21:24 AM

Viewed: 1/16/2026 10:58:24 AM

Signed: 1/16/2026 10:58:42 AM

## Electronic Record and Signature Disclosure:

Accepted: 1/16/2026 10:58:24 AM

ID: 2ea5f755-97c7-414d-9715-1bb7e044ef0b

Christopher Watt

cwatt@ocalafl.org

Chief of Staff

Security Level: Email, Account Authentication  
(None)

  
DocuSigned by:  
Christopher Watt  
8C80B9F07388433...

Sent: 1/16/2026 10:58:44 AM

Viewed: 1/16/2026 11:40:02 AM

Signed: 1/16/2026 1:06:38 PM

Signature Adoption: Pre-selected Style  
Using IP Address: 216.255.240.104

## Electronic Record and Signature Disclosure:

Accepted: 1/16/2026 11:40:02 AM

ID: 171b1fc8-23b6-4a92-92e7-b3cab5d556fc

## In Person Signer Events

### Signature

### Timestamp

## Editor Delivery Events

### Status

### Timestamp

## Agent Delivery Events

### Status

### Timestamp

## Intermediary Delivery Events

### Status

### Timestamp

## Certified Delivery Events

### Status

### Timestamp

## Carbon Copy Events

### Status

### Timestamp

## Witness Events

### Signature

### Timestamp

## Notary Events

### Signature

### Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	1/16/2026 9:21:24 AM
Certified Delivered	Security Checked	1/16/2026 11:40:02 AM
Signing Complete	Security Checked	1/16/2026 1:06:38 PM
Completed	Security Checked	1/16/2026 1:06:38 PM

Payment Events	Status	Timestamps
<b>Electronic Record and Signature Disclosure</b>		

## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

**How to contact City of Ocala - Procurement & Contracting:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [contracts@ocalafl.org](mailto:contracts@ocalafl.org)

**To advise City of Ocala - Procurement & Contracting of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [contracts@ocalafl.org](mailto:contracts@ocalafl.org) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

**To request paper copies from City of Ocala - Procurement & Contracting**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [contracts@ocalafl.org](mailto:contracts@ocalafl.org) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

**To withdraw your consent with City of Ocala - Procurement & Contracting**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.