

# ERP+ Program

## CIS (Customer) Application Suite

# Paymentus Corporation

May 12, 2026

Cary West, Senior Manager, Customer Solutions  
Aaron Kuntz, Senior Manager EPMO



Powering our way of life.

# ERP+ Customer: Paymentus Corporation

## Executive Summary

- **Background**

- Selected Paymentus Corporation: New Electronic Billing & Payment Processing (EBPP) provider and Customer Portal
- Selected Matrix Imaging Solutions (Subcontractor of Paymentus): New Bill Print & Mailing Provider
- Implementation is planned to begin upon contract execution, targeting completion by October 2026 to support decommissioning FIS before year-end

- **Analysis**

- Time-critical replacement: FIS portal sunset; Grant PUD incurring premium surcharges through year-end
- Best overall value: Other vendors higher cost and lacked fully bundled services, including bill print & mail.
- Service improvement: Customer Portal improvement, including expanded self-service payment channels improve customer experience and reduce assisted payments.

- **Recommendation**

- General Manager/CEO approval execution of Contract 130-13153 with Paymentus Corporation for EBPP, Bill Print & Mail, and Customer Portal services, not to exceed \$5,000,000 and 5-year term
- Authorize start of implementation upon execution to support FIS decommissioning prior to year-end

# ERP+ Customer

## Background

- **Core Issues & Focus**

- FIS customer payment portal retires by year-end, creating service continuity risk.
- Grant PUD is incurring premium surcharges with FIS; priority is timely cutover and stable payment access.
- Expand self-service payment options to improve customer experience and reduce reliance on assisted calls.

- **Dependencies**

- Integrates with Grant PUD's CIS modernization platforms (Current: Oracle CCS, Future: Harris/NorthStar).
- Successful cutover depends on timely contract execution to enable configuration, testing, and deployment.

- **Competitive / Macro-context**

- Other vendors were higher cost and lacked fully bundled services, including bill print & mail.
- Paymentus was selected based on preferred partnership and integration experience with Harris/NorthStar, references, real-time payment methodology, and bundled capabilities aligned with value and long-term reliability.

# ERP+ Customer

## Vendor Analysis & Selection

- **Decision Criteria**

- Preferred partner and strong track record of successful implementations and integrations with Harris/NorthStar
- Positive client references
- Methodology aligned with Grant PUD's focus on value, quality and long-term reliability

- **Options Considered**

- Grant PUD solicited bids from Paymentus, Kubra and InvoiceCloud Payment Providers

- **Financial Analysis**

- Paymentus provides lower total cost over than current FIS and lower cost than other evaluated vendors
- Paymentus pricing is strictly usage-based, tied to customer payment transactions and mail volumes
- Kubra and InvoiceCloud were monthly and higher cost and InvoiceCloud did not include bill print & mail services

- **Risk Assessment**

- Legal review completed on both the Master Service Agreement (MSA) and the Statement of Work (SOW)

# ERP+ Customer

## Approval Request

- **Project Team Recommendation**

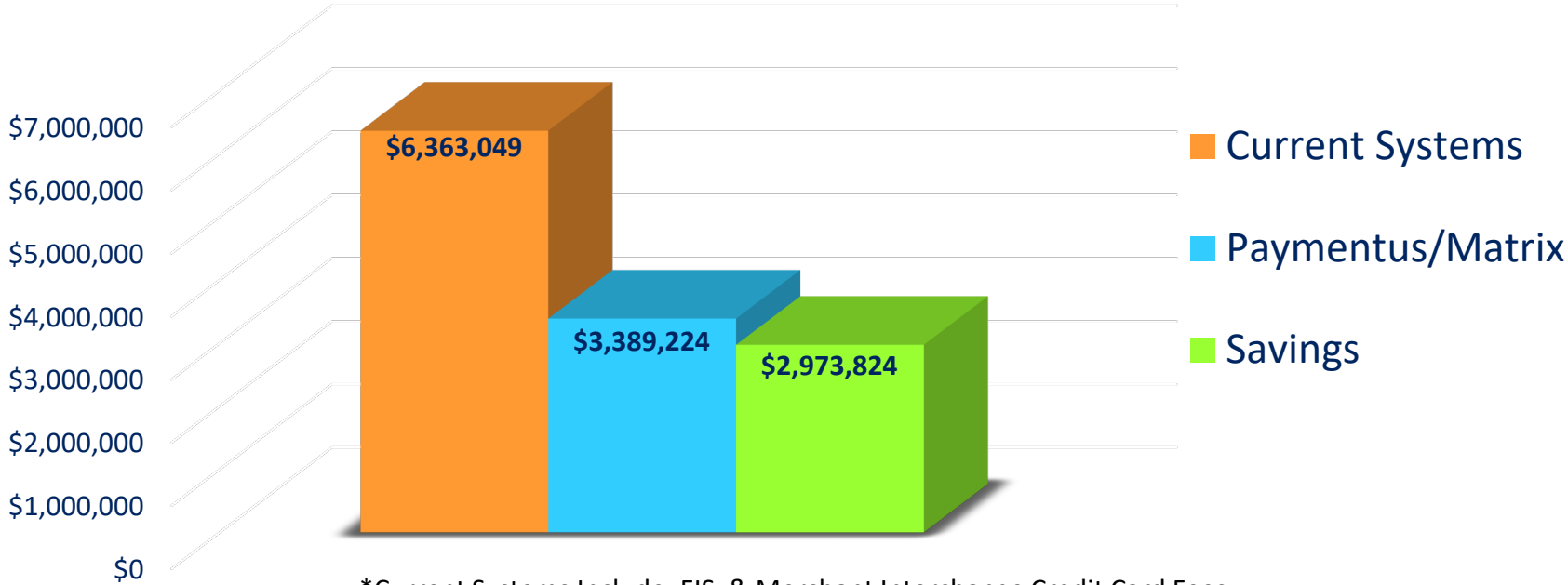
- Move forward with awarding and executing a contract with Paymentus Corporation to begin Implementation for the ERP+ Customer Electronic Billing and Payment Processing (EBPP), Bill Print & Mail, and Customer Portal

- **General Manager Approval Requested**

- Authorization to enter into Contract No. 130-13153 with Paymentus Corporation for ERP+ Customer Electronic Billing and Payment Processing (EBPP), Bill Print & Mail, and Customer Portal for a not to exceed amount of \$5,000,000 and a 5-year contract term

# Financial Overview

## 5 Year Cost Analysis: Payment Processing, Bill Print & Mailing & Customer Portal



\*Current Systems Include: FIS & Merchant Interchange Credit Card Fees



**Thank you!**



## MEMORANDUM

April 22, 2026

**TO:** John Mertlich, General Manager/Chief Executive Officer

**VIA:** Andy Wendell, VP of Customer Experience  
Cary West, Senior Manager Customer Solutions  
Julie Pyper, Vice President of Business Advancement & Strategy  
Aaron Kuntz, Senior Manager EPMO

**FROM:** Ken Smith, Manager EPMO

**SUBJECT:** Approval of Contract No. 130-13153 with Paymentus Corporation

**Purpose:** To request General Manager approval to enter into Contract No. 130-13153 with Paymentus Corporation for ERP+ Customer Electronic Billing and Payment Processing (EBPP), Bill Print & Mail, and Customer Portal services for a not to exceed amount of \$5,000,000.00 and a contract term of 5 years.

**Discussion:** Grant PUD's current customer payment portal provided by Fidelity Information Services (FIS) is scheduled to be sunset by the end of this calendar year. Grant PUD should have exited the FIS platform earlier this year and is currently incurring premium surcharge costs to remain operational through end of year. As a result, timely implementation of the replacement payment, billing and portal solution is critical to maintaining uninterrupted customer access to payment services and avoiding escalating costs.

Following discovery work and a structured vendor evaluation process, the project team selected Paymentus Corporation after comparing multiple qualified vendors. Other solutions reviewed were higher cost and did not provide the same level of bundled functionality including integrated bill print and mail services. Paymentus was selected based on its preferred partnership and extensive experience integrating with Harris/NorthStar, strong references, real-time payment methodology, and ability to bundle all required payment, portal, and billing services with meaningful cost advantages. This solution and implementation approach aligns with Grant PUD's focus on quality, value, and long-term reliability.

The Paymentus solution replaces the FIS portal and supports Grant PUD's broader CIS modernization efforts by integrating with Oracle Customer Cloud Services, Harris NorthStar CIS, and the SilverBlaze customer portal. Work is scheduled to begin upon contract execution and is expected to be completed by October 2026, positioning Grant PUD to implement the Customer Portal and decommission FIS prior to end of calendar year.

During proposal development and contract negotiations, the project team confirmed that Paymentus can meet Grant PUD's functional, security, and implementation timeline requirements within the required timeframe to support decommissioning of the FIS portal.

**Justification:** Approval of this contract enables Grant PUD to replace a decommissioned legacy customer payment portal with a modern, secure platform that significantly enhances available payment channels and overall customer experience compared to the current FIS solution. The Paymentus portal expands customer access to self-service payment options, including web, mobile, IVR, digital wallets, and pay-by-text capabilities, providing customers with more convenient, flexible ways to view bills and make payments. These enhanced self-service features are expected to reduce reliance on assisted payment

methods, thereby alleviating call volume into the Customer Call Center and allowing staff to focus on higher-value customer interactions.

Executing this agreement also improves operational efficiency by introducing a unified, intuitive agent dashboard and streamlined payment workflows that reduce manual handling and duplicative processes. The combination of increased customer self-service, improved automation, and integrated bill presentment and payment processing supports uninterrupted billing and revenue collection operations while aligning customer payment systems with Grant PUD's broader CIS and customer portal modernization strategy.

Delaying contract execution would materially increase operational and financial risk due to the approaching FIS end-of-life deadline and the dependency on completing integration, testing, and deployment activities prior to portal cutover.

**Financial Considerations:** The Paymentus agreement has no upfront licensing, implementation, or subscription fees and instead relies on transaction-based pricing using an absorbed fee model. Bill print and mail postage costs are managed through a prefunded USPS postage account, and any additional scope or optional functionality beyond the approved Statements of Work is governed through Grant PUD's formal change order process.

The total cost to Grant PUD for the 5-year contract is a not to exceed amount of \$5,000,000.00, paid in monthly increments based on customer transactional volume for electronic payments and quantities of mailed customer's bill/invoice and letter prints.

In reviewing available options, Paymentus provided the most cost-effective overall solution among qualified vendors by delivering electronic bill payment processing, customer portal, and bill print and mail services through a single, integrated platform. Other vendors evaluated were higher cost and did not offer the same breadth of end-to-end services, which would have required additional vendors or integrations to achieve comparable functionality, increasing both implementation complexity and ongoing operational cost.

The projected annual cost savings with Paymentus replacing our current provider is a combined \$513,295 (Payment processing: \$351,143 and Bill Print/Mailing: \$162,152). Over the course of the 5-year contract term, that equates to a substantial projected cost savings of \$2,973,824.

**Contract Specifics:** The agreement includes the following deviations from our standard contract language:

- **Deposit for Mailing Services:** The vendor requires a pre-funded postage account for bill print and mail services. At least one month prior to the go-live date, Paymentus will invoice Grant PUD for a \$45,000 postage deposit, which is equivalent to the postage amount for the expected number of bills for 3 months. These funds will be used by USPS when bills are scanned and entered into the mail stream. Upon termination or expiration of the Agreement, any unused funds will be automatically returned to the Grant PUD within 30 calendar days.
- **Venue:** Paymentus agreed to Washington State for applicable law, but wouldn't commit to specific venue (Grant County, for example).

**Recommendation:** GM approval of Contract No. 130-13153 with Paymentus Corporation for ERP+ Customer Electronic Billing and Payment Processing, Bill Print & Mail, and Customer Portal services for a not to exceed amount of \$5,000,000.00 and a contract term of 5 years.

**Legal Review:** Legal review has been completed. See attached e-mail(s).

**MASTER SERVICES AGREEMENT**

Client:	Public Utility District No. 2 of Grant County, Washington
Client Address:	30 C Street SW Ephrata, WA 98823
Estimated Number of Yearly Payments:	350,000

This Master Services Agreement (“Agreement”), entered into as of the date of the last signature set forth below (“Effective Date”), is by and between the Client identified above and Paymentus Corporation, a Delaware Corporation, with a principal place of business at 11605 N. Community House Road, Suite 300, Charlotte, North Carolina 28277. Client and Paymentus are also referred to as “Party” and collectively as the “Parties”.

**STATEMENT OF PURPOSE**

Paymentus desires to provide and Client desires to receive electronic bill payment services as more particularly described in this Agreement under the terms, and conditions set forth herein.

**AGREEMENT**

In consideration of the mutual covenants hereinafter set forth, the receipt and sufficiency of which are hereby acknowledged, the parties, intending to be legally bound, hereby covenant and agree as follows. This Agreement consists of the following documents:

- (i) this signature page
- (ii) the General Terms and Conditions; and
- (iii) the following Schedules:

- [Schedule A:](#) Paymentus Service Fee Schedule
- [Schedule B.1:](#) Statement of Work – Program Overview
- [Schedule B.2:](#) Statement of Work – Implementation Services for Payment Processing
- [Schedule B.3:](#) Statement of Work – Bill Print and Mail Services
- [Schedule B.4:](#) Statement of Work – Customer Portal
- [Schedule C:](#) Information Security Program
- [Schedule D:](#) Change Request Form
- [Schedule E:](#) Change Order Form
- [Schedule F:](#) Service Level Agreement
- [Schedule G:](#) Subcontracts
- [Schedule H:](#) Personnel Qualifications

This Agreement represents the entire agreement between the parties with respect to its subject matter, supersedes all prior written or oral agreements or understandings related to the subject matter hereof, and may be changed only by agreements in writing signed by the authorized representatives of each of the parties.

**IN WITNESS WHEREOF**, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives.

**Public Utility District No. 2 of Grant County, Washington      Paymentus Corporation**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## GENERAL TERMS AND CONDITIONS

### 1 Definitions:

For the purposes of the Agreement, the following terms and words have the meaning ascribed to them, unless the context clearly indicates otherwise.

- 1.1 “**Affiliates**” means (i) any entities that control, are controlled by, or are under common control with a Party.
- 1.2 “**Agent Dashboard**” means a web based portal that enables Client to manage and monitor its’ customers’ payments and accounts including such features as the ability to add and manage users, look up payment schedules, make payments manually on behalf of the customers, and generate payment reports.
- 1.3 “**Agreement**” or “**Master Agreement**” means the Master Services Agreement between the parties, as amended from time to time, including the Signature Page, these General Terms and Conditions and all Schedules.
- 1.4 “**Average Bill Amount**” means the total amount of Payments processed through Paymentus in a given month divided by the number of the Payments for the same month.
- 1.5 “**Custom Enhancement(s)**” means one or more enhancements to the Services which is either unique to Client, or which was expedited prior to being developed pursuant to a Statement of Work entered into by the Parties in which Client agrees to pay Professional Services Fees for the Work done in connection therewith.
- 1.6 “**Customer Information Files**” or “**CIF**” means a computerized file used by a company that stores all customer data such as the customer’s personal and account information.
- 1.7 “**Custom Implementation**” means implementation of Client’s Custom Integration and Custom Enhancements in accordance with the applicable SOW.
- 1.8 “**Custom Integration**” customization of the Platform to integrate with Client’s billing system using non-standard file specifications or application programming interfaces (“APIs”) supported by Client’s billing system
- 1.9 “**Effective Date**” has the meaning set forth on the signature page above, unless the Agreement is submitted to Client for acceptance in a manner that does not call for Paymentus to execute it, in which event the Effective Date shall be the date that Client signs the Agreement.
- 1.10 “**Excess Payment Amount**” means the Payment Amounts from Non-Qualified Transactions processed in a calendar month.
- 1.11 “**Fee Assumptions**” means information used to calculate the Paymentus Fee (as defined in Section 3.2) as provided by Client in good faith, including (i) the projected Average Bill Amount, and (ii) the projected payment method mix (credit vs debit vs e-check) of all card Payments processed that month.
- 1.12 “**IPN**” or “**Instant Payment Network**”™ means the network developed by Paymentus to enable customer engagement, bill presentment and receipt of payments by businesses through multiple channels as enabled from time to time by Paymentus.
- 1.13 “**Launch Date**” means the date on which Client completes the introduction to Users of all of the Services set forth on Schedule A and as specified in the applicable SOW as of the Effective Date of this Agreement.
- 1.14 “**Non-Qualified Transaction**” means any payment where the Paymentus Fee is lower than the cost of processing such payment (including the cost of Third Party Fees).
- 1.15 “**Payment**” means payment by a User through the Platform for Client’s services, Client’s bills, or other amounts owed to Client.
- 1.16 “**Payment Amount**” means the amount of a Payment.

- 1.17 **“Paymentus Authorized Processor”** means a Paymentus authorized merchant account provider or payment processing intermediary or gateway.
- 1.18 **“Paymentus Fee”** is the amount charged for the Services as set forth on Schedule A.
- 1.19 **“Platform”** is defined in Section 2.1.
- 1.20 **“Professional Services”** means the work to be performed for Client by Paymentus as described in a Statement of Work, which may be changed from time to time in accordance with Section 11.12.
- 1.21 **“Professional Services Fees”** means the fees charged for the Professional Services described on a Statement of Work.
- 1.22 **“Reversed or Chargeback Transactions”** means cancelled transactions due to User error, a User’s challenge to Payment authenticity, or action by a financial institution or a Paymentus Authorized Processor (commonly referred to as ACH or eCheck returns or credit/debit card chargebacks).
- 1.23 **“Services”** means the performance by Paymentus of the payment and related services selected by Client as set forth in Schedule A, Section 2, and each Statement of Work.
- 1.24 **“Standard Implementation”** means (i) the initial integration between the information systems of both parties so that Paymentus can receive Client’s customer data to be used in the provision of the Services, and Client can receive payment and other related data from Paymentus, (ii) the setup of the payment processor and bank deposit accounts, (iii) the setup of the payment channels described on Schedule A to this Agreement and (iv) the creation of business rules to be applied to the acceptance of payments, all as further described in the applicable SOW or Paymentus documentation. Any changes following the initial integration will be handled through the Change Order process.
- 1.25 **“Statement of Work”** means a document that captures and defines the work activities, deliverables, and timeline of services to be provided by Paymentus to the Client under this Agreement.
- 1.26 **“Subcontractor”** means any individual or entity specified in Schedule G that enters into a contract with Paymentus to perform part or all of the obligations of Paymentus under this Agreement. Subcontractor shall not include credit card processors/networks and banking parties.
- 1.27 **“System Availability”** means that date on which Paymentus notifies Client’s that the Platform is ready process User data.
- 1.28 **“Term”** means the Initial Term and any renewal term as defined in Section 7.1 of this Agreement.
- 1.29 **“Third Party Fees”** is defined in Section 3.2 of this Agreement.
- 1.30 **“User”** means a Client customer who uses the Services to pay its Client bills.
- 1.31 **“Work”** or **“Work Product”** means the customizations that are performed by Paymentus as part of the Professional Services described in a SOW.

## **2 Description of Services to be Performed**

### **2.1 Scope of Services**

When selected on Schedule A, Paymentus will provide Users the opportunity to view and receive bills, make Payments using the payment methods provided under Schedule A and other payment methods and wallets as offered by Paymentus from time to time. The payment methods and other services provided may be used within the channels described on Schedule A or on other websites or mobile/web apps or chatbots or voice assistants that are part of the Instant Payment Network, (collectively referred to as the “Platform”). Paymentus will provide a mechanism by which Client may select the channels and payment methods Client wishes to offer Users. Paymentus will be the exclusive provider to Client of all electronic bill payment and related services substantially similar to the Services.

## 2.2 Professionalism

Paymentus will perform the Services in a professional and commercially reasonable manner.

## 2.3 New or Enhanced Services

From time to time Paymentus may offer Client new or enhanced services, such as new functionality within the IPN, the ability to accept other payment methods, methods of bill presentment, the ability to access alternative payment processors or other service providers or Paymentus Authorized Processors or otherwise modify the terms and conditions under which the Services are provided ("Service Enhancements"). Paymentus will provide Client with notice through the Agent Dashboard disclosing the terms under which the Service Enhancements will be made available. Client shall not be obligated to pay for such new or enhanced services unless properly authorized in accordance with Section 11.12.

## 2.4 Additional Services

Client may request that Paymentus perform specific services in addition to the Statements of Work attached as Schedules B.1, B.2, B.3, and B.4. Such work and fees, if any, shall be documented in a Statement of Work on a form consistent with the previously executed Statements of Work referenced in this section and authorized by Change Order in accordance with Section 11.12 of this Agreement. Any additional Statement of Work properly approved by Change Order shall be subject to the terms and conditions of this Agreement.

## 3 Compensation and Payment Terms

### 3.1 Implementation

3.1.1 Charge for Standard Implementation. Paymentus will charge the fees related to Standard Implementation that are set forth in Schedule A.

3.1.2 Custom Implementation. If Client requests customizations during the implementation process beyond the standard solutions, a SOW can be created and reviewed and will contain an estimate of the amount of custom work that will be required to be performed on a time and materials basis, which Work will be performed at a blended hourly rate set forth therein in accordance with the payment terms set forth in the SOW. Such SOWs must be properly authorized in advance in accordance with Section 11.12. If there are changes following the execution of a Statement of Work, the parties will follow the change order process detailed in Section 11.12. Custom implementation shall be billed as set forth in the SOW.

### 3.2 Paymentus Fee

3.2.1 Party to be charged the Paymentus Fee. The party to be charged the Paymentus Fee is identified on Schedule A.

3.2.2 Third Party Payments. Paymentus will pay the corresponding processing and related fees to the applicable third parties out of the Paymentus Fee ("Third Party Fees"), except for fees related to Reversed or Chargeback Transactions.

3.2.3 Adjustments to the Paymentus Fee. The Paymentus Fee may be adjusted thirty (30) days following the date of delivery by Paymentus' of prior written notice to Client due to one of the following:

3.2.3.1 Mistake in connection with the Fee Assumptions. A mistake by either of the parties with respect to the Fee Assumptions, including but not limited to changes in (a) the average Payment Amount made by the Users, (b) the mix of payment methods utilized by the Users or (c) the interchange rates applied to transactions.

3.2.3.2 Charges for Non-qualified Transactions. Client will be billed additional Paymentus Fees equal to 2.95% of the Excess Payment Amount for each month.

- 3.2.3.3 Changes in Third Party Fees. Changes in the card or payment system rules, changes in payment processing fees or other changes in Third Party Fees that are outside of Paymentus' control that increase Paymentus' cost of processing transactions.
- 3.2.3.4 Changes due to increases in the Consumer Price Index. Beginning on the second anniversary of the Launch Date and continuing on each anniversary of the Launch Date thereafter, the Paymentus Fee may be increased annually. Each such change shall not exceed the lesser of i) 5%; or ii) the percentage in the Bureau of Labor Statistics Consumer Price Index (CPI-U) for the West Urban region occurring during the immediately preceding twelve (12) month period for which CPI-U data is available. Paymentus shall notify Client in writing at least ninety (90) days prior to any such increase going into effect.

### 3.3 Payment Terms

- 3.3.1 User Paid Invoices. When User pays the Paymentus Fees (if specified in Schedule A), User will pay the Paymentus Fees together with the corresponding Payment at the time of the transaction.
- 3.3.2 Client Paid Invoices. When Client is obligated to pay the Paymentus Fee (as shown on Schedule A), Paymentus will invoice Client promptly following the end of each full or partial calendar month during the Term in accordance with this Section 3.3.2. In addition, to the extent that any portion of an invoice is disputed in good faith ("Disputed Amount"), Client shall timely pay on or prior to the Due Date the undisputed portion of any invoice, and promptly notify Paymentus in writing of the Disputed Amount, providing a reasonably detailed explanation for such Disputed Amount ("Invoice Dispute Notice"). The parties shall work together in good faith to resolve all issues identified in the Invoice Dispute Notice within ten (10) days of Paymentus' receipt thereof. Charges on invoices which are not disputed within sixty (60) days of the invoice date shall be deemed accepted and Paymentus shall have no obligation or right to correct any calculation errors identified after such period. Invoices that are not timely paid shall be subject to interest from the Due Date at the rate of 1% per month or the highest rate allowed by RCW 39.76.011.

Paymentus shall submit invoices to the attention of:

Public Utility District No. 2 of Grant County, Washington  
Attn: Accounts Payable  
PO Box 878  
Ephrata, WA 98823  
Or [AccountsPayable@gcpud.org](mailto:AccountsPayable@gcpud.org)

Invoices shall include the Client's Agreement No. (130-13153) and a description of the work performed, which includes but is not limited to the previous month's total number of printed bills, bills mailed, statement stock, window envelopes, return envelopes and the cost billed to Client for postage and services. In addition, each invoice shall include the unit quantities and rates for ACH/eCheck payments, Debit/Credit Card payments, and Enterprise Payment Aggregator payments.

- 3.3.3 Paymentus understands and agrees that by executing this Agreement with Client, Client shall make payment(s) by automated clearing house (ACH). Client shall not be liable for fees incurred as a result of changes to Paymentus's banking information without proper, separate notification to Accounts Payable via email at [apinquiries@gcpud.org](mailto:apinquiries@gcpud.org). Failure of Paymentus to properly notify Client of banking changes as specified above shall result in forfeiture of associated fees.
- 3.3.4 In no event shall the total amount paid to Paymentus for Services and all reimbursable expenses exceed the sum of \$5,000,000.00 USD unless a Change Order authorizing the same is issued in accordance with Section 11.12 below.

## **4 Payment Processing**

### **4.1 Integration with Client's Billing System**

Paymentus will provide implementation services to Client as specified in each Schedule B to this Agreement.

### **4.2 PCI Compliance**

To the extent that either party receives payment card information subject to the Payment Card Industry Data Security Standards ("PCI-DSS") in connection with providing the Services, such party will comply with all requirements of the PCI-DSS with respect to storage, transmission, and disclosure of payment card information.

### **4.3 Explicit User Confirmation**

Paymentus will electronically confirm to the User the dollar amount of all Payments, and when paid by the User, the corresponding Paymentus Fee to be charged for the transaction, and electronically obtain the User's approval of the charges prior to initiating payment authorizations transaction.

### **4.4 Merchant Account**

If described as part of implementation services in the applicable SOW, Paymentus will assist Client in setting up a merchant account directly with the Paymentus Authorized Processor for processing and settlement of transactions.

### **4.5 Payment Authorization**

For authorization purposes, Paymentus will electronically transmit all card or other payment transactions to the appropriate processing center, in real time as the transactions occur or as provided in applicable rules. In its sole discretion, Paymentus may refuse to process any transaction that it reasonably believes is (i) submitted in violation of its terms of use or (ii) necessary to protect Client, Users, itself or others from actual or potentially illegal, fraudulent or harmful activity.

### **4.6 Settlement**

Paymentus together with a Paymentus Authorized Processor will forward the payment transactions, to the appropriate organizations for settlement directly to Client's depository bank account previously designated by Client ("Client Bank Account") as a positive amount of payment processing funds and any Reversed or Chargeback Transactions (described below). When Client pays the Paymentus Fee, Paymentus will invoice Client and Client will pay Paymentus in accordance with Section 3.3.2.

Paymentus together with the Paymentus Authorized Processor will continuously review its settlement process for its simplicity and efficiencies. Client and Paymentus agree to fully co-operate with each other if Paymentus requests material changes to its settlement process.

### **4.7 Reversed or Chargeback Transactions**

With respect to all Reversed or Chargeback Transactions, Client authorizes Paymentus and Paymentus Authorized Processor (and/or the respective payment organizations) to offset the Payment Amount against future payouts and Paymentus will refund the applicable amount to the payment organization for credit back to the User the corresponding Paymentus Fee, if any.

Paymentus together with Paymentus Authorized Processor will continuously review its processes for Reversed or Chargeback Transactions for simplicity and efficiencies. Client and Paymentus agree to fully cooperate with each other if Paymentus requests any change to its processes for these transactions.

## **5 General Conditions of Services**

### **5.1 Service Reports**

Paymentus will provide Client with reports summarizing use of the Services by Users for a given reporting period, which period shall be designated by Client during the Standard Implementation process. Such standard reports are available through the Agent Dashboard.

### **5.2 User Adoption Communication by Client**

Client will prominently communicate the Services as a primary payment option to its customers wherever Client usually communicates its other payment options.

Client will make the Services known or available to its customers by different means of customer communication including (i) on the face of bills, invoices and other notices; (ii) on any marketing or advertising materials that include payment options; (iii) if direct payments have been activated, by providing Interactive Voice Response (“IVR”) and Web payment details prominently on Client’s website including a “Pay Now” or similar link on a mutually agreed prominent place on the web site; (iv) if IVR payments have been activated, through Client’s general IVR/Phone system; and (v) other channels or means available to Client or reasonably suggested by Paymentus.

Paymentus will provide Client with logos, graphics and other marketing materials solely for Client’s use in its communications with its customers regarding the Services and/or Paymentus.

### **5.3 Independent Contractor**

Paymentus is an independent contractor. Paymentus is not acting as an agent or fiduciary of the Client or its Users.

### **5.4 Client’s Responsibilities**

In order for Paymentus to provide the Services, Client will fully cooperate with Paymentus by:

- (i) Entering into (and authorizing Paymentus to do so on its behalf) all applicable merchant processing, cash management, ACH origination, or kiosk agreements, provided that Client is given notice of and approves any additional fees associated with those agreements, and providing information and consents reasonably requested in connection with the agreements.
- (ii) Maintaining throughout the duration of the Agreement during which direct payments via the web is activated, a bill payment link connecting to the Paymentus Platform at a prominent and mutually agreed location on Client’s website. If the IVR channel is activated, the phone number for IVR payments will also be added to the web site and as an option as part of Client’s general phone system.
- (iii) Sharing User Adoption Communication as described in Section 5.2 (User Adoption Communication by Client).
- (iv) Providing Customer Information to Paymentus. As part of the information transfer required for implementation, Client will provide Paymentus with CIF on all Client customers serviced by Client. The CIF shall also identify customers by payment type.
- (v) Paymentus will notify Client in writing of System Availability. Client will have five (5) business days following such notification to confirm that there are no material defects in the System (“Testing Period”). If material defects in the System are identified, Client shall provide reasonable detail to Paymentus about such defects, and the System Availability date will be extended until Paymentus notifies Client again of System Availability, and following an additional Testing Period, Client confirms there are no material defects in the System. The Parties shall launch the Service on the later of i) within 30 days of System Availability; or ii) go-live of Client’s Customer Portal.

- (vi) Dedicating sufficient properly trained and fully engaged personnel to support the implementation process and its use of the Services in compliance with all laws applicable to its use of the Services.
- (vii) Providing Paymentus with the file format specification currently used to post payments to the billing system to allow Paymentus to provide Client with a posting file for posting to Client's billing system.
- (viii) Fully cooperating with Paymentus and securing the cooperation of its software and service providers and providing the information required to integrate with Clients' billing system.
- (ix) Fully cooperating with Paymentus to integrate its systems with the Paymentus Platform through the use of Paymentus' APIs to enable Client's access to the IPN, if selected.
- (x) Promptly provide Paymentus notice within a reasonable time (not to exceed 48 hours) if Client encounters a cyber-incident or a data security breach which could reasonably be expected to compromise Paymentus data.

## 5.5 Paymentus Responsibilities

### 5.5.1 Subcontractors

5.5.1.1 Paymentus may subcontract parts of the Service to the Subcontractors set forth on Schedule G below. Any additional Subcontractors must be approved in advance via Change Order in accordance with Section 11.12.

5.5.1.2 Paymentus is responsible and liable for acts and omissions of such Subcontractors in performing the Services and shall regularly assess and monitor Subcontractors. Paymentus does not have authority to contract for or incur obligations on behalf of Client.

5.5.2 **Insurance.** Prior to the commencement of any work under this Agreement, and at all times during the term of this Agreement, Paymentus shall obtain and maintain continuously, at its own expense, a policy or policies of insurance with insurance companies rated A- VII or better by A. M. Best or A by S&P, as enumerated below. The cost of any claim payments falling within the deductible or self-insured retention shall be the responsibility of Paymentus and not recoverable under any part of this Agreement.

#### 5.5.2.1 Paymentus Required Insurance:

(i) **General Liability Insurance:** Commercial general liability insurance, covering all operations by or on behalf of Paymentus against claims for bodily injury (including death) and property damage (including loss of use). Such insurance shall provide coverage for:

- a. Premises and Operations;
- b. Products and Completed Operations;
- c. Contractual Liability;
- d. Personal Injury Liability (with deletion of the exclusion for liability assumed under Contract);

with the following **minimum limits:**

- e. \$1,000,000 Each Occurrence
- f. \$1,000,000 Personal Injury Liability
- g. \$2,000,000 General Aggregate (per project)
- h. \$2,000,000 Products and Completed Operations Aggregate

Commercial general liability insurance will include Client as additional insured on a primary and non-contributory basis. A waiver of subrogation will apply in favor of Client.

(ii) **Workers' Compensation and Stop Gap Employers Liability:** When applicable, Workers' Compensation Insurance as required by law for all employees. Employer's Liability Insurance, including Occupational Disease coverage, in the amount of **\$1,000,000 for Each Accident, Each Employee, and Policy Limit.** Employer's Liability may be procured as an endorsement to the commercial general liability via the Stop Gap Coverage endorsement. Paymentus expressly agrees to comply with all provisions of the Workers' Compensation Laws of the states or countries where the work is being performed, including the provisions of Title 51 of the Revised Code of Washington for all work occurring in the State of Washington.

(iii) **Automobile Liability Insurance:** Automobile Liability insurance against claims of bodily injury (including death) and property damage (including loss of use) covering all owned (if any), rented, leased, non-owned, and hired vehicles used in the performance of the work, with a **minimum limit of \$1,000,000 per accident** for bodily injury, property damage, or death combined and containing appropriate uninsured motorist and No-Fault insurance provision, where applicable.

Automobile liability insurance will include Client as additional insured on a primary and non-contributory basis. A waiver of subrogation will apply in favor of Client.

(iv) **Professional Liability:** Paymentus shall provide professional liability insurance with a **minimum limit of \$1,000,000 per claim.** If such policy is written on a claims made form, the retroactive date shall be prior to or coincident with the Effective Date of this Agreement. Claims made form coverage shall be maintained by Paymentus for a minimum of five years following the termination of this Agreement, and Paymentus shall, if requested in writing, annually provide Client with proof of renewal. If renewal of the claims made form of coverage becomes unavailable, or economically prohibitive, Paymentus shall purchase an Extended Reporting Period Tail or execute another form of guarantee acceptable to Client to assure financial responsibility for liability for services performed.

If Paymentus shall hire Subcontractor for all operations and risk involving professional services exposure, this requirement may be satisfied by Subcontractor's policies. Paymentus shall impute the insurance requirements stated in this section to Subcontractor by written contract or written agreement. Any exceptions must be mutually agreed in writing with Client.

(v) **Professional Liability/Network Security Insurance:** Paymentus shall obtain professional errors and omissions liability insurance in an amount of **not less than \$10,000,000 per claim and in the aggregate.** Coverage shall respond to wrongful acts in the rendering of, or failure to render, professional services under this Agreement, electronic data losses or damage or breaches of electronic data security including disclosures of private or Protected Information of Client or any employee, participant or beneficiary of the Services provided by Paymentus pursuant to this Agreement. The Professional Liability Insurance retroactive coverage date shall be no later than the effective date of this agreement. Paymentus shall continuously maintain such insurance or purchase an extended reporting period providing that claims first made and reported to the insurance company within two years after termination of the Agreement will be deemed to have been made during the policy period.

If Paymentus shall hire Subcontractor(s) for all operations and risk involving professional network services exposure, this requirement may be satisfied by

Subcontractor's policies. Paymentus shall impute the insurance requirements stated in this section to Subcontractor(s) by written contract or written agreement. Any exceptions must be mutually agreed in writing with Client.

- (vi) **Employee Dishonesty.** Paymentus shall maintain employee dishonesty in an amount **not less than \$2,000,000** per loss and shall name the District as a Loss Payee. Coverage shall contain a Clients' Property endorsement and respond to loss of Client or any employee, participant or beneficiary of the Services provided by Paymentus pursuant to this Agreement. Coverage shall contain a social engineering extension endorsement.

- 5.5.2.2 Evidence of Insurance – Upon execution of the Agreement, and prior to performing any Services, then annually thereafter, Paymentus shall make available to Client Certificates of Insurance showing the Insuring Companies, policy numbers, effective dates, confirmation that limits set forth herein are satisfied, and will obtain or maintain all endorsements or policy documents where policy terms are required under Section 5.5.2.1.

Failure of Client to demand such certificate or other evidence of compliance with these insurance requirements or failure of Client to identify a deficiency from the provided evidence shall not be construed as a waiver of Paymentus's obligation to maintain such insurance. Acceptance by Client of any certificate or other evidence of compliance does not constitute approval or agreement by Client that the insurance requirements have been met or that the policies shown in the certificates or other evidence are in compliance with the requirements. Client shall have the right but not the obligation of prohibiting Paymentus or Subcontractor from performing work until such certificates or other evidence of insurance has been provided in full compliance with these requirements. Failure by Paymentus to maintain the required insurance may result in termination of this Agreement at Client's option.

- 5.5.2.3 Cancellation of Insurance - Paymentus shall not cause any insurance policy to be canceled or permit any policy to lapse. Insurance companies, to the extent commercially available, or Paymentus shall provide 30 days advance written notice to Client for cancellation or any material change in coverage or condition, except 10 days advance written notice for cancellation due to non-payment of premium. Should Paymentus receive any notice of cancellation or notice of nonrenewal from its insurer(s), Paymentus shall provide prompt notice to Client no later than two days following receipt of such notice from the insurer. Notice to Client shall be delivered by facsimile or email.

- 5.5.3 **Cooperation with Others.** Paymentus agrees to reasonably cooperate with any other contractors or consultants of Client as may be required to meet the goals of this Agreement, ensuring that all parties involved work towards the successful implementation of the Services.

- 5.5.4 **Information Security Program.** Paymentus shall implement and maintain a comprehensive, documented information security program in accordance with Schedule C, Information Security Program.

## **6 Indemnification and Limitation of Liability**

### **6.1 Paymentus Indemnification and Hold Harmless**

Paymentus agrees to defend, hold harmless and indemnify Client and its directors, officers or governing officials, and employees (collectively, the "Client Indemnitees") from and against all liabilities, demands, losses, damages, costs or expenses (including reasonable attorney's fees and costs), incurred by any Client Indemnitee arising from a claim or demand brought by a third party to the extent such claim or demand alleges that the Services provided under this Agreement infringe the intellectual property rights of the third-party.

## **6.2 Client Indemnification and Hold Harmless**

Client agrees to defend, hold harmless and indemnify Paymentus and its directors, officers, employees, and Affiliates (collectively, the "Paymentus Indemnitees") from and against all liabilities, demands, losses, damages, costs or expenses (including reasonable attorney's fees and costs), incurred by any Paymentus Indemnitee arising from a claim or demand brought by a third party to the extent the claim or demand relates to the underlying relationship or obligations of Client and its Users.

## **6.3 Indemnification Procedure**

The indemnified party will give the indemnifying party prompt written notice of any claim for which indemnification is sought. The indemnifying party will have the right to control the defense and settlement of any claim, provided that any settlement that admits liability on behalf of the indemnified party, or adversely affects the indemnified party shall (i) require the indemnified party's prior written consent, which consent will not be unreasonably conditioned, delayed or withheld and (ii) to the extent legally permitted, shall remain confidential.

## **6.4 Warranty Disclaimer**

**EXCEPT AS EXPRESSLY SET FORTH IN THE AGREEMENT, PAYMENTUS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED AND DISCLAIMS ALL OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, MADE TO CLIENT OR ANY OTHER PERSON, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES REGARDING QUALITY, SUITABILITY, MERCHANTABILITY, FITNESS, FOR A PARTICULAR PURPOSE OR OTHERWISE OF ANY SERVICES OR ANY GOOD PROVIDED INCIDENTAL TO THE SERVICES PROVIDED UNDER THE AGREEMENT.**

## **6.5 Limitation of Liability**

- A. NOTWITHSTANDING THE FOREGOING, PAYMENTUS WILL NOT BE LIABLE FOR ANY LOST PROFITS, LOST SAVINGS OR OTHER SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, EVEN IF IT HAS BEEN ADVISED OF OR COULD HAVE FORESEEN THE POSSIBILITY OF THESE DAMAGES. IN NO EVENT WILL PAYMENTUS BE LIABLE FOR ANY LOSSES OR DAMAGES RESULTING FROM THE ACTS, OMISSIONS OR ERRORS OF THIRD PARTIES OR OF CLIENT OR FOR PROVIDING AGREEMENTS, INSTRUCTIONS OR INFORMATION TO USERS AS INSTRUCTED BY CLIENT.**
- B. PAYMENTUS' TOTAL LIABILITY FOR DAMAGES FOR ANY AND ALL ACTIONS ASSOCIATED WITH THE AGREEMENT OR THE SERVICES WILL IN NO EVENT EXCEED (I) FOR AN ERROR OR OTHER ACTION AFFECTING THE PROCESSING OF ONE OR MORE PAYMENTS, THE AMOUNT OF THE PAYMENTUS FEE ASSOCIATED WITH EACH PAYMENT, (II) FOR ALL OTHER CLAIMS, THE AMOUNT OF THE PAYMENTUS FEE (NET OF DIRECT PROCESSING AND OTHER FEES PAID BY PAYMENTUS) PAID TO PAYMENTUS ("NET FEES") IN THE SIX (6) MONTHS BEFORE THE EVENTS GIVING RISE TO THE CLAIM OR CLAIMS ARISING FROM THE SAME CIRCUMSTANCES; AND (III) IN NO EVENT, MORE THAN THE LESSER OF \$500,000.00 OR THE NET FEES UNDER THE AGREEMENT.**
- C. THE LIMITATION OF LIABILITY SET FORTH IN SECTION 6(B) SHALL NOT APPLY TO CLAIMS OR DAMAGES RESULTING FROM THE FOLLOWING "EXTRAORDINARY CLAIMS": (i) MATERIAL BREACH OF ANY SECURITY REQUIREMENTS AS SET FORTH IN THIS AGREEMENT; (ii) GROSS NEGLIGENCE, WILLFUL MISCONDUCT OR FRAUDULENT ACTS; AND/OR (iii) ANY BREACH OF CONFIDENTIALITY. PAYMENTUS' TOTAL LIABILITY FOR DAMAGES FOR ANY AND ALL ACTIONS ASSOCIATED WITH EXTRAORDINARY CLAIMS WILL IN NO EVENT EXCEED ONE MILLION DOLLARS.**

- D. Nothing in Sections 6.5(B) or (C) shall be construed to limit either Party's rights to recover under any applicable insurance policies or policy limits, subject to the terms and conditions of such policies.

## **7 Term and Termination**

### **7.1 Term**

The term of the Agreement will commence on the Effective Date and continue for a period of five (5) years ("Initial Term") from the Launch Date.

At the end of the Initial Term, the Agreement will automatically renew for successive two (2) year periods unless either Client or Paymentus provides the other party with not less than six (6) months prior written notice before the automatic renewal date that it elects not to automatically renew the term of the Agreement.

### **7.2 Material Breach**

A material breach of the Agreement will be cured within ninety (90) business days ("Cure Period") after a party notifies the other in writing of the breach in accordance with the Notice Provisions of this Agreement and with reasonable details regarding the material breach. In the event a material breach has not been cured within the Cure Period, the non-breaching party can terminate the Agreement by providing the other party with thirty (30) business days' written notice. The non-breaching party may seek damages for losses suffered as result of the breach.

### **7.3 Upon Termination**

Upon termination of the Agreement, the parties agree to cooperate with one another to ensure that all Payments are accounted for and all refundable transactions have been completed. During any period between the date of the notice of non-renewal or termination, if applicable, and the termination date set forth therein, Client shall maintain transaction volumes materially consistent with historical usage of Paymentus' Platform. Upon termination, Paymentus will cease all Services being provided hereunder unless otherwise agreed in writing. All Confidential Information shall be destroyed as specified in the NDA (see Section 8 below).

### **7.4 Transition Services**

Upon request by Client in the written termination notice in accordance with Section 7.1, Paymentus shall provide reasonable transition assistance to Client for fees mutually agreed upon by the Parties. Client acknowledges and agrees that Paymentus cannot process Payments after the termination of the Agreement.

## **8. Confidentiality**

The Parties agree that notwithstanding anything in this Agreement to the contrary, they will each abide by the terms of the Mutual Non-Disclosure Agreement executed by the Parties on November 4, 2025 in connection with the commencement of the negotiation of this Agreement ("NDA"), which NDA shall be incorporated herein by reference, with the exception that the Term of the NDA shall be extended from the Effective Date of the NDA for three years following the termination or earlier expiration of this Agreement (the "Confidentiality Period"). Furthermore, during the Confidentiality Period, Client will not for any purpose inconsistent with the Agreement disclose to any third party or use any Paymentus confidential or proprietary non-public information that Client has obtained during the procurement process or during the term of the Agreement about Paymentus' business, including the terms of the Agreement, operations, financial condition, technology, systems, know-how, products, Services, suppliers, clients, marketing data, plans, and models, and personnel. Except as required by law, Paymentus will not for any purpose inconsistent with the Agreement or its privacy policy in effect from time to time disclose to any third party or use any confidential User information it receives in connection with its performance of the Services other than as required in connection with the third parties described in Section 5.4(i) (applicable merchant processing, cash management, ACH origination, or kiosk agreements) above.

**9. FOIA Requests**

If a request for information is made to Client under any federal, state or other governmental freedom of information act or similar law including Chapter 42.56 RCW, Public Records Act, rule or regulation seeking disclosure of any of the confidential information of Paymentus, this Agreement or other information provided to Client before and after the Effective Date in connection with or pursuant to this Agreement, Client shall (i) promptly provide Paymentus written notice of (email shall suffice) such request (along with a copy of the request) so that Paymentus may seek, at Paymentus' sole expense, a protective order or other appropriate remedy to protect the requested information to the extent legally permitted and (ii) provide reasonable cooperation (at Paymentus' request and sole expense, including but not limited to Client's legal fees reasonably incurred to protect the requested information) to resist or limit any disclosure pursuant to this paragraph.

**10. Intellectual Property**

In order that Client may promote the Services and Paymentus' role in providing the Services, Paymentus grants to Client a revocable, non-exclusive, royalty-free, license to use Paymentus' logo and other service marks (the "Paymentus Marks") for this purpose only. Client does not have any right, title, license or interest, express or implied in and to any object code, software, hardware, trademarks, service mark, trade name, formula, system, know-how, telephone number, telephone line, domain name, URL, copyright image, text, script (including, without limitation, any script used by Paymentus on the IVR or the Website) or other intellectual property right of Paymentus ("Paymentus Intellectual Property"). All Paymentus Marks, Paymentus Intellectual Property, and the Platform and all rights therein (other than rights expressly granted herein) and goodwill pertain thereto belong exclusively to Paymentus.

**11. Miscellaneous**

**11.1 Authorized Representative**

Each party will designate an individual to act as its representative, with the authority to transmit instructions and receive information. The parties may from time to time designate and notify the other party of other individuals or change the individuals.

**11.2 Notices**

All notices of any type hereunder ("Notices") will be in writing and sent to the following:

If to Paymentus:

Paymentus Corporation  
11605 N. Community House Road, Suite 300 Charlotte, NC 28277  
Email: legalnotices@paymentus.com  
With a copy to the attention of Legal Department at the address above.

If to Client:

Public Utility District No. 2  
of Grant County, Washington  
Attn: Senior Manager Customer Solutions  
PO Box 878  
Ephrata, WA 98823  
cwest@gcpud.org  
With a copy to Legal@gcpud.org and Procurement@gcpud.org

Except as otherwise provided in these Terms and Conditions, all Notices will be given by email, certified mail, or a national courier. Notices will be considered to have been given or received on the date the notice is delivered by email, or if by certified mail or courier, the date the notice is physically received. Any party by giving notice in the manner set forth herein may unilaterally change the name of the person

to whom notice is to be given or the address at which the notice is to be received, by sending Notice to the other party.

**11.3 Interpretation**

It is the intent of the parties that no portion of the Agreement will be interpreted more harshly against either of the parties as the drafter.

**11.4 Governing Law**

The Agreement will be governed by the laws of the state of Washington, without giving effect to any principles of conflicts of law. Venue of any action filed to enforce or interpret the provisions of this Agreement shall be exclusively in the State of Washington.

**11.5 Severability**

If a word, sentence or paragraph herein is declared illegal, unenforceable, or unconstitutional, that word, sentence or paragraph will be severed from the Agreement, and the Agreement will be read as if that word, sentence or paragraph did not exist.

**11.6 Attorney's Fees**

Should any litigation or other dispute requiring the involvement of attorneys arise between the parties concerning the Agreement, the parties agree to bear their own costs and attorney's fees.

**11.7 Force Majeure**

Each of the Party's will be excused from performing the Services or other non-monetary obligations to the extent such Party's performance is directly delayed, impaired or rendered impossible due to acts of God or other events that are beyond such Party's reasonable control and without its fault or judgment, including without limitation, natural disasters, war, terrorist acts, riots, acts of a governmental entity (in a sovereign or contractual capacity), fire, storms, floods, labor strikes, labor walk-outs, pandemics or other wide-scale health crisis, quarantine and related restrictions, explosions, extra-ordinary loss of utilities (including telecommunications services), or external computer "hacker" attacks and/or delays of common carrier. At its option, Client may terminate this Agreement in the event Services are delayed more than thirty (30) days by a Force Majeure Event(s).

**11.8 No Third-Party Beneficiaries.**

Nothing in this Agreement, express or implied, is intended to confer rights, benefits, remedies, obligations or liabilities on any person (including Users or customers of the parties) other than the parties or their respective successors and permitted assigns.

**11.9 Entire Agreement**

The Agreement represents the entire agreement between the parties with respect to its subject matter and supersedes all prior written or oral agreements or understandings related to its subject matter and except as provided in the Agreement, may be changed only by agreements in writing signed by the authorized representatives of the parties in accordance with Section 11.12.

**11.10 Counterparts**

The Agreement and any amendment or other document related to the Agreement may be executed in counterparts, each of which will constitute an original, and all of which will constitute one agreement. The Agreement and any amendment or other document related to the Agreement may be signed electronically. A photographic or facsimile copy of the signature evidencing a party's execution of the Agreement will be effective as an original signature.

**11.11 Compliance with Laws**

Each party shall comply with all applicable federal and state laws, codes, rules and regulations in performing its duties, responsibilities and obligations pursuant to this Agreement.

#### **11.12 Change Orders**

Paymentus and Client will utilize an integrated change control process to manage changes during the life the Agreement.

- 11.12.1 Client may request, or Paymentus may recommend, changes to the Agreement or additional services or modifications to the Services set forth in a SOW by delivering a written change order request to the other Party on the form provided as Schedule D ("Change Request"). Such Change Requests will include the date, requester's name, scope of the change requested, the reason, estimated costs, and any schedule impacts.
- 11.12.2 If acceptable to both Parties, Client will document the agreed upon change in a Change Order (form provided as Schedule E) for execution by both Parties. Each Change Order properly executed by the Parties shall be incorporated into and considered part of this Agreement.
- 11.12.3 Neither Party will have any obligations under a Change Order unless such Change Order is executed by both Parties.
- 11.12.4 The Parties will continue performing in accordance with the original Agreement unless otherwise agreed upon by both Parties via executed Change Order on the form provided as Schedule E.

**Schedule A – Paymentus Service Fee Schedule**

The Services will initially consist of the Services indicated by a check box on the following table. The Paymentus Fee will be as specified below, and will be paid by the Client, unless designated as a User paid fee.

Channel	Channels	Services	Payment Methods & Channels	Fee Model
<input checked="" type="checkbox"/>	Instant Payment Network™	Ebill Presentment and Customer Engagement	All payment channels and methods offered under IPN such as PayPal, Venmo, PayPal Credit, BillWallet®, Secure PDF Push, Chatbot, Advanced Notification Service (ECM), Text 2 Pay, Voice Assistants, Mobile Apps and others as offered by Paymentus from time to time	Absorbed fee model (Client Fee see table below)
<input checked="" type="checkbox"/>	Direct Payments (Web, IVR, Scheduled)	Ebill Presentment and Customer Engagement	Credit, Debit, ACH	Absorbed fee model (Client Fee see table below)

<b>Pricing Description – Inclusive of Paymentus Processing and Technology</b>	
Setup, Subscription and Implementation of Payment Processing, Bill Print and Mail, and Customer Portal	\$0.00
Integration Costs from Paymentus to Oracle (Customer Cloud Service), Harris Northstar (CIS), SilverBlaze Portal and DynaTouch Kiosks	\$0.00
Annual/Monthly Support and Maintenance	\$0.00
Gateway Fees, Nacha and PCI Compliance	\$0.00
Use of Real-Time API, File and SSO Integration Options	\$0.00
Data and Profile Migration Services	\$0.00
Persistent Test Environment(s)	\$0.00
24/7 Security Monitoring and Network Operations	\$0.00
Real-Time Payment Processing	\$0.00
Branded eBills, Automated Notifications and Communication Tools	\$0.00
Telecom Charges for IVR and Automated Notifications	\$0.00
Encryption and Tokenization Services	\$0.00
Fraud Detection, Aggregator and Mitigation Services	\$0.00
Comprehensive Reporting and Lookup: All Pay Channels/Methods	\$0.00
Real-time System Performance and Analytics Dashboard	\$0.00
Ongoing Product Feature Releases and Payment Methods	\$0.00
Account Management Support and Training	\$0.00
Customer Adoption Success Team Marketing Services (CAST)	\$0.00
Includes a \$25,000 credit towards incentive programs, bill inserts for customer awareness and other change management costs.	\$0.00
Up to 10 devices for point of sales transactions and walk in payments.	\$0.00

<b>Absorbed Transaction Fees – Client Fee</b>	
<b>Payments made via ACH/eCheck</b> (Includes Account Validation for Nacha Compliance)	\$0.30 per Payment

<b>Payments made via Qualified Credit/ Debit Cards and Digital Wallets</b> (Includes Auto Updater, Visa, Mastercard, Discover, American Express, PayPal, Venmo, Google Pay, Apple Pay, etc.)	\$1.57 per Payment
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Additional Notes:

- Average Payment Amount: \$250.00 Monthly.
- Chargebacks and returned checks will be billed at \$3.95 per item.
- Non-qualified card transactions to be billed at 2.95%.
- For all fee models, Client shall comply with all program rules, network rules and applicable laws in connection with the Client’s assessment of the Fees set forth above.
- Multiple Payments may be made.

Utility Billing – Enterprise Payment Aggregator for electronic lockbox bill payments

<b>Payment Transaction Fees (Absorbed Fee Model) – Client Fee</b>	
Enterprise Payment Aggregator	\$0.10 per item

<b>Hardware</b> (see Section 12 of Schedule B.1)
Additional Ingenico POS devices, beyond the 10 provided at no cost are available to the Client at cost. Current manufacturer prices outlined below:
Lane3000 (\$539.00 per device)
Lane2500 (\$560.00 per device)
Lane7000 (\$760.00 per device)
Paymentus will work with the manufacturer of the POS devices to provide the best solution possible. The options outlined above and their prices are subject to change and new devices may also be released at the time implemented.

The following Hybrid Transaction Fees and Convenience Transaction Fees shall be applicable in the event Client no longer elects to utilize the Absorbed Fee Model described above and when Client authorizes the following fee structure via Change Order in accordance with Section 11.12 of the Agreement.

<b>Hybrid Transaction Fees</b>	
ACH/eCheck - Absorbed Fee Model Includes Account Validation for Nacha Compliance	\$0.30 per Payment (Client Fee)
Credit/ Debit Cards and Digital Wallets – Convenience Fee Model (Includes Auto Updater, Visa, Mastercard, Discover, American Express, PayPal, Venmo, Google Pay, Apple Pay, etc.)	2.65% per Payment (Client Fee)

<b>Convenience Transaction Fees</b>	
ACH/eCheck Includes Account Validation for Nacha Compliance	\$0.45 per Payment (User Fee)
Credit/ Debit Cards and Digital Wallets (Includes Auto Updater, Visa, Mastercard, Discover, American Express, PayPal, Venmo, Google Pay, Apple Pay, etc.)	2.65% per Payment (User Fee)

<b>Print and Statement Services with premier eBilling and Image Support Powered by Matrix</b>		
Setup and Implementation	File processing, printing, inserting and mail preparation for a single page, simplex (one-sided) document with required envelopes, not including the cost of paper products.	WAIVED
Application Development	Initial implementation effort is estimated at 60 hours.	WAIVED
API Integration	Provides a connector for client to access PDFs.	WAIVED
Statement Container	<ul style="list-style-type: none"> <li>▸ Data Processing</li> <li>▸ 8.5 x 11" Paper with Perforated Payment Coupon</li> <li>▸ Full color CYMK Imaging Front and Back</li> <li>▸ #10 Window Envelope</li> <li>▸ #9 Window Return Envelope</li> <li>▸ Fold, Insert, Presort and deliver to USPS</li> </ul>	\$0.12
Each Additional Page	Each new sheet required after first page (Duplex)	\$0.03
Bill Suppression	Records suppressed by client business rules and provided to the client.	WAIVED
Oversized Bills (8-99 pages)	Includes 9 x 12" Envelope Inserting of Statements More than 8 pages	\$0.65
Oversized Bills (100 + pages)	Includes the Window Box	\$5.00
Additional Inserts	Client-supplied materials inserted into the statement container (Newsletter, Reports, Buck Slips, etc.)	WAIVED
Offline Folding for	Client-supplied flat inserts.	WAIVED
NCOA Link	Corrections from USPS National Change of Address database. Corrections reported to update client records and prevent future charges.	\$0.25
Postage Rates	A pre-funded postage account is required. At least one month prior to the go-live date, Paymentus will invoice Client in accordance with Section 3.3.2 of the Agreement for this postage deposit, which is equivalent to the postage amount for the expected number of Client bills for three (3) months. Client will pay the invoice in accordance with Section 3.3.2 of this Agreement. These funds will be used by USPS when Client bills are scanned and entered into the mail stream. Upon termination or expiration of the Agreement, any unused funds will be automatically returned to the Client within thirty (30) calendar days.	\$45,000.00
	Based on U.S. Postage Rates	Current Rate
E-Statements Delivery	Digital delivery of notification and PDF of bill	WAIVED
PDF Copy and Bill Archive	Includes 12 Months of Storage	WAIVED

Special Handling	Overnight + FedEx or UPS Delivery	Cost
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## Schedule B.1 - Statement of Work Program Overview

### 1. Introduction

Client has selected Paymentus as its Electronic Billing and Payment (EBPP) and Customer Portal vendor, replacing the Client's current legacy solution with Fidelity Information Services, LLC (FIS). Client has selected Matrix Imaging Solutions ("Matrix") bill print and mail services. Such services shall be provided by Matrix as a Subcontractor of Paymentus. The purpose of this Program Overview SOW is to specify the components of implementation and program delivery that are applicable to all selected Paymentus and Matrix solutions. Additional components that are unique to an individual solution are identified in the solution-specific SOW, where applicable.

The payment terms and fees associated with all SOWs are specified in Section 3 of the Agreement and Schedule A, Paymentus Service Fee Schedule.

### 2. Scope & Application Solution Approach

#### 2.1 In Scope

Paymentus shall provide a full-featured, Electronic Billing and Payment (EBPP) solution and Customer Portal that includes payment processing for the payment channels and payment methods selected along with the Agent Dashboard and an end-to-end reconciliation process.

The Paymentus solutions listed below as In Scope have been selected by the Client for implementation in this Agreement. They are further described in the subsequent SOWs. The Paymentus solutions listed below as Future Consideration are additional features offered by Paymentus that may be requested by Client in the future pursuant to Section 11.12 of this Agreement.

Solution	Description	In-Scope or Future Consideration
Responsive Web/Mobile	Fully responsive web portal for digital billing and payments.	In Scope
IVR (Interactive Voice Response)	Voice telephony system for payments that will be integrated with your existing IVR system.	In Scope
eBill Presentment	Ability for customers to receive an eBill instead of a paper one.	In Scope
Bill Print and Mail	Traditional bill print and mail services to be provided through Paymentus via Matrix.	In Scope
Digital Wallets	Ability for customers to pay bills using app based or digital based forms of payment.	In Scope
Point of Sale	Physical credit card processing devices that can be used at the customer service window to make credit or debit card purchases.	In Scope
Agent Dashboard	Back office portion of the Paymentus solution that allows for reporting, KPI tracking, sys admin and a variety of other functions.	In Scope
Mobile App or SDK	An app specifically engineered for smart phones, i.e. Apple or Google. Not needed with a responsive design portal.	In Scope
Pay-by-Text	Ability to generate and send a text to GC PUD customers for payment.	In Scope

Secure Service	Ability for GC PUD CSR's or other authorized internal users to accept a customer payment over the phone and stay within PCI compliance.	In Scope
Outbound Messaging	Ability for GC PUD to send outbound messages to customers.	In Scope
Secure PDF	Capability to send customer a secure pdf with links to make payments.	In Scope
Mobile Wallet	Ability to securely store payment methods within the solution to enable fast, secure and efficient payment by customers.	In Scope
Usage and Analytics	Reporting and KPI within Agent Dashboard.	In Scope
Digital Disbursements	Ability to issue refunds (disbursements) electronically.	In Scope
In-store	Walmart Pay and Scan to Pay	In Scope
Chatbot & AI Automation	A payment chatbot for use by customers to make payments.	Future Consideration
Kiosk	Stand alone indoor or outdoor kiosks for customers to make payments.	Future Consideration
Paymentus Customer Portal	A customer facing functional portal.	In Scope

### 3. Project Delivery & Implementation Approach

The table below specifies the responsibilities, deliverables, and work items for each Party for each phase of the project. The details below are subject to change following the Planning and Design phases in order to update the schedule and finalize business requirements. Such changes shall be incorporated via no cost change order in accordance with Section 11.12 of the Agreement.

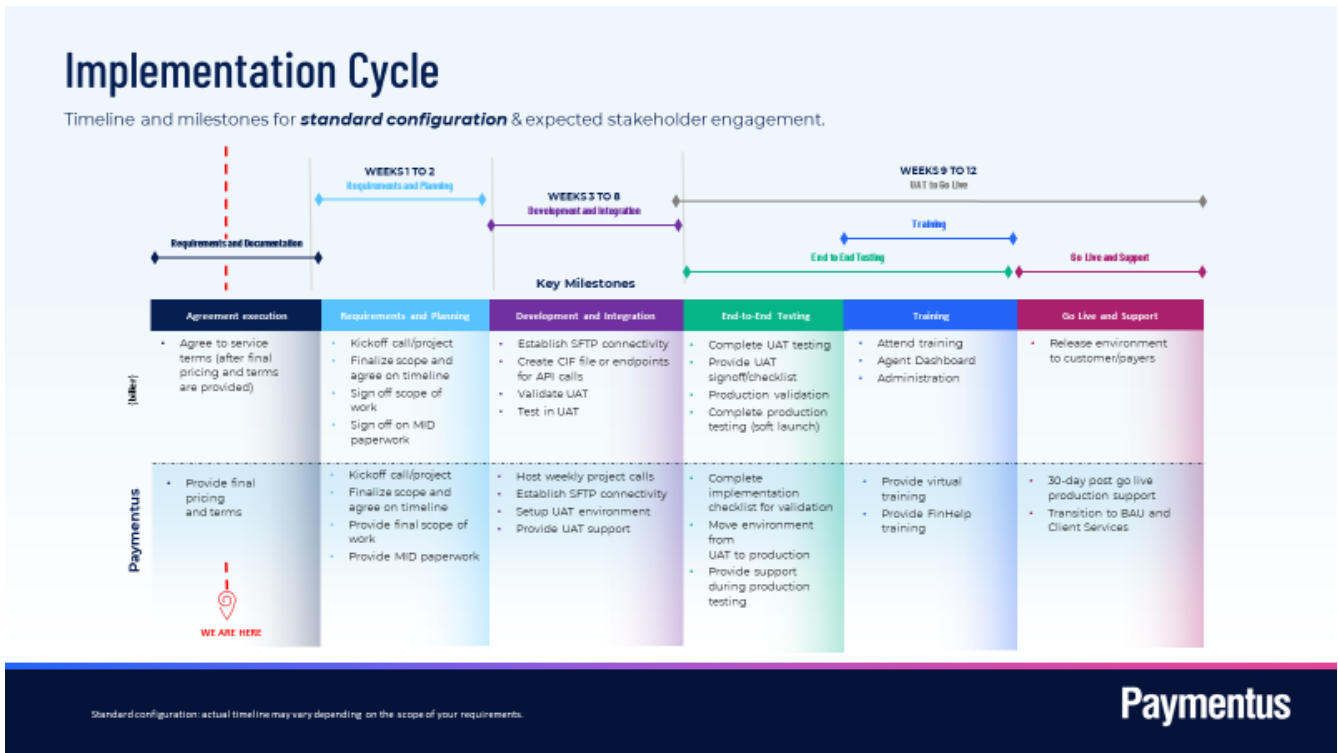
Work Task	Paymentus Responsibilities	Paymentus Deliverables & Work Items	Client Responsibilities	Client Deliverables & Work Items
<b>Planning/Requirements</b>	Prerequisites:	Project resources assigned, stakeholders identified, and initial scope and documentation confirmed to begin discovery.		
Discovery Sessions	Lead workshops across departments	Requirements documentation, workshop summaries	Participate in workshops, provide requirements	Business requirements, workflows, use cases
Integration Definition	Define integration approach for CIS/Billing	Integration specs, API documentation	Provide system access and documentation	Technical specs, endpoints, credentials
Project Planning	Build project plan, timeline, communication cadence	Project plan, governance model, RAID log	Review and approve plan	Approved timeline, escalation paths
Risk and Dependency Management	Identify risks and mitigation strategies	Risk register, dependency log	Provide constraints and risks	Internal dependencies, approvals
Acceptance Criteria		Approved requirements and project plan	Formal sign-off	Signed requirements and plan
Acceptance Criteria	Requirements validated and documented, project plan, scope, and governance formally reviewed and approved by both parties.			
<b>Design</b>	Prerequisites:	Approved requirements and project plan in place, enabling solution design to begin.		
Solution Design	Define architecture and flows	Solution design documentation	Review and validate	Design approvals
Payment Channel Design	Design payment experiences	UX/UI mockups	Provide branding	Branding assets
Business Rules Definition	Configure workflows and rules	Rules documentation	Validate processes	Approved workflows
Treasury & Funding Design	Define funding processes	Funding documentation	Provide banking details	Bank information
Acceptance Criteria	Solution design, workflows, and funding model fully defined, reviewed, and approved by both parties.			
<b>Development &amp; Integration</b>	Prerequisites:	Approved solution design, integration specifications, and required system access in place to begin configuration and development.		
Configuration	Configure platform and payment methods	Configured environments	Validate setup	Feedback

Integration Development	Build integrations	Interfaces and connections	Support testing	Test data
Reporting Setup	Configure reporting	Reports and dashboards	Validate needs	Reporting requirements
Iterative Reviews	Conduct demos	Sprint outputs	Participate	Feedback
Acceptance Criteria	All configurations and integrations completed, validated, and approved by both parties as ready for formal testing.			
<b>Testing</b>	Prerequisites:	Development complete, test environments setup, plans approved, and resources assigned.		
System Testing	Execute QA testing	Test results and logs	Support validation	Test data
UAT	Support UAT and resolve defects	Updated configurations	Execute UAT	UAT results
Validation	Validate processing and performance	Validation reports	Confirm outcomes	Approval
Accessibility Testing	Ensure compliance	Compliance results	Review requirements	Compliance confirmation
Acceptance Criteria	All testing completed with defects resolved, and UAT formally approved by both parties confirming readiness for deployment.			
<b>Training &amp; Deployment</b>	Prerequisites:	UAT completed, production readiness confirmed, and go-live plan approved by both parties.		
Training	Deliver training	Training materials	Attend training	Trained users
Go-Live Planning	Finalize approach	Runbooks and plans	Approve timing	Communication plan
Deployment	Execute go-live	Live system	Support validation	Final checks
Communications	Support messaging	Templates	Execute communications	Customer outreach
Acceptance Criteria	Training materials completed and all end users trained. Cut-over readiness completed and Go-Live date approved by both parties. Successful production deployment completed with validation confirmed and formal go-live acceptance achieved.			
<b>Hypercare &amp; Support</b>	Prerequisites:	Solution successfully deployed with hypercare plan in place and support roles established.		
Hypercare	Provide elevated support	Support logs	Report issues	Issue tracking
Monitoring	Track performance and SLAs	Performance reports	Review metrics	Feedback
Optimization	Recommend improvements	Enhancement roadmap	Prioritize changes	Requests
Transition	Move to steady-state support	Support model	Align processes	Acceptance
Acceptance Criteria	System stabilized, performance meets expectations, and transition to steady-state operations completed and approved by both parties.			

**4. Deliverable Acceptance Process**

- 4.1 Upon completion of a Deliverable specified in a Statement of Work, Paymentus will furnish Client with the Deliverable and associated documentation.
- 4.2 After receipt of a Deliverable from Paymentus, Client will review the Deliverable on the basis of work correctness and compliance with the Agreement and acceptance criteria defined in the applicable Statement of Work. Client will have five (5) business days, or a different period of time as is agreed to by the parties in writing, in which to accept or reject each Deliverable (“Acceptance Period”).
- 4.3 Client will accept in writing. Failure to accept or reject within the Acceptance Period will be deemed an acceptance.
- 4.4 If Client rejects a Deliverable, Client will provide written notice to Paymentus before the end of the Acceptance Period that the Deliverable does not conform to the acceptance criteria defined in the applicable Statement of Work. Such notice will include the reasons for nonconformance and what needs to be corrected. Paymentus shall, at no additional cost to Client and within five (5) business days, use its best efforts to remedy the nonconformities and resubmit the Deliverable to Client for review in accordance with Section 4.1 above. This Deliverable acceptance process may be repeated, at the Client’s discretion, until the Client either accepts the Deliverable or terminates the applicable Statement of Work or this Agreement without penalty in accordance with Section 7.2 of the Agreement.

**5. Project Timeline**



## 6. Resource Expertise & Anticipated Allocation

### 6.1 Paymentus Resource Expertise & Anticipated Allocation

Paymentus/Matrix Roles & Area of Expertise	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Project Manager	High	High	Medium	Medium	Minimal	Minimal
Technical Implementation Manager	High	High	Medium	Medium	Minimal	Minimal
Integration Specialist	Medium	High	High	Medium	Minimal	Minimal
Developer	Medium	High	High	High	Medium	Minimal
Quality Assurance (QA) Analyst	Low	Medium	High	High	Minimal	Minimal
Training Specialist	Minimal	Low	Medium	High	Minimal	Minimal
Account Manager	Minimal	Minimal	Low	Medium	Medium	Medium

Paymentus resources are flexibly aligned to each phase of the project, with the highest engagement during planning, integration, and testing. Resource allocation may vary based on final scope, integration complexity, and client readiness. Post go-live, the Account Manager provides ongoing support and optimization guidance.

### 6.2 Client Resource Expertise & Anticipated Allocation

Client Roles & Area of Expertise	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Project Manager	Medium	Medium	Medium	Medium	Minimal	Minimal
Business Analyst	High	Medium	Medium	Low	Minimal	Minimal
IT	Medium	High	Medium	Low	Minimal	Minimal
SME – Mobile App or SDK	Low	Medium	Medium	Low	Minimal	Minimal
SME – Payments	Medium	High	Medium	Low	Minimal	Minimal
SME – Banks	Low	Medium	Medium	Low	Minimal	Minimal
SME – Kiosk	Low	Low	Medium	Low	Minimal	Minimal
SME – Matrix Bill Design	Medium	Medium	Low	Low	Minimal	Minimal
SME – Reporting and Analytics	Low	Medium	Medium	Low	Minimal	Minimal
QA/UAT Testers	Minimal	Low	High	High	Minimal	Minimal
Training Coordinator/End-users	Minimal	Low	Medium	High	Minimal	Minimal
Data Migration	Medium	Medium	Low	Low	Minimal	Minimal

Client participation is primarily concentrated during requirements definition, testing, and training phases. Paymentus leads the majority of implementation activities, minimizing demand on Client resources while ensuring active collaboration at key milestones. Actual effort may vary depending on internal availability, decision timelines, and completeness of requirements.

## 7. Roles & Responsibilities

### 7.1 Paymentus Roles & Key Responsibilities

Paymentus Roles	Key Responsibilities
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>Manage the efforts of the Paymentus/Matrix project teams and/or staff and coordinate activities with the Client PM.</li> <li>Maintain project communications with the Client's Project Manager (PM).</li> <li>Manage the efforts of the Paymentus/Matrix staff and coordinate Paymentus/Matrix activities with the Client's PM.</li> <li>Conduct weekly PMO meetings and meetings with Client's SMEs. All meetings shall be coordinated three weeks in advance and include agendas.</li> <li>Provide 3-week rolling schedule with agendas of all meetings with Client</li> <li>Provide weekly status reports in agreed upon format.</li> </ul>

	<ul style="list-style-type: none"> <li>Participate in weekly reviews with Client's project team (participation can be waived by mutual agreement).</li> <li>Provide timely responses to critical issues raised by the Client's PM.</li> <li>Resolve deviations from the Project Schedule.</li> <li>Monitor the project to ensure that support resources are available as scheduled.</li> <li>Coordinate the configuration of the Paymentus solution.</li> <li>Provide signoff on unit testing, system testing, and system integration testing.</li> <li>Ensure staff attend scheduled sessions.</li> </ul>
<b>Technical Integration Manager</b>	<ul style="list-style-type: none"> <li>Provide the client with one production and one UAT (User Acceptance Testing) environment.</li> <li>Establish a SFTP site for file transfer, where applicable.</li> </ul>
<b>Integration Specialist</b>	<ul style="list-style-type: none"> <li>Ensure seamless data migration and API integration.</li> <li>Troubleshoot and resolve technical issues.</li> </ul>
<b>Developer (Matrix)</b>	<ul style="list-style-type: none"> <li>Responsible for application customization, integration and data transfer.</li> </ul>
<b>Quality Assurance (QA) Analyst</b>	<ul style="list-style-type: none"> <li>Perform UAT and integration testing.</li> <li>Validate workflows and system performance.</li> </ul>
<b>Training Specialist</b>	<ul style="list-style-type: none"> <li>Conduct training sessions (virtual or on-site).</li> <li>Provide training materials and resources.</li> </ul>
<b>Account Manager</b>	<ul style="list-style-type: none"> <li>Act as a liaison for ongoing support.</li> <li>Address post-launch inquiries and optimization needs.</li> </ul>

## 7.2 Client Roles & Key Responsibilities

<b>Client Roles</b>	<b>Key Responsibilities</b>
<b>Organization Representative</b>	<ul style="list-style-type: none"> <li>Provides signoff on milestone acceptance forms.</li> </ul>
<b>Change Manager</b>	<ul style="list-style-type: none"> <li>Supports change management activities at the project level, such as training, readiness, and stakeholder support.</li> </ul>
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>Manage the efforts of Client's project team and/or staff and coordinate activities with the Paymentus &amp; Matrix PMs.</li> <li>Provide timely responses to critical issues raised by the Paymentus &amp; Matrix PMs.</li> <li>Work with Paymentus &amp; Matrix to create a schedule and plan for data migration from a legacy system, as needed.</li> <li>Take the lead in coordinating support from any third-party vendor where the client holds the primary relationship.</li> <li>Ensure staff attend scheduled sessions.</li> <li>Provide signoff on unit testing, functional testing, end-to-end system testing, and system integration testing, confirming the Client has completed all testing activities, and the System meets all acceptance criteria.</li> </ul>
<b>Business Analyst</b>	<ul style="list-style-type: none"> <li>Review current business practices and consider and/or adopt new business practices as needed.</li> <li>Document UAT testing as required and provide the documented test results to Paymentus.</li> </ul>
<b>SMEs</b>	<ul style="list-style-type: none"> <li>Review current business practices and consider and/or adopt new business practices as needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Perform unit testing, functional testing, end-to-end system testing, and system integration testing as required and provide the documented test results to Paymentus.</li> <li>• Extract data from Client CIS and provide Paymentus with the required data where a Customer Information File (CIF) is used.</li> </ul>
<b>Data Migration Expert</b>	<ul style="list-style-type: none"> <li>• Provides all requested project needs in a timely fashion, such as the data extracts from the legacy system in format requested.</li> <li>• Understands the data and performs mapping with the conversion and or other specialist(s) to ensure requirements are met.</li> <li>• Legacy data analysts will be required during design phase to map data and will be required during validation to assist in resolution(s).</li> </ul>
<b>Trainer</b>	<ul style="list-style-type: none"> <li>• Attends “Train the Trainer” training sessions.</li> <li>• Conducts end-user training within their designated functional area.</li> <li>• May also be the Primary SME for their area.</li> </ul>
<b>UAT</b>	<ul style="list-style-type: none"> <li>• System user that is not on the Core Team and has not participated in previous testing phases.</li> <li>• Completes all assigned UAT test cases and confirms solution meets business needs. Documents exceptions and communicates issues to the core team as needed.</li> </ul>

## 8. Personnel

Client will designate a Project Manager to serve as the primary project manager for this Agreement. If, during the course of this Agreement, it becomes necessary for Client to change the person assigned as the Client’s Project Manager, Client will notify Paymentus in writing, pursuant to Section 11.2 of this Agreement.

Paymentus and Matrix will designate a Project Manager and provide individuals to meet the requirements and accomplish the work as stated in this Agreement including any mutually agreed upon scope of work.

Paymentus agrees and understands that Client’s execution of this Agreement is predicated, in part and among other considerations, on the utilization of the specific individuals and personnel qualifications as identified. Therefore, Paymentus agrees that:

- 8.1 The personnel assigned must have the knowledge necessary to complete requirements as defined in this Agreement. Minimum experience and qualifications for Paymentus personnel are identified in Schedule H of the Agreement.
- 8.2 Paymentus agrees that all key personnel assigned to perform tasks in response to this Agreement will remain assigned for the agreed-upon length of time.
- 8.3 No replacement, reassignment, or substitution of any assigned individuals and personnel qualifications shall be made without the prior written approval of Client, which shall not be unreasonably withheld, and that such replacement, reassignment, or substitution shall be made at no additional cost to Client. When possible, a two-week overlap between the departing resource and the replacement will be provided for purposes of transition and knowledge transfer at no additional cost to Client provided such overlap does not cause undue burden on Paymentus.
- 8.4 Any substitution made pursuant to this section must be of equal or higher skills, knowledge, and abilities than those personnel originally proposed, and that Client’s approval of a substitution is not construed as an acceptance of the substitution’s performance potential.
- 8.5 Upon request by Client, Paymentus shall replace any Paymentus or Matrix personnel that Client determines to be unable to perform the responsibilities of this Agreement acceptably (e.g., inappropriate or unprofessional personal conduct, professional inabilities, etc.).

8.6 Client's working hours are Monday through Friday from 8:00 AM until 5:00 PM (PST or PDT) with one hour for lunch. Client's Project Manager may approve alternate work schedules.

## 9. Testing Approach

Paymentus employs full-time resources for coordinating testing and ensuring the quality of Paymentus' service offering. All of the core pieces of Paymentus' solution are vetted through a gamut of internal test plans and procedures prior to release for client deployments.

All of Paymentus' product testing is centered on three fundamental principles: functionality, security and performance. We have a very stringent software development discipline, whereby each new component goes through the entire development lifecycle, from development to operations, including unit testing, system testing and regression testing.

The Project Test Team/SME's and selected business users will carry out testing activities based on the approved Test Plan as mutually determined by the Project Managers and the associated test cases. Various testing techniques will be integrated into the testing process to ensure delivery of a quality solution into Client's business production environment.

## 10. Training Approach

The Paymentus team will provide train-the-trainer training that covers the use of the Paymentus system – specifically the Agent Dashboard. This robust online portal contains all the information that new users (CSRs, agents and staff) need to view and manage business in real time. A tailored agenda for each training session is developed depending on the client and system specifics deployed. There is no fixed limit on training hours, the scope will be reasonable and mutually agreed upon to ensure effective knowledge transfer as mutually determined by the Project Managers.

Paymentus will also provide an internal, web-based test environment during the life of the Agreement that can be used by Client anytime for training and testing purposes.

Additionally, the Agent Dashboard provides a knowledge base that allows users to search for words or phrases for topics and questions. Their responses produce a description of the requested service or feature, how to setup instructions with screenshots and a how-to video.

## 11. Assumptions

The Parties recognize that the following constraints and assumptions are applied to each SOW:

- 11.1 Staffing issues will be resolved between the Client and Paymentus Project Lead. Both parties will make every reasonable effort to maintain stable project staffing for the life of the project and minimize disruption to the project.
- 11.2 Client and Paymentus will strive to make a reasonable effort to minimize the impact of competing initiatives within each organization that may have a negative impact to the project. If this cannot occur, then Client and Paymentus will define an escalation path which defines who can resolve resource allocation conflicts, determine the priority of the conflicting work and communicate with the affected parties.
- 11.3 Impacts and/or changes to project resources by either Party are the responsibility of that same Party to replace and provide knowledge transfer that will mitigate the risk of the resource loss.
- 11.4 Prompt decision-making and problem resolution will be required to achieve an on-time project completion. It is expected that most decisions/problems will be resolved within five business days (or to a mutually agreed to timeframe). Reasonable efforts will be made to meet the resource loss.
- 11.5 Both Parties will ensure project team members are available for meetings, workshops, discussions and conference calls upon request with reasonable notice. Project team members will respond to information requests, within a reasonable time, not to exceed five business days unless agreed by the Parties, in order to minimize delays in the project.

## 12. Hardware Requirements

Point of Service devices are included in scope and will be provided by Paymentus. Paymentus will provide Client with up to 10 configured, provisioned POS devices, at no charge, that are compatible with the Paymentus solution as part of the implementation project. Anything further will be incorporated via Change Request in accordance with Section 11.12 of the Agreement and at the Hardware prices specified in Schedule A, Paymentus Service Fee Schedule.

**13. Change Orders**

Changes to a SOW shall be made through the Change Order process as outlined in Section 11.12 of the Agreement.

## Schedule B.2 – Statement of Work Implementation Services for Payment Processing

### 1. Introduction

The purpose of this SOW is to implement the Paymentus digital billing and payment solution as outlined below with the final configuration being formalized, configured and implemented by our mutual project teams. This SOW identifies the components of implementation that are specific to payment processing and are in addition to the components specified in the Program Overview in Schedule B.1.

The graphic below provides a list of the available features and functions of the Paymentus' solution. Final configuration of the solution will be made by the project teams and by how it is implemented (i.e., with the Customer portal).

<p><input checked="" type="checkbox"/>  <b>Responsive Web/Mobile</b> View and pay online with guest (one-time) and enrolled/registered options.</p> <p><input checked="" type="checkbox"/>  <b>Hosted IVR</b> Phone payments with a multilingual and highly configurable call flow.</p> <p><input checked="" type="checkbox"/>  <b>eBill Presentation</b> Opt-in/out of paper bill delivery with multiple options for eBill delivery.</p> <p><input checked="" type="checkbox"/>  <b>Digital Wallets</b> Pay with PayPal, Venmo, PayPal Credit, Apple Pay, Google Pay and more.</p> <p><input checked="" type="checkbox"/>  <b>Outbound Messaging</b> Deliver timely notifications by email, text and phone <u>Adhoc</u> or automated.</p> <p><input type="checkbox"/>  <b>Chatbot &amp; AI Automation</b> Use AI to help with common customer FAQs, payments and interactions.</p> <p><input checked="" type="checkbox"/>  <b>Point of Service &amp; Cashiering</b> Accept in-person payments EMV/P2P/NFC/Cash/Check for over the counter and mobile devices.</p> <p><input type="checkbox"/>  <b>Payouts/Digital Disbursements</b> Streamline refunds, payouts, rebates by eliminating paper checks and delivery delays.</p> <p><input type="checkbox"/>  <b>PayPal Super App</b> Reach customers through this widely used global app.</p>	<p><input checked="" type="checkbox"/>  <b>Agent Dashboard</b> Real-time, single point of access to manage system and view analytics and reporting.</p> <p><input checked="" type="checkbox"/>  <b>Secure Service® IVR &amp; SMS</b> CSRs capture payments with PCI-compliant technology.</p> <p><input checked="" type="checkbox"/>  <b>Bill Print and Mail</b> Full print and mail services for paper bills, inserts, imaging and other documents.</p> <p><input checked="" type="checkbox"/>  <b>Pay-by-Text with Unique- Link</b> Automated interactions via SMS for payments that are quick and secure with personalized links.</p> <p><input checked="" type="checkbox"/>  <b>Bill delivery with Unique-Link</b> Receive text or email links to personalized bill delivery and images.</p> <p><input type="checkbox"/>  <b>Kiosk Solutions</b> Ease burden on staff via self-service in-person payments.</p> <p><input checked="" type="checkbox"/>  <b>Walmart Bill Pay</b> Accept debit and cash payments at Walmart stores. Consumer fees apply.</p> <p><input checked="" type="checkbox"/>  <b>Usage and Analytics</b> Superior analytics and programmatic solutions for meter and data needs.</p> <p><input checked="" type="checkbox"/>  <b>Scan-to-Pay</b> Accept cash payments at 90,000 retailers including CVS, Walgreens, 7-11 and more. Consumer fees apply.</p>
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### 2. Scope of Services

2.1 Paymentus will implement the solution with integration to Oracle CCS and when applicable to the Harris Northstar CIS. As part of this project, Paymentus will convert all current autopay customers, paperless customers and registered users with saved payment information or profiles from FIS. Pending accurate collaboration with FIS.

The following payment options will be enabled:

- Electronic checks and debit/credit cards/digital wallets
- One-time immediate payments via mobile-optimized web
- One-time future-dated payments via mobile-optimized web
- One-time immediate payments over IVR
- One-time future-dated payments over IVR
- CSR-assisted one-time immediate payments

- CSR-assisted future-dated payments
- Ability to enroll in Text-to-Pay
- POS solutions with EMV as needed

As part of the implementation, the client will also be able to utilize the Paymentus Customer adoption Success Team (CAST) and its marketing and communication programs will be provided at no cost.

## 2.2 Payment Channels

### 2.2.1 Customer Portal | Enrolled User Experience

The Paymentus Customer Portal features will be embedded within the customer portal determined by the Client to include the following options; where there is a redundancy of features/functions, the Customer portal as determined by the Client will be the system of record.

- **Accounts:** The accounts screen gives a high-level overview of all accounts with amount due, due date and other details. From this screen, customers can choose a paper bill or decide to go paperless at any time.
- **Pay My Bill:** Customers can see a list of accounts and choose which account to pay either one time or future dated with available payment methods.
- **AutoPay:** Provides customer recurring payment management. 24 months of Payment History: The payments screen shows historical payments made on the account(s), date of payment, payment type and gives the option to view more detail of each payment.
- **My Wallet:** Customers can manage their payment types from the wallet screen. They can add new pay accounts and edit or delete existing.
- **My Profile:** Allows customers to manage account information such as name, email address, phone number and change or reset passwords. This capability does not apply if single sign-on (SSO) is used.

### 2.2.2 One Time Pay Web (OTP) | Unregistered User Experience

Online portal for one-time payment/guest pay will be embedded within the Customer portal determined by the Client offering a seamless User experience. The following are options in the OTP user interface:

- Immediate payment
- Future dated/scheduled one-time payment
- View balance information

### 2.2.3 Agent Dashboard

The Agent Dashboard is a web-based administration tool for Client staff, including CSRs and business users, to perform a broad array of customer care and back-office tasks including the following:

- View payments in real-time
- Accept customer payments (manual using customers' wallet and/or via Secure Service®)
- Cancel payments in real time (such as customer errors)
- Search for payments and payment attempts in any status
- Suspend and block payment methods
- View and download reports including deposits and reconciliation reports
- Access reports
- Manage files
- Manage staff access with role-based permissions
- Create and send outbound IVR, text, and email messages to Client-defined recipients, including Paymentus users or customers targeted for specific messages

- Field payments and in person payments delivered with integration to AD virtual terminal

The Agent Dashboard can be easily deployed across the customer service, collections and finance/treasury teams with role and permissions-based security. It is easily self-administered by the client through an intuitive online administration interface.

#### 2.2.4 Interactive Voice Response (IVR)

Paymentus provides a fully integrated IVR payment channel with customized greetings and prompts, payment options, and flows via English and Spanish. Customer can access the IVR in multiple ways including:

- Authenticated customer is transferred and released from Client IVR into the Paymentus IVR along with authentication data
- Customer calls toll free number directly
- Client's CSR transfers customer into IVR

Paymentus offers outbound dialer technology as part of our Enterprise Communication Manager (ECM) tool. This service allows messages to be sent via IVR to selected customers. The customer has the capability to make a payment during the outbound call. With ECM, authorized Client staff can create and select the message content, assign the targets from the customer database and upload the file through the Agent Dashboard.

#### 2.2.5 Pay-by-Text

Paymentus will provide the ability for customers to receive a text message with their current balance and due date. Customers can respond "Pay" to instantly pay their bill.

#### 2.2.6 Secure Service®

Paymentus also provides a solution for Client CSRs to accept payments over the phone securely using Paymentus' patented Secure Service technology. The CSR can engage Secure Service to capture pay account information in a secure IVR/SMS session hosted by Paymentus. Secure Service also allows the CSR to send the customer a text message with a unique link that gives them the ability to make the payment from their mobile phone.

#### 2.2.7 Chatbot

Paymentus offers chatbot technology in the form of a widget that is integrated into the Customer Portal. The chatbot answers commonly asked questions from customers in real time and can facilitate billing and payment tasks with prompts.

### 2.3 Account Validation

It is necessary to have a process in place for account validation of the User at their point of entry into Paymentus payment channels. These can vary by service line or customer type. Below is a list of the most commonly used account validation integration options:

- Customer Information File (CIF) – A CIF is a flat file sent daily with data attributes such as account balance, past due amount, due date, name, block flags, status, etc.
- Real-time account lookup service – Validations is performed in real time via connection to Client backend system.
- SSO into Customer Portal (registered web) – Customer logs into Client existing portal/My Account and is passed with authentication data to the Customer Portal.
- Transfer from IVR – Authenticated customer is transferred and released from Client IVR to the Paymentus IVR with authentication data.

- SSO into Agent Dashboard – CSR launches Paymentus Agent Dashboard and User credentials are passed automatically.

Regardless of account validation integration used in each channel, best practice is for clients to provide a regularly scheduled CIF for account validation to keep the payment system available in the case of real-time services being unavailable.

## 2.4 Remittance of Payments

An integration process is defined to remit the payment upon completion of every payment. Below is a list of payment posting integration options that Client can choose to implement:

- Remittance/Posting file: File that can be processed at the end of each business day by Client accounting system and post payments to customer accounts.
- Real-time posting service: Post payments to the CIS/billing system in real time (hard post or shadow post).

Regardless of remittance integration used in each channel, best practice is for clients to leverage an end of day remittance to prevent any payments from not posting in a timely manner if the client's real-time service is unavailable due to maintenance or unexpected issues.

## 2.5 Testing scope

- 2.5.1 Unit testing – Each component of the solution is tested to validate its functionality and performance. This includes testing specific features (e.g., payment methods, validation rules, and user interface elements) to ensure they operate as intended in isolation.
- 2.5.2 System testing – End-to-end testing of the entire system to confirm that all components work together (e.g., payment processing, user workflows, security protocols, system performance)
- 2.5.3 Regression – Conducted when updates or fixes are introduced to ensure that existing functionalities remain unaffected and continue to perform as expected
- 2.5.4 System integration testing – Verify proper interaction between the Paymentus platform and client systems (e.g., real-time account validation, processors connectivity, data exchange).

## 2.6 Non-functional testing

Security testing includes static and dynamic code analysis, vulnerability scans, and penetration testing to identify and address potential security risks. Testing is performed during the development phase, prior to deployment in the test environment, and again before the solution goes live.

Performance testing includes load testing, stress testing, and scalability testing to validate the system's responsiveness, stability, and capacity under varying conditions. Testing is carried out in a dedicated test environment that replicates production.

Paymentus will provide a web-based test environment that can be used by the client at no additional cost, during the life of the contract specifically for training and testing purposes.

## 3. Proposed Acceptance Criteria

Pending the successful conclusion of testing and training, the Client will release the project to the Paymentus production environment. The Paymentus project team will remain engaged for 60 days post deployment, to ensure a smooth transition to the production environment.

All Acceptance Criteria and Service Levels must be met in order to confirm Final Acceptance. Once placed into a production operational status, services must meet the SLAs specified in Schedule F to the Agreement.

#### 4. Schedule

A custom and detailed plan/schedule will be prepared after the final solution has been selected and a business requirement document has been prepared and signed off by both parties. Example milestones are below.

<b>Task Name</b>	<b>Team</b>	<b>Notes</b>
<b>Kick-off Meeting</b>	Client, Paymentus, Matrix	
<b>Merchant Agreement Setup</b>	Client	Send for review and signature
<b>Discovery Phase</b>		
Architectural design	Client, Paymentus	Discuss strategy
Security/PCI	Client, Paymentus	Discuss strategy
Requirements from the business	Client, Paymentus	Discuss strategy
<b>Review and Sign-off</b>		
FDD/Integration design document	Client, Paymentus	Paymentus forwards after discovery is
Click through of Paymentus screens	Client, Paymentus	Paymentus forwards after discovery is
IVR flow	Client, Paymentus	Paymentus forwards after discovery is
System error messages	Client, Paymentus	Paymentus forwards after discovery is
Web copy	Client, Paymentus	Paymentus forwards after discovery is
<b>Implementation and Development</b>		
Gather details on Posting File structure	Client, Paymentus	Receive approval on the Posting File layout and sample currently used by Client
Gather details on Customer Information File (CIF)	Client	Receive approval on the CIF layout and sample currently used by Client
Gather details on any real-time services	Client	Receive direction by Client
Share SFTP info (IP)	Paymentus	Paymentus forwards the SFTP instructions
IVR - Review and confirm voice prompts	Client, Paymentus	Receive approval on the IVR flow layout and sample currently used by Client
Web - Review and confirm flow/wording	Client, Paymentus	Paymentus forwards web script to Client
Implementation checklist/User-group setup	Client, Paymentus	Paymentus forwards checklist to Client
Data transfer	Client, Paymentus	Discuss strategy
Other requirements	Client, Paymentus	Discuss strategy
<b>Setup of service in QA environment</b>		
Record and setup voice files per requirements	Paymentus	
Configure and customize Posting File	Paymentus	
CIF setup or real-time validation	Paymentus	
Create QA system with the above configuration	Paymentus	
Customize wording/content on webpages	Paymentus	
Other requirements		
<b>User Acceptance Testing</b>		
Create test environment	Paymentus Test Team	
Deliver CIF to Paymentus via SFTP	Paymentus Test Team, Client	
Send generated Posting File to Client	Paymentus Test Team, Client	
Client validates generated Posting File	Paymentus Test Team	
<b>SFTP Mechanism for Data Exchange</b>		
Setup Client IP for SFTP	Paymentus Operations	
Connectivity tests with Client	Paymentus Operations	
<b>Training</b>	Paymentus	
<b>Finalize Location of Weblink on Client Site</b>	Client, Paymentus	
<b>Customer Communication Strategy Discussion</b>	Client, Paymentus	
<b>Finalize Launch Date</b>	Client, Paymentus	
<b>Promote setup of service to Production</b>	Paymentus	

Task Name	Paymentus	Client	Deliverables	Time
Kick-off Meeting	R, A	C	Kick-off meeting completed	0.5 days
Architectural Design	R, A	R	Architectural design strategy documented	10 days
Security/PCI	R, A	C	Security/PCI strategy documented	10 days
Requirements from the Business	R, A	C	Business requirements documented	10 days
FDD/Integration Design Document	R	A	Signed FDD/Integration design document	20 days
Click Through of Paymentus Screens	R	A	Signed-off click-through of Paymentus screens	20 days
IVR Flow	R	A	Signed-off IVR flow	20 days
System Error Messages	R	A	Signed-off system error messages	20 days
Web Copy	R	A, C	Approved web copy	20 days
Gather Details on Posting File Structure	R	R, A	Approved Posting File layout and sample	5 days
Gather Details on Customer Information File (CIF)	I	R, A	Approved CIF layout and sample	Varies
Gather Details on Any Real-Time Services	I	R, A	Direction on real-time services received	3 days
Share SFTP Info (IP)	R	A	SFTP instructions shared	1 day
IVR – Review and Confirm Voice Prompts	R	A, C	Approved IVR flow layout and sample	2 days
Web – Review and Confirm Flow/Wording	R	A, C	Approved web flow and wording	2 days
Implementation Checklist/User-Group Setup	R, A	C	Completed implementation checklist and user-group setup	0.5 days
Data Transfer	R, A	C	Data transfer plan documented	TBD
Other Requirements	R, A	C	Other requirements documented	TBD
Record and Setup Voice Files per Requirements	R, A	C	Recorded and configured voice files	5 days
Configure and Customize Posting File	R, A	C	Configured and customized Posting File	5 days
CIF Setup or Real-Time Validation	R, A	C	CIF setup or real-time validation completed	10 days
Create QA System with the Above Configuration	R, A	C	QA system created with configuration	1 day
Customize Wording/Content on Webpages	R	A, C	Customized wording/content on webpages	0.5 days
User Acceptance Testing	C	R, A	User acceptance testing completed	TBD
Create Test Environment	R, A	C, I	Test environment created	TBD
Deliver CIF to Paymentus via SFTP	I	R, A	CIF delivered to Paymentus via SFTP	TBD
Send Generated Posting File to Client	R, A	I	Posting File delivered to Client	TBD
Client Validates Generated Posting File	I	R, A	Client validation of Posting File completed	TBD
SFTP Mechanism for Data Exchange	R, A	C	SFTP setup for data exchange	TBD
Setup Client IP for SFTP	R, A	C	Client IP setup for SFTP	TBD
Connectivity Tests with Client	R, A	R	Successful connectivity tests with Client	TBD
Train the Trainer Training	R, A	R	Trainer training completed	TBD
Finalize Location of Web Link on Client Site	C	R, A	Web link location finalized	TBD
Customer Communication Strategy Discussion	R	R, A	Customer communication strategy finalized	TBD
Finalize Launch Date	R	R, A	Launch date finalized	TBD
Promote Setup of Service to Production			Production setup completed	

RACI Codes: R = Responsible, A = Accountable, C = Contributor, I = Informed

## **Schedule B.3 – Statement of Work Bill Print and Mail Services**

### **1. Introduction**

Client has selected Matrix Imaging Solutions (“Matrix”) bill print and mail services. Such services shall be provided by Matrix as a Subcontractor of Paymentus. The purpose of this SOW is to implement the Matrix bill print and mail solution as outlined below with the final configuration being formalized, configured and implemented by Matrix and Client’s mutual project teams. This SOW identifies the components of implementation that are specific to the Matrix bill print and mail services and are in addition to the components specified in the Program Overview in Schedule B.1.

### **2. Matrix Project Implementation Plan**

The general scope associated with any new project is estimated at twelve (12) weeks understanding that all requested items are returned to Matrix by the Client in the timeframe stated. Matrix’s proposal provides development up to 80 hours of programming. This reflects Matrix’s average timeframe to develop and onboard a typical Client application. Any changes to the Project Schedule will be documented and updated on the project plan and provided to all parties involved. Matrix will also do the best to accommodate an earlier go-live date, if required by the Client.

In order to begin Client’s implementation, the following items will be required:

- Test Data File
- Data Layout
- Client Logo
- New Client Checklist
- NCOA-Link documentation (National Change of Address)
- Mockup (if applicable)

The Matrix Project Manager will provide Client with all documentation necessary to begin development and is able to assist Client with any questions from the items listed above. After the completion of the initial development, Client will receive samples from Matrix. Client and Matrix Project Manager will complete a series of corrections and revisions as deemed necessary in order to create Client’s desired new statement design. Once the design of the statement is complete, Client will be asked to perform a Parallel Test.

For each project implemented by Matrix, Client will be assigned a dedicated Account Manager to facilitate all client communication and funnel all questions or concerns. The Account Manager will represent Matrix and will be equipped with the necessary information to complete the project. In turn, Matrix requests that one point of contact be established at the client level to facilitate client changes, revisions and final approval for the application to be built. Although various components of the project may be assigned to specific individuals on Client’s team, it is ultimately the main point of contact that the Account Manager will consult regarding format changes and final decisions that may arise while the project is in production. Each project is also assigned a Matrix developer. The developer is responsible for the data programming associated with Client’s application including data mapping and bill design. The Matrix Project Manager and Developer work closely to produce Client’s final product. The developer is the person that will be a technical resource for the development of Client’s application in the event data specific questions arise.

It is imperative that all items be received and returned by Client and Matrix in a quick and efficient manner. Failure to return items as requested may result in a delayed live date. Client’s project cannot begin until a test data file, data layout and checklist are received. The project completion date will be assessed once all components are returned and submitted for scheduling. A conference call may be needed within two (2) weeks of project submission in order to answer questions regarding Client’s data set by the assigned development programmer. In most cases, an initial sample of the project can be expected within two (2) to three (3) weeks from project submission. This date is subject to change and will be defined on the project plan from the point of receipt of requested items.

There may be components of the project that will need to be assessed outside of printing and mail delivery. If this is the case, any additional scope of work will receive its own timeline and requirements via Change Request in accordance with Section 11.12 of the Agreement.

As with any new change, Client may see a need to alter the initial sample as presented by Matrix. Matrix’s Project Manager will provide Client with a Corrections and Revisions Form in order to alter the initial sample. This form is

necessary to obtain Client's final desired project. Client's preference may be to increase the font of one section or add Client's website and office hours. In any case, Client will need to clearly define the requested revisions to the Matrix Project Manager in addition to completing the Correction and Revisions Form. Matrix understands that it may be necessary to complete a series of corrections and revisions. As a general rule, Matrix anticipates a maximum of three (3) rounds of corrections and revisions.

### 3. Project Timeline

#### 3.1 Project Plan – Phase 1 – Project Overview and Scope Defined – Three (3) Weeks

3.1.1 Schedule a project kick-off session with Client team.

3.1.2 Identify Client stakeholders involved and confirm overall project scope.

3.1.3 Review selected documents components and process. Identify any future changes/recommendations if applicable.

3.1.4 Review project input checklist (format, fonts, color, messaging, graphing, etc.).

3.1.5 Following kickoff, build the project schedule and review and gain agreement on project calendar and due dates with key stakeholders.

3.1.6 Weekly, documented updates will be provided by the Matrix Project Manager assigned to the implementation. These updates will detail the progress made each week as well as review the responsibilities and accountability of each stakeholder. Updates will also identify any potential risks to project completion.

#### 3.2 Project Development – Phase 2 – Application Development – Six (6) Weeks

3.2.1 Working collaboratively with Client team, create/review layouts, present, refine, and gain final approval (sign-off) regarding offset materials if applicable.

3.2.2 Working collaboratively with Client, design technical specs, map/code test data, and gain final approval on data map. Included in this segment – scan line testing and preliminary approval of lock box processor.

#### 3.3 Project Execution – Phase 3 – We will work together to finalize the project. — Three (3) weeks

3.3.1 Custom stock ordered and received if applicable.

3.3.2 Postage deposit received or verified with USPS. Matrix requires a three (3) month postage deposit and will reconcile the postage each month on the monthly statement for services and postage rendered. Actual postage will apply.

3.3.3 Create “live samples”, present, and gain approval. Lock box approves remit samples.

3.3.4 Schedule parallel production and confirm cycle schedule with Client.

3.3.5 Train Client contact(s) on Matrix Access – Client's online dashboard for process management, available 24/7 from any internet-connected computer. Includes FTP Process, Archive, Job Tracking, Proofing and Custom Message Management.

3.3.6 Receive final sign off to proceed.

#### 3.4 Project LIVE – Final Phase – LIVE Production Run

Receive final sign off to proceed.

#### **4. Processing Requirements**

- 4.1 Letters are processed and mailed daily, Monday – Friday, business days.
- 4.2 Daily Mail Volume Estimate is 1500-2000 mail pieces, with daily variances up to 1,000 pieces.
- 4.3 Volumes greater than 25% the estimated daily mail volume must be agreed upon with two (2) business days advance notice. The schedule and volume limits are subject to revision at any time, upon mutual agreement.
- 4.4 Variable page counts possible in processing and mail package.
- 4.5 Each document will be supplied by CLIENT as an individually pre-composed PDF or data file. Index files will be uploaded and zipped with letter PDF records, via SFTP. Data files will be accompanied by a mapping document.
- 4.6 Processing will occur daily at predetermined and agreed upon schedules.
- 4.7 Matrix to process files through CASS and NCOA; ACS available upon request.
- 4.8 Printing is full-color, duplex digital printing.
- 4.9 All pieces will be mailed via first class USPS.

#### **5. Reporting**

- 5.1 Data Summary Report – This report shall be generated after each record processing cycle. The report is on a one-to-one basis, matching file received by Matrix to file processed by Matrix. The report shall be transmitted one time per processing event or as required.
- 5.2 Data Rejection Summary - This report shall be generated after each record processing cycle. The report provides the reason or reasons a file is invalid.
- 5.3 USPS Mail Confirmation Report - This report shall be generated one time per business processing day. The report contains a summary of records that are shipped and by what courier service (such as USPS).
- 5.4 Online real-time access via Matrix Remote or Matrix Access.

#### **6. Materials:**

- 6.1 Paper, 8.5 x 11, standard 24# Plain White
- 6.2 #10 Pistol Window Envelope, Security inside tint
- 6.3 #9 Window Return, Security inside tint

#### **7. Service Level Agreement (SLA)**

See Schedule F to the Agreement.

#### **8. Approval and/or Business Rule Exception**

- 8.1 If an Approval has been required by the Client and defined in the business rules for each production run, then the Determination Date will be set by the date and time of the Approval instead of the receipt of data as defined above. As to any production run, the Performance Guarantee will not apply if Client has not provided all data and documentation necessary (as dictated by required business rules) to permit Matrix to produce the bills in a timely manner, or if Client fails to approve or report required changes to Matrix in order to complete the work in a timely manner.

## 8.2 Shipping

Shipping will only occur on business days on which the United States Postal Service (“USPS”) or other shipping entity accepts packages. The holidays when USPS mail will not be processed are:

New Year’s Day	Martin Luther King, Jr. Day
President’s Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans’ Day
Thanksgiving Day	Christmas Day

**Schedule B.4 – Statement of Work  
Paymentus Customer Portal**

**1. Introduction**

The purpose of this SOW is to implement the Paymentus customer portal solution as outlined below with the final configuration being formalized, configured and implemented by our mutual project teams. This SOW identifies the components of implementation that are specific to the Paymentus Customer Portal and are in addition to the components specified in the Program Overview in Schedule B.1.

**2. Scope of Services**

The standard Paymentus customer portal Includes the following features:

<b>Standard Features</b>	<b>Description</b>	<b>Status</b>
Accounts	View with summary of all accounts, balances, due dates, and key details	In Scope
Pay My Bill	One-time or scheduled payments using supported payment methods	In Scope
Bill History	Access to current and prior bills, including status (i.e., due, past due, paid)	In Scope
Payment History	Detailed records of past payments	In Scope
My Wallet	Management of stored payment methods (i.e., ACH/eCheck, debit card, credit card, digital wallets)	In Scope
My Profile	Managing contact details and login credentials (except where SSO applies)	In Scope
AutoPay & Payment Plans	Self-service enrollment and management of recurring or structured payments aligned with Client's business rules	In Scope
Authentication	Will be managed by Paymentus	In Scope
One-Time or Guest Pay	Paymentus will provide a guest/one-time pay (OTP) experience accessible from Client's website: <ul style="list-style-type: none"> <li>• Immediate and future-dated payments without registration</li> <li>• Authentication using known information such as account number or other identifiers (e.g., billing ZIP code)</li> <li>• Display of balance and due information before payment</li> </ul>	In Scope

The Paymentus customer portal includes the additional functionality listed below, which will be reviewed by Paymentus and Client during the Discovery phase to determine whether such functionality will be included as in scope. If Client desires to implement any additional functionality, a Change Request in accordance with Section 11.12 of the Agreement is required.

<b>Additional Functionality</b>	<b>Description</b>	<b>Status</b>
Consumption Data	Present customers with usage data via the same portal as they make payments for an efficient user experience. Some comparison and analyzing capabilities will be present for an inter-active experience.	Future Consideration
Service Requests	Ability for customers to self-serve with stop/ start service requests and to sign up for utility programs.	Future Consideration
VX Smart Integration	If we have access to the API's we can integrate VX Smart by Harris within the portal	Future Consideration

### Schedule C - Information Security Program

Without limiting any other data security obligations in the Agreement, Paymentus shall implement and maintain a comprehensive, documented information security program (“Security Program”) aligned with industry standards such as NIST SP 800-115, ISO 27001, or an equivalent framework. This Security Program must include physical, administrative, and technical safeguards designed to protect the confidentiality, integrity, availability, and security of the Client’s Data, the Client’s systems and networks, and any Paymentus systems with access to the Client’s Data. Paymentus is responsible for ensuring that each Subcontractor and third-party with access to any information belonging to Client meets the requirements below, as applicable.

At a minimum, the Security Program must meet the following requirements, as applicable:

1. Risk and Vulnerability Management. Paymentus shall:
  - 1.1 Conduct an information security risk assessment at least annually and whenever there is material change in their business or technology practices. Such assessments shall be documented.
  - 1.2 Allow Client to periodically review Paymentus’s security posture via one or more of the following, at Client’s discretion:
    - Client review of Paymentus’s SOC2 and PCI certificate.
    - Completion of a reasonable Client-provided Cyber Security questionnaire by Paymentus.
  - 1.3 Maintain a register or matrix of risks and mitigation steps taken to reduce probability and/or impact of risks.
  - 1.4 Conduct continuous vulnerability assessments on systems where the Client’s Data is being hosted, stored, or processed.
  - 1.5 Prioritize high risk vulnerabilities over lower risk ones. Prioritization should be based on mechanisms which leverage real world telemetry. Tenable VPR would be an example of this method for prioritization.
2. Data Collection, Retention, and Disposal. Paymentus shall:
  - 2.1 Limit Client Data processed to what is needed in the provision of all services provided under the Agreement.
  - 2.2 Prohibit storage of Client Data on high-risk media outside Paymentus’s physical or logical control such as portable media, staff personal devices, personal accounts, personal file sharing methods.
  - 2.3 Implement appropriate Data Loss Prevention (DLP) controls to detect and prevent unauthorized removal of Client Data from Paymentus’s systems.
  - 2.4 Securely and irreversibly dispose of Client Data whether stored on systems or media.
  - 2.5 Back up Client Data when not on Client managed systems. Backups must be transferred and stored offsite using strong encryption.
  - 2.6 Allow for the return of Client data to Client within a reasonable period, at the request of Client.
3. Data Inventory. Paymentus shall maintain a current inventory of all principal equipment, hardware, software, cloud resources, and media used in the provision of all services provided under the Agreement.
4. Awareness and Training. Paymentus shall ensure that their personnel and Subcontractors take security and privacy awareness training that addresses protecting the confidentiality, integrity and accessibility of Client’s Data and systems, at least annually, and understand their roles and responsibilities. Personnel and third parties that will interact with Client’s customers shall also take training in identity theft prevention.
5. Access Controls. Paymentus shall:
  - 5.1 Not share any Client Data with any third parties except as permitted in the Agreement.
  - 5.2 Limit access to Client Data and systems to Paymentus personnel in accordance with the principle of least privilege.
  - 5.3 Have a multi-factor authentication framework.
  - 5.4 At least quarterly, audit access rights to ensure only those who require access are provisioned with it.

- 5.5 Strictly control privileged, administrator, or other elevated user access, and strictly forbid shared accounts to access Client Data, especially as it pertains to accounts with elevated privilege.
  - 5.6 Prevent terminated personnel or third parties from accessing Paymentus's systems and Client Data by terminating their physical and electronic access to Client promptly.
  - 5.7 Paymentus personnel access to Client systems, networks, and data must be provided using a Client managed device or Client Virtual Desktop Infrastructure ("VDI").
  - 5.8 For mobile devices that may access Client Data, impose centrally managed strong passcode,, inactivity lock, and a process to remotely wipe lost or stolen devices.
  - 5.9 Paymentus is prohibited from storing Client Data on publicly accessible internet storage locations such as cloud storage buckets without proper access controls.
6. User Authentication and Passwords. Paymentus shall:
- 6.1 Maintain security control over user IDs, passwords, and other authentication identifiers.
  - 6.2 Require strong passwords including requirements for minimum password length, lockout, expiration period, complexity, reuse, encryption, changing of default passwords, and security communication of and usage of temporary passwords.
  - 6.3 Block user access after multiple unsuccessful attempts to login.
  - 6.4 Assign unique user identification and passwords.
  - 6.5 Change all vendor supplied default passwords.
  - 6.6 Protect passwords by salting and hashing or an equivalently secure alternate method prior to storage. Use cryptographically strong algorithms when hashing passwords.
  - 6.7 Never allow hardcoding of passwords into scripts or software, even in pre-release versions of scripts or software.
  - 6.8 Require all users accessing Paymentus's internal or hosted network remotely to use a secure method of connection using multifactor VPN or equivalent connection method.
  - 6.9 Terminate user sessions after a predetermined period of inactivity.
7. Intrusion Detection and Response. Paymentus shall:
- 7.1 Maintain anomaly detection tools, relevant to Paymentus's systems which allow for reliable detection of anomalous events, which may include SIEM, IDS/IPS, malware detection, behavior-based detection, and other relevant tools.
  - 7.2 Maintain current antivirus definitions and related updates to security detection tools to ensure up-to-date operation.
  - 7.3 Maintain policies and procedures that accurately describe the incident response process including detect, respond, and recover processes.
8. Encryption. Paymentus shall:
- 8.1 Ensure strong encryption of Client Data using cryptographically strong encryption algorithm including Client Data in motion, at rest, and in backups.
  - 8.2 Safeguard the confidentiality, integrity, and security of all encryption keys associated with Client Data and maintain cryptographic and hashing algorithm types, strength, and key management process consistent with industry practices.
9. Segregation of Data. Paymentus shall:
- 9.1 Implement controls to ensure Client Data is not comingled with any other Paymentus customer data.
  - 9.2 Impose logical and physical segregation of development and testing environments from production environments.

- 9.3 Use mock data in development and testing environments.
- 10. Network Security Controls. Paymentus shall:
  - 10.1 Implementation of firewalls with stable and secure code between Client's information systems, the internet, and other public networks.
  - 10.2 Maintenance of intrusion prevention and detection systems (IPS/IDS).
  - 10.3 Use of network segmentation to isolate sensitive systems and data.
- 11. Physical Security for Locations Accessing/Hosting Client Data. Paymentus shall:
  - 11.1 Maintain reasonable restrictions on physical access.
  - 11.2 Implement clean desk principles, limit access to contractor personnel and authorized visitors, keep documents secured in locked office or file cabinet when not in use.
  - 11.3 Lock workstations when unattended. Automatically lock workstations after reasonable inactivity.
  - 11.4 Require visitors to prove identity, sign a visitor register, document reason for visit, person(s) visited and wear an identification badge for the duration of their stay. Visitors must be always escorted.
  - 11.5 If the location hosts Client Data and is not staffed 24x7, install alarms and entry point security cameras for off-hours access monitoring with recordings retained for at least thirty (30) days.
- 12. Artificial Intelligence. Paymentus shall:

Client Data should never be used to train AI models or on AI tools (either owned by Paymentus or a third-party providing services under the Agreement) except in the provision of Services to the Client.
- 13. Disaster Recovery/Business Continuity. Paymentus shall:
  - 13.1 Paymentus shall:
    - 1) Maintain Disaster Recovery and Business Continuity policies and procedures.
    - 2) Develop Business Continuity Plans for all systems involved with the provision of the Provided Services.
    - 3) Perform annual disaster recovery tests for systems involved with the provision of the Provided Services.
  - 13.2 In the event of disaster or catastrophic failure that results in significant Data loss or extended loss of access to Data, Paymentus shall provide notice, by phone and through email, to the individuals identified in Section 11.2 of this Agreement. Paymentus shall provide such notification within forty-eight (48) hours after Paymentus reasonably believes there has been such a disaster or catastrophic failure. In the notification, Paymentus shall inform Client of:
    - 1) The scale and quantity of the Data loss;
    - 2) What Paymentus has done or will do to recover the Data and mitigate any deleterious effect of the Data loss; and
    - 3) What corrective action Paymentus has taken or will take to prevent future Data loss.
    - 4) If Paymentus fails to respond immediately and remedy the failure, Client may exercise its options for assessing damages or other remedies in accordance with Section 7.2 of this Agreement.
  - 13.3 Paymentus shall restore continuity of SaaS, restore Data in accordance with the RPO and RTO as set forth in the SLA, restore accessibility of Data, and make repairs as needed in accordance with applicable SLA set forth in this Agreement.
  - 13.4 Paymentus shall conduct an investigation of the disaster or catastrophic failure and shall share the report of the investigation with Client.
- 14. Data Breach.

- 14.1 A Data Breach is defined as any access, destruction, loss, theft, use, modification, or disclosure of Client Data by an unauthorized party or that is in violation of the terms of this Agreement and/or applicable state or federal law.
- 14.2 Upon discovery of any Data Breach, Paymentus shall provide notice, by phone and through electronic mail, to Client in accordance with Section 11.2 of this Agreement. Paymentus shall provide such notification within the lesser of two (2) business days or the timeframe required by applicable laws and regulations after Paymentus reasonably believes there has been such a Data Breach. To the extent known at the time of notification, Paymentus's notice shall include:
  - 1) The nature of the Data Breach;
  - 2) The Client Data accessed, used or disclosed;
  - 3) The person(s) who accessed, used, disclosed and/or received Client Data (if known);
  - 4) What Paymentus has done or will do to quarantine and mitigate the Data Breach; and
  - 5) What corrective action Paymentus has taken or will take to prevent future Data Breaches.
- 14.3 Paymentus will provide regular updates regarding findings and actions performed by Paymentus until the Data Breach has been effectively resolved to Client's satisfaction.
- 14.4 Paymentus shall quarantine the Data Breach, ensure secure access to Client Data, and make repairs as needed in accordance with applicable SLA set forth in this Agreement.
- 14.5 Paymentus shall conduct an investigation of the Data Breach and shall share the report of the investigation with Client.

**Schedule D – Change Request Form**

CHANGE REQUEST NO. \_\_

Agreement No.: 130-13153

Date:

Requested by:  Paymentus     Client    Contact Name: \_\_\_\_\_

Applicable Statement(s) of Work:

Scope of Change Requested (attach separate pages as needed):

Reason for Change Request:

**Information below to be provided by Paymentus**

Schedule Impacts (if any):

Cost Impact and Payment Terms:

Assumptions and Requirements:

Proposed Start Date:

Additional Comments:

Note: This Change Request shall not be effective until a Change Order authorizing the same has been properly approved and executed by both parties in accordance with Agreement Section 11.12. The Parties understand and agree that any information contained herein is in no way binding on either Party and is submitted only for the purpose of evaluation by the other Party.

Requestor

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Schedule E – Change Order Form**

CHANGE ORDER NO. \_\_\_\_

Pursuant to Section 11.12 of Master Services Agreement No. 130-13153 (“Agreement”) executed by the Parties on \_\_\_\_\_, the following changes are hereby incorporated into the Agreement:

1. Description of Change:
2. Time of Completion: [specify term impacts to the Agreement and/or relevant SOW(s), as applicable]
3. Agreement or SOW Price Adjustment:
4. Except as specifically provided herein, all other Agreement terms and conditions shall remain unchanged.

Paymentus Corporation

Public Utility District No. 2  
of Grant County, Washington

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: Senior Manager Customer Solutions

Date: \_\_\_\_\_

Date: \_\_\_\_\_

### Schedule F – Service Level Agreement

The purpose of this Schedule F is to define the Service Level Agreement (SLA) for the Paymentus features implemented in the SOWs, documenting the commitment to service support and delivery to Client by Paymentus.

#### 3. SLA for Payment Processing

##### 3.1 Severity Level Classifications

The table below sets forth characteristics for severity categorization of deficiencies that meet any of the criteria listed per Severity level.

Severity Level	Description
Severity 1	Application down or major malfunction resulting in a product/environment inoperative condition. Users are unable to perform their normal functions. The specific functionality is mission-critical to the business and the situation is considered an emergency.
Severity 2	Critical loss of application functionality or performance resulting in a high number of users unable to perform their normal functions. Major feature/product failure; inconvenient workaround or no workaround exists. The program is usable but severely limited.
Severity 3	Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions. Minor feature/product failure, a convenient workaround exists/minor performance degradation/not impacting production.
Severity 4	Minor loss of application functionality, product feature requests, how-to questions. The issue consists of "how-to" questions including issues related to one or multiple modules and integration, installation and configuration inquiries, enhancement requests, or documentation questions.

##### 3.2 Availability and Performance

Area	Dimension	Commitment
Availability	Percentage of time the portal/website is operational and accessible to users	99.9% uptime
Performance	Period of time for the system to process a request and return data	"Effectiveness = $A < 2.5$ WHERE: A = the total number of seconds of lag time between user click and response"
Defects	Number of Severity 1 and Severity 2 Issues outstanding	Zero Severity 1 Issues outstanding and < 5 Severity 2, 3 & 4 Issues but only if such Severity 2 Issues have agreed upon workarounds in place and working

##### 3.3 Process for Reporting Issues & Response Times

A ticket is entered into via the online portal from the Client and will be acknowledged within 15 minutes from Paymentus. Paymentus gives Client full visibility & tracking of the ticket through the online portal.

Matrix bill print can be done via same process using Paymentus online portal or via Matrix ticketing system.

#### 4. SLA for Ongoing Bill Print and Mail Services

##### 4.1 Performance Guarantee

Matrix will deliver Client 'Packages within an average of one Business Day from the applicable Determination Date (defined below). Such average time period will be determined by measuring the number of elapsed

business days between each respective Determination Date and the date which 95% or more packages were mailed for consecutive three (3) month period or a minimum of six (6) production cycles.

4.2 Determination Date

The “Determination Date” is the date which data is received via electronic transmission if prior to 12:00 PM (Noon), Central Time. If data is received after 12:00 PM (Noon), Central Time, the Determination Date is the business day immediately following the date data is received. If data is received on a non-business day (weekend or national holiday) the Determination Date will be the next consecutive business day.

<b>File received before noon Central Time on:</b>	<b>Determination Date is</b>	<b>Mail will deliver</b>		<b>File received after noon Central Time on:</b>	<b>Determination Date is</b>	<b>Mail will deliver</b>
Sunday	Monday	Tuesday		Sunday	Monday	Tuesday
Monday	Monday	Tuesday		Monday	Tuesday	Wednesday
Tuesday	Tuesday	Wednesday		Tuesday	Wednesday	Thursday
Wednesday	Wednesday	Thursday		Wednesday	Thursday	Friday
Thursday	Thursday	Friday		Thursday	Friday	Monday
Friday	Friday	Monday		Friday	Monday	Tuesday
Saturday	Monday	Tuesday		Saturday	Monday	Tuesday

4.3 Notice

Matrix will notify Client promptly upon knowledge of any incident that could result in failure to meet the designated turn-around time and/or accuracy requirements.

Root cause and action items will follow within three (3) business days after any problem is reported.

**Schedule G – Subcontracts**

The following Subcontractors are authorized pursuant to Sections 1.26 and 5.5.1 the Agreement:

Full Legal Name of Subcontractor	Services Provided Under the Agreement
Matrix Imaging Solutions	Bill Print and Mailing Services

## Schedule H - Personnel Qualifications

The items listed below are based on minimum consulting, functional, and technical requirements for enterprise technology and professional consulting services. These roles are applicable to software implementations, technology engagements, system integrations, data and analytics programs, and related digital transformation efforts. Individual Statements of Work may require a higher level of education, certification, or experience based on project complexity, regulatory requirements, and delivery risk.

All roles described below are defined in the context of delivering enterprise technology solutions, business process optimization, and professional consulting services.

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### Project Manager

**Minimum General Experience:** Typically, 3–7+ years of experience managing cross-functional projects, including system implementations and client-facing initiatives.

**Functional Description:** Responsible for overseeing the entire implementation process, ensuring timelines are met, coordinating activities across teams, and serving as the primary point of contact for the client. The Project Manager ensures seamless communication, risk mitigation, and successful project delivery.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in business, technology, or a related field are preferred.

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### Technical Integration Manager

**Minimum General Experience:** Typically, 3–7+ years of experience in technical project delivery, system integrations, and client-facing technical roles.

**Functional Description:** Leads the technical aspects of implementation, including system configuration, API integrations, and data mapping. Acts as a primary technical contact for the client, supporting integration between systems, addressing technical requirements, and helping resolve challenges throughout the project lifecycle.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in computer science, information technology, or a related field are preferred.

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### Integration Specialist

**Minimum General Experience:** Typically, 3–7+ years of experience in system integration, API development, and data migration, with a focus on client-facing technical roles.

**Functional Description:** Responsible for managing API and SDK integrations, data mapping, and migration tasks to ensure seamless connectivity between client systems and the Paymentus platform. Troubleshoots and resolves technical issues, collaborates with client IT teams, and ensures all integration points are functioning as expected.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in computer science, information technology, or a related field are preferred.

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### Developer

**Minimum General Experience:** Typically, 2–7+ years of experience in software development, system configuration, and technical troubleshooting, with a focus on integration and client-specific solutions.

**Functional Description:** Responsible for developing, configuring, and optimizing technical components of the Paymentus platform to meet client requirements. Collaborates with integration specialists and technical teams to

ensure seamless functionality, resolves coding or system-related issues, and supports ongoing platform enhancements.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in computer science, software engineering, or a related field are preferred.

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#### Quality Assurance (QA) Analyst

**Minimum General Experience:** Typically, 2–7+ years of experience in software testing, quality assurance processes, and defect management, with a focus on ensuring system reliability and performance.

**Functional Description:** Responsible for designing and executing test plans, identifying and documenting defects, and ensuring that the Paymentus platform meets client requirements and quality standards. Collaborates with developers and project teams to validate functionality, perform regression testing, and ensure a seamless user experience.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in computer science, information technology, or a related field are preferred.

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#### Training Specialist

**Minimum General Experience:** Typically, 2–7+ years of experience in training development, delivery, and user education, with a focus on technology platforms and client-facing roles.

**Functional Description:** Responsible for creating and delivering training programs tailored to client needs, including system functionality, administrative tools, and customer support processes. Ensures users are confident and proficient in using the Paymentus platform through instructor-led sessions, webinars, and comprehensive training materials such as guides and videos.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in education, business, information technology, or a related field are preferred.

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#### Account Manager

**Minimum General Experience:** Typically, 2–7+ years of experience in client relationship management, account oversight, and service delivery, with a focus on technology solutions and customer success.

**Functional Description:** Serves as the primary point of contact for the client, ensuring alignment with their goals and delivering exceptional service. Responsible for managing day-to-day account activities, addressing client inquiries, coordinating with internal teams, and driving adoption of the Paymentus platform. Proactively identifies opportunities for process improvements and ensures client satisfaction through regular communication and account reviews.

**Education:** Relevant professional experience required; a bachelor's degree or applicable certifications in education, business, communications, information technology, or a related field are preferred.