



## **Defendant Access Order Form Burnet County, TX**

---

The following Investment Summary details the software and products to be delivered by us to you under the Agreement by which you acquired rights to use Tyler's Enterprise Justice software. This Investment Summary is effective as of the date of your signature.

The fees for access to the Defendant Access application shall be the amounts referenced in the table below, and shall be paid by the consumer.

Your use of the Tyler Software listed in the table below is subject to the terms found at <https://www.tylertech.com/terms/payment-processing-agreement> ("PPA"). Your use of text messaging is subject to the terms found at <https://www.tylertech.com/terms/twilio-terms-of-use>. By signing this order, you agree you have read, understand, and agree to such terms.

All services quoted herein are assumed to be delivered remotely unless otherwise indicated.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

| Included Software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |                                    |                                       |        |        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------|--------|--------|
| <b>Tyler Software</b><br>Defendant Access<br>Payments*<br><br>Over the Counter - Payments*                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                     |                                    |                                       |        |        |
| Optional Software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |                                    |                                       |        |        |
| <b>Tyler Software</b><br>Defendant Access<br>Selections with zero balance<br><br>Online Case Review/Online Plea Agreement*                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Transaction Price</b><br><br><br>\$3.50<br><br>\$10.00                                                                                                                                           |                                    |                                       |        |        |
| Credit Card Processing Fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                     |                                    |                                       |        |        |
| <p><b>* Defendant Access / Over the Counter</b><br/>           A convenience fee of 5% will be assessed to consumers for each electronic payment transaction that flows through the system when using a credit or debit card. A minimum convenience fee of \$1.00 per transaction will be charged.</p> <p><b>All Payments</b><br/>           Visa, MasterCard, and Discover will be accepted. American Express will be accepted at the discretion of Client.</p> <p>The disputed Principal Amount* associated with any chargebacks or returns shall be withdrawn from the daily deposit to the Merchant Bank Account. For American Express, the disputed Principal Amount* associated with chargebacks or returns will be withdrawn from Tyler's account invoiced to Client.</p> <p>*Principal Amount means the original amount paid by a consumer, excluding any transaction, convenience or other fees incurred for processing the payment.</p> <p>A convenience fee of \$1.00 will be assessed to consumers for each electronic check payment transaction processed.</p> |                                                                                                                                                                                                     |                                    |                                       |        |        |
| Hardware Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |                                    |                                       |        |        |
| Ingenico Lane7000 (Order Qty: 11)<br>(Includes: cables/stands/code injection)<br><br>The following Ingenico devices are included:<br>County Clerk's Office – Two devices<br>District Clerk's Office – Two devices<br>JP1 – One device<br>JP2 – Two devices<br>JP3 – Two devices<br>JP4 – Two devices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <table> <thead> <tr> <th>Per unit (shipping/taxes included)</th> <th>Order Total (shipping/taxes included)</th> </tr> </thead> <tbody> <tr> <td>\$0.00</td> <td>\$0.00</td> </tr> </tbody> </table> | Per unit (shipping/taxes included) | Order Total (shipping/taxes included) | \$0.00 | \$0.00 |
| Per unit (shipping/taxes included)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Order Total (shipping/taxes included)                                                                                                                                                               |                                    |                                       |        |        |
| \$0.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | \$0.00                                                                                                                                                                                              |                                    |                                       |        |        |

**Client Signature:** \_\_\_\_\_

**Client Name & Title:** \_\_\_\_\_

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

## **Schedule 1: Professional Services**

The following components are included in the implementation of the Defendant Access application. Any deviation from these standards will require custom work requiring additional consulting, development, and implementation hours.

### **Tyler will provide the following services during implementation:**

1. Conduct a business process review to understand configuration options for the system.
2. Configure online payment options and rules, including defendant access configuration and Enterprise Justice payment configuration.
3. Partner with the client to add client branding and text to their environment.
4. Configure IVR for Phone Payments, obtain the phone number and implement standard flow.
5. Configure payment reminder text messaging and provide configuration and user guides.
6. Train personnel to use the system.
7. Support client through initial go-live, adjusting configuration settings as needed.

### **Tyler will not modify any of the following during implementation:**

1. Add or edit any backend processes in Enterprise Justice (i.e., case closure processes, workflows, etc.).
2. Add or edit an existing Enterprise Justice configuration (i.e., offense codes, fee codes, fee schedules, accounts, etc.).
3. Create a custom IVR flow for defendant phone payments.