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CAO 04/22/2024

MULTNOMAH COUNTY SERVICES CONTRACT AMENDMENT
Contract Number: MCSO-SVCSGEN-18104-2025
Amendment Number: 2

This Amendment ("Amendment") is between Multnomah County ("County") and Securus Technologies LLC ("Contractor"). County and Contractor may be referred to collectively as the "Parties" and individually as a "Party".

CONTRACTOR ADDRESS:
Securus Technologies LLC
5360 Legacy Drive, Suite 300
Plano, TX 75024

The Parties agree to the following changes to the Contract: Please see Attachment A.

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MULTNOMAH COUNTY SERVICES CONTRACT AMENDMENT
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The Amendment may be executed in multiple counterparts and may be electronically signed. Any verified electronic signatures appearing on the Amendment are the same as handwritten signatures for the purposes of validity, admissibility, and enforceability. Any reproduction of the Amendment made by reliable means is considered an original.

By executing this Amendment, each signatory acknowledges they: (a) are a duly authorized representative of their Party, acting with the power and authority to bind their Party as provided in the Amendment; (b) have read and understand the agreement, including any attachments; and (c) agree on behalf of their Party to be bound by its terms as of the Effective Date.

CONTRACTOR SIGNATURE

Signature: Signed by: Kevin Elder 825926B22BD6421... Title: President & Interim CEO

Name (print): Kevin Elder Date: 7/22/2026

MULTNOMAH COUNTY SIGNATURE

This Contract is not binding on the County until signed by the Chair or the Chair's designee.

County Chair or Designee: Signed by: Barry Zimmerman for Jessica Vega Pederson D904FD31FF89478... Date: 7/20/2026

Department Director Review (optional):

Director or Designee: _____ Date: _____

County Attorney Review:
Reviewed: JENNY M. MADKOUR, COUNTY ATTORNEY FOR MULTNOMAH COUNTY, OREGON

By Assistant County Attorney: _____ Date: _____

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SECOND AMENDMENT TO THE MASTER SERVICES AGREEMENT MULTNOMAH COUNTY, OR

This **SECOND AMENDMENT** ("Second Amendment") is effective as of the last date signed by either party ("Second Amendment Effective Date") and amends and supplements the Master Services Agreement by and between Securus Technologies, LLC ("we," "us," or "Provider") and Multnomah County, OR ("you" or "Customer") dated April 1, 2025, as subsequently amended (collectively, the "Agreement"). All capitalized terms contained but not defined herein are defined in the Agreement.

WHEREAS In 2024, the Federal Communications Commission published the *Incarcerated People's Communication Services; Implementation of the Martha Wright-Reed Act: Rates for Interstate Inmate Calling Services*, WC Docket Nos. 23-62 & 12-375, FCC 24-75 (rel. July 22, 2024) (the "2024 FCC Order") which, among other things, lowered the rates for voice and video calls and prevented providers from paying cash or in-kind commissions out of revenue regulated by the FCC.

WHEREAS On June 30, 2025, the FCC published an order (the "Waiver Order") extending the compliance dates of the following requirements of the 2024 FCC Order to April 1, 2027: new caps on voice and video calls, the prohibition against cash or in-kind commissions, and the requirement that providers offer video calls on a per-minute basis.

WHEREAS On December 5, 2025, the FCC published an order in the Federal Register (the "Interim Order") which, among other things, adjusted the 2024 FCC Order rate caps to include the costs of investigative products and safety and security services as adjusted for inflation, and allowed a per-minute additive to the call rate to account for costs customers incur in allowing access to IPCS.

WHEREAS The parties now agree to further amend the Agreement in light of the Interim Order, which Provider will implement on April 1, 2026 ("the Interim Order Implementation Effective Date").

NOW, THEREFORE, as of the Second Amendment Effective Date and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

The following sections shall be deleted in their entirety and replaced with the following language highlighted in bold:

1. Term. "**The effective date of this Contract shall be Tuesday, April 01, 2025 or the date on which all Parties have signed this Contract, whichever is later ("Effective Date"). Unless earlier terminated as provided below, the Contract term begins on the Effective Date and continues until Sunday, March 31, 2030 (the "Term"). Notwithstanding anything to the contrary, the terms and conditions of the Agreement shall continue to apply for so long as we continue to provide the Applications to you after the expiration or earlier termination of the Agreement."**

2. **Voice Call Rate**. "**Provider will charge $0.10 per minute voice call-rate to the end user, plus applicable taxes, tariffs, fees, and surcharges, in compliance with state and federal regulatory requirements. International rates, if applicable, will vary by country**."

3. **Video Call Rate**. "**Provider will charge $0.17 per minute video call-rate to the end user, plus applicable taxes, tariffs, fees, and surcharges, in compliance with state and federal regulatory requirements."**

Onsite Personnel Update. As of the Interim Order Implementation Effective Date, the Onsite Personnel section of the Agreement (page 8) is deleted and replaced with the following section:

ONSITE PERSONNEL

Provider represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Agreement and that Provider shall furnish and maintain, at its own expense, adequate and sufficient personnel, in the opinion of Customer, to perform the Services when and as required and without delays.

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All employees of Provider shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of Provider who, in the opinion of Customer, is incompetent or by his conduct becomes detrimental to the project shall, upon request of Customer, immediately be removed from association with the project.

Provider will provide Customer with 2 full-time on-site administrators, one for each Customer facility, during the Term of the Agreement. Both on-site administrators will be responsible for performing maintenance and other similar duties directly related to (a) Provider's SCP that are necessary to ensure that incarcerated end-users are able to place telephone calls originating from County; and (b) Provider's tablets use. The parties agree that the on-site administrators' services will be limited to those the Federal Communications Commission ("FCC") has determined are "used and useful" in the provision of incarcerated person communications services, and that the on-site administrators will not perform safety and security functions that the FCC has determined are not "used and useful" in the provision of incarcerated person communications services.

1. Regulated Applications Update. As of the Interim Order Implementation Effective Date, the Investigator Pro section of the Agreement (page 9) is deleted in its entirety and replaced with the section highlighted in bold type below. Additionally, as of the Second Amendment effective date the following Applications highlighted in bold type are added to the Agreement:

INVESTIGATOR PRO

Investigator Pro uses continuous voice identification technology to identify the incarcerated end user(s) speaking on a call, detect certain three-way call violations, and help investigators find correlations among calls. Incarcerated end users must participate in a supervised voice model enrollment process. This voice model enrollment process is the responsibility of Customer. Customer's use of Investigator Pro is governed by the JLG Technologies, LLC End User Software License Agreement located at https://securustechnologies.tech/ipro-terms-and-conditions/, incorporated herein by reference.

This Application will be provided at no cost to the Customer.

WORD ALERT

Securus Word Alert is a safety, security, and investigative feature of the NextGen Secure Communications Platform which uses speech-to-text technology to transcribe the audio in calls and, if applicable, Video calls to text and allows investigators to search text transcripts for specified words and phrases. Word Alert may also be used in association with Securus Text Connect if deployed. It also enables investigators to request English translations of transcripts that are in some other languages. Customer's use of Word Alert is governed by and conditioned upon the terms set forth herein.

This Application will be provided at no cost to the Customer.

SECURUS DIGITAL MAIL CENTER

Digital Mail Center service and software allows authorized Provider staff, through either Provider's own mail processing facility located in Tampa, FL, or Iron Mountain, Provider's contractor's mail processing facility located in Dallas, TX, or authorized Customer staff to scan certain physical mail and electronically deliver it to incarcerated end users. Through Digital Mail Center, authorized staff can (1) view, approve, reject, and manage scanned mail; (2) set alerts when specific recipients receive mail; and (3) review audit logs of activity associated with the Digital Mail Center for increased administrative oversight.

Provider Processed and Delivered – Provider will conduct the initial processing of physical mail and its conversion into electronic form, typically within 48 hours of receipt. After processing and, if desired, Customer approval, Provider will distribute the electronic version of the mail as agreed by Customer and Provider. Provider will not scan any items that are not reasonably susceptible to scanning (such as boxes, books, stapled papers, publications, money orders, or other such materials which do not consist of printed correspondence on a two-dimensional page). Customer will inform recipients and friends and family about this restriction and the general process of the Digital Mail Service. If Provider receives such items, they will be returned to their sender. If Provider receives mail addressed to a recipient no longer at Customer's facility, such mail will be returned to its sender. At Customer's option and expense, physical mail may either be destroyed after 30 or 60 days or forwarded to Customer. If Customer elects to withhold mail from delivery to a recipient or directs Provider to

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destroy mail per this Schedule, the Customer is solely responsible for notifying the recipient and the sender of such actions as may be legally required.

Neither Provider nor Customer will process any mail through Digital Mail Center that originates from an attorney's office or is otherwise legally private or privileged. If Provider receives mail originating from an attorney's office or other private/privileged establishments, Provider will return it to its sender.

All electronic information associated with the mail, including sender name, time, date, and address along with the scanned images will be stored for the Term of the Agreement.

This Application will be provided at no cost to the Customer.

TABLETS

Provider will offer personal rental Evotablets with cameras and premium content, wall-mounted Evotablets, and charging cabinets to the incarcerated end users. The parties will work together in good faith on a mutually agreeable implementation timeline.

Basic Content. The following Basic Content applications shall be provided on an incarcerated end user's personal tablets at no cost to Customer or incarcerated end users beyond the call rates set forth in section 2 and 3 above: voice call, video call, forms (grievance), inmate handbook (.PDF), third party vendor commissary, website education (URL), videos (.MP4), self-op commissary ordering, emergency visitation, job search, messaging, and digital mail service

Lexis Nexis Law Library. Provider will Provide Lexis Nexis Law Library access at no cost to the Customer or incarcerated end users. Customer's use of the Law Library Application, LN Prison Solutions, is also governed and conditioned upon execution of the LN End User Prison Terms, which will be provided to Customer. The obligations set forth therein are in addition to and not in lieu of the terms and conditions in the Agreement. In the event of a conflict in the Agreement and the terms of the LN End User Prison Terms, the LN End User Prison Terms will prevail.

News Stand. Provider will Provide News Stand at no cost to the Customer.

Premium Content. Premium content may include, but is not limited to, songs, games, movies, and television episodes. Customer understands and acknowledges that premium content is subject to availability and may change at Provider's discretion. Premium content also may be subject to third-party licensing agreements with content providers. If Customer provides content for Provider to display on the tablets, Customer represents and warrants that it has obtained all necessary licensing and rights to display such content. Provider is not responsible and hereby disclaims any liability for any and all content of third-party applications and any documents, videos, or forms published by Customer or from outside sources.

Cost to Enable Premium Content. Provider will offer access to premium content at a fee of $7.50 per tablet per month plus applicable taxes, tariffs, fees, and surcharges. The rental fee and content fees can be paid by using either Securus Debit or a tablet user account. The parties reserve the right to renegotiate the fees if, after the initial 12-month period, Provider's tablet-related costs exceed the revenue generated.

Earbuds. Provider will provide 100 earbuds per month at no cost to the Customer. Customer may purchase tablet earbuds at $5.66 per set, which may be invoiced or deducted from compensation otherwise owed to Customer under the Agreement. Customer is responsible for any applicable taxes and third-party expenses associated with the earbud purchase. Each earbud order must be for at least 25 units and be made in 25 unit increments. Provider may, at its option, decline to fulfill any order that does not conform to these requirements. Alternatively, if requested by Customer, Provider will work with Customer's commissary provider to facilitate the sale of earbuds. Customer will not permit the resale of the earbuds for more than $19.99 per set unless approved by Provider.

TABLETS TERMS AND CONDITIONS:

Customer Warranty. Customer represents and warrants that it will not provide tablets to incarcerated end users whom Customer knows, or has reason to know, pose a threat to other incarcerated end users or facility personnel, or who may use a tablet in a dangerous or unauthorized manner.

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Tablet Warranty and Inventory Addendum. The Tablet Warranty and Inventory Addendum attached to this Second Amendment is incorporated into the terms and conditions of the Agreement by this reference.

Nature of Premium Content Service. Customer understands and acknowledges that premium content is rented and available only for the duration of an incarcerated end user's incarceration at the facility and will not be made available upon the incarcerated end user's release. Content is subject to availability and subject to change.

Use of Investigator Pro and Earbuds. Customer further understands and acknowledges that, in instances where incarcerated end user telephone calls originate from Tablets, Investigator Pro™ has only been tested with Provider's certified earbuds. If Customer elects to sell alternative earbuds, Customer may forgo the effectiveness of Investigator Pro's™ voice identification technology on Tablet calls. Moreover, Customer will refrain from the sale or distribution of earbuds with a microphone other than Provider's certified earbuds.

Disclaimer of Warranties. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE TABLETS. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE TABLETS. IN NO EVENT WILL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER OR END USER FROM RECEIPT OR USE OF THE TABLETS OR THE UNAVAILABILITY THEREOF.

Limitation of Liability. PROVIDER WILL HAVE NO LIABILITY TO CUSTOMER (OR TO ANY PERSON TO WHOM CUSTOMER MAY HAVE PROVIDED THE TABLETS) FOR ANY LOSS OR INJURY ARISING OUT OF OR IN CONNECTION WITH THE TABLETS OR CUSTOMER'S OR THE INCARCERATED END USER'S USE THEREOF. IF, NOTWITHSTANDING THE FOREGOING, LIABILITY CAN BE IMPOSED ON PROVIDER, CUSTOMER AGREES THAT PROVIDER'S AGGREGATE LIABILITY FOR ANY AND ALL LOSSES OR INJURIES ARISING OUT OF ANY ACT OR OMISSION OF PROVIDER IN CONNECTION WITH THE TABELTS, REGARDLESS OF THE CAUSE OF THE LOSS OR INJURY, AND REGARDLESS OF THE NATURE OF THE LEGAL OR EQUITABLE RIGHT CLAIMED TO HAVE BEEN VIOLATED, WILL NEVER EXCEED $10,000. CUSTOMER COVENANTS AND PROMISES THAT IT WILL NOT SEEK TO RECOVER FROM PROVIDER AN AMOUNT GREATER THAN SUCH SUM EVEN IF CUSTOMER WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Indemnification. TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, CUSTOMER HEREBY AGREES TO PROTECT, INDEMNIFY, DEFEND, AND HOLD HARMLESS PROVIDER FROM AND AGAINST ANY AND ALL COSTS, CLAIMS, DEMANDS, DAMAGES, LOSSES, AND LIABILITIES (INCLUDING ATTORNEYS' FEES AND COSTS) ARISING FROM OR IN ANY WAY RELATED TO CUSTOMER'S OR INCARCERATED END USER'S MISUSE OF THE TABLETS.

EMESSAGING

Securus' eMessaging Application ("eMessaging") allows for two-way electronic communication between friends and family and an incarcerated end user. Users purchase eMessaging "stamps," which are used to fund the transmission of an electronic message according to the following chart:

Type of Message (When Available)	Number of Stamps	Notes
Text Message	1 stamp per message	
Photo Attachments	1 stamp per photo	Limit of 5 photos per eMessage; 3 MB / photo limit
eCard Attachments	1 stamp per eCard	Limit of 5 eCards per eMessage
Snap and Send	1 stamp per message	Single photo with no text
VideoGram	3 stamps per VideoGram	
Prepaid Reply	1 stamp per reply	Only 1 reply per message allowed

Different types of attachments can also be combined in a single transmission.

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The facility can access a web-based portal that enables message review, and can approve and reject a message or attachment based on the facility's policies and criteria. Friends and family must send and receive messages using either the Securus mobile app or their inbox at www.securustech.net and must have a free Securus Online account to access. Approved messages and attachments are accessible through certain of Provider's technologies as agreed by Customer and Provider.

With Customer's agreement, Provider may (a) issue future releases of eMessaging which contain additional features and functionalities; or (b) modify the pricing contained herein. Customer understands and acknowledges that eMessaging is a requirement for Tablet deployment.

Customer is solely responsible for reviewing and approving each message, including (if applicable and permitted by Customer) any attachments. Provider will use machine translation to translate eMessages written in Spanish into English for the sole purpose of Customer review. Customer acknowledges that machine translation is not 100% accurate and that such machine-translated messages may contain grammatical and other errors. Provider makes no representations or warranties regarding the accuracy or reliability of such machine translation.

Provider will provide eMessaging at no cost to Customer. Friends and family members can purchase a book of stamps specific to a facility in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus transaction fees and all applicable taxes)
5	$2.50
10	$5.00
20	$10.00
50	$25.00

Where available, using funds in a Securus Debit account, incarcerated end users can purchase a book of stamps in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus transaction fees and all applicable taxes)
1	$0.50
2	$1.00
5	$2.50
10	$5.00

Provider will provide two free stamps per incarcerated individual per week, provided that, for any given account, if the free stamps are not used during that week, the remaining stamps will not roll over to the next week. For each free stamps provided and used pursuant to this paragraph, Customer will pay Provider, $.25 per stamp plus applicable taxes and fees, which will be invoiced on a monthly basis to Customer. Invoices are due and payable within 30 days after the invoice date

Stamp Book Prices hereunder may be adjusted at any time upon 30 days' prior written notice to Customer.

SECURUS TEXT CONNECT

DESCRIPTION: Securus' Text Connect Application ("STC") allows for two-way electronic communication (up to a maximum of 160 characters per message) between friends and family and an incarcerated end user, similar to mobile phone text functionality. Friends and family send and receive messages using the Securus mobile app and must have a free Securus Online account to access. Incarcerated end users access the STC functionality through Provider's tablets. Provider will provide STC at no cost to Customer. STC includes an integrated agency interface as part of NextGen SCP that Customer can utilize to monitor communications and otherwise administer the STC product. STC messages will be accessible to the incarcerated end user and their friends and family for a period of 60 days, but available to Customer for up to 60 months; Customer is solely responsible for preserving any messages beyond that storage period by downloading them to a separate storage medium.

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STC Cost and Compensation: Provider will provide Text Connect at no cost to Customer. Friends and family members can purchase agency-specific text packages as follows:

Package Pricing						Package Usage			
Connects 1 Text = 10 Connects 1 eCard = 20 Connects	**Base Package Price**	**Agency % of Base**	**Agency Charge Paid To Customer**	**Trans-action Fee**	**Total Package Price (before tax)**	**Base Price Per Text**	**Total Price Per Text (before tax)**	**Base Price Per eCard**	**Total Price Per eCard (before tax)**
500	**$5.00**	**0%**	**$0.00**	**$3.75**	**$8.75**	**$0.10**	**$0.18**	**$0.20**	**$0.35**
1000	**$9.50**	**0%**	**$0.00**	**$3.75**	**$13.25**	**$0.10**	**$0.13**	**$0.19**	**$0.27**
2000	**$18.00**	**0%**	**$0.00**	**$3.75**	**$21.75**	**$0.09**	**$0.11**	**$0.18**	**$0.22**
4000	**$32.00**	**0%**	**$0.00**	**$3.75**	**$35.75**	**$0.08**	**$0.09**	**$0.16**	**$0.18**

At Provider's sole option, the pricing described herein may also be adjusted upon 30 days' prior written notice to Customer.

EDUCATION SUITE

Provider's Education Suite provides online learning content through its Core Education and Premium Education and Re-entry Suites. Incarcerated end users access the Education Suite offerings through Provider's tablets.

CORE EDUCATION SUITE: The Core Education Suite provides a learning management system, content for self-paced learning, and resources for job search and employment.

Provider will provide Core Education Suite at no cost to Customer.

ESSENTIAL EDUCATION PACKAGE: The Essential Education package includes high school equivalency, digital literacy, college preparation, and workforce readiness content.

Application Cost: Customer agrees to pay Provider $2,50 per license per month, plus applicable taxes and fees, for this Application, which will be payable through commission deduction or, in the event commissions earned are less than the cost, Customer may be sent an invoice.

2. Advanced TRS. In September 2022, the Federal Communications Commission released the Fourth Report and Order in WC Docket No. 12-375 ("FCC TRS Order"), which requires all providers of communication services for incarcerated end users to provide, in addition to traditional Teletypewriters (TTY) and Speech-to Speech services, those incarcerated end users with a communication disabilities access to Telecommunications Relay Services ("TRS") and related communication services (collectively, "Advanced TRS") at each correctional facility in a jurisdiction with an average daily population of 50 or more incarcerated end users, except where the correctional authority overseeing a facility prohibits that access. For this reason, Provider requires Customer to select the following Advanced TRS services from the table below (check the box for each services, or check the last box to decline any services at this time:

Advanced TRS	Description	Check Box
Video Relay service and Point to Point Video service (VRS)*	**Provides a way to communicate using American sign language (ASL) or Spanish sign language (LSE) and an interpreter through video equipment or allows direct video communication using ASL / LSE**	**X**
IP Relay**	**Provides a way to communicate using text and an interpreter through internet-enabled equipment**	
IP-Captioned telephone service	**Provides a way to communicate through live captioning on internet-enabled equipment**	
Customer does not wish to implement any Advanced TRS services at this time		

***Customer is solely responsible for (a) determining which end users are eligible to use VRS; (b) configuring SCP to allow access to the VRS; and (c) designating which VRS numbers for which calls are not to be recorded, by marking those numbers as "private" within SCP. Provider's third-party vendors shall have the right, in their**

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discretion, to terminate VRS calls for policy violations or disruptive behavior, including, without limitation, verbal or other abuse of the VRS interpreter.

****Customer agrees to sign the corresponding forms as provided to Customer by Provider with no alteration to the form's content whatsoever.**

TRS Device Limited Warranty. Provider will provide the agreed upon number of TRS devices and related equipment (collectively, the "TRS Device") during the terms of the Agreement. Provider agrees to repair and maintain such TRS Device in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor during the term of the Agreement. Notwithstanding the foregoing, Provider is not responsible for any Breakage, as defined in the Warranties and Disclaimer Section of the Agreement, and Customer shall be responsible for the cost of such Breakage, including, but not limited to replacement costs. Customer will be charged for repair costs incurred due to Breakage, up to the amount of replacement of the TRS Device. Such charges will be invoiced to the Customer. Customer agrees to promptly notify Provider in writing after discovering any damage due to Breakage. Provider will have no obligation to repair or maintain such TRS Device, if the TRS Device is, without Provider's knowledge and approval, interfaced with other devices or software owned or used by Customer or a third party, or if the TRS Device is otherwise damaged as a result of Customer's actions.

3. Compliance with FCC Regulations. The Agreement includes terms to comply with the current Interim Order. There is the potential for its requirements to change during the Term of the Agreement. If any such changes occur during the Term of Agreement, the parties agree to work together in good faith to agree to appropriate changes to address such changes. Additionally, current FCC regulations do not allow Provider to charge ancillary service charges on transactions involving voice and video calls. If the FCC allows Provider to charge ancillary service charges on transactions involving voice and video calls in the future, Customer agrees that Provider may charge such fees, up to the maximum amount allowed by the FCC, without the need for further contract amendment or customer approval.

4. Except as expressly amended by this Second Amendment, all other terms and conditions of the Contract shall remain unchanged and in force. In the event that any terms in the Amendment conflict with terms in the Contract, the terms in the Amendment shall supersede and otherwise take precedence over the terms in the Contract.

EXECUTED as of the Second Amendment Effective Date.

CUSTOMER: Multnomah County, OR	PROVIDER: Securus Technologies, LLC
Signed by: Barry Zimmerman for Jessica Vega Pederson D904FD31FF89478...	Signed by: Kevin Elder 825926B22BD6421...
By:	By:
Name: Barry Zimmerman for Jessica Vega Pederson	Name: Kevin Elder
Title: Chair	Title: President & Interim CEO
Date: 7/20/2026	Date: 7/22/2026

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TABLET WARRANTY AND INVENTORY ADDENDUM

1. Warranty and Disclaimer. Provider agrees to repair and maintain the tablets in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor during the term of the Agreement. EXCEPT AS SPECIFICALLY SET FORTH IN THIS ADDENDUM, THE TABLETS ARE PROVIDED "AS IS" AND PROVIDER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

2. Breakage. Provider is not responsible for the cost of any repair, maintenance, replacement or other costs incurred by Provider in performing any repair, maintenance, replacement or other costs associated with damage to tablets due to modification or attempted modification (of hardware or software), destruction, vandalism, misuse, neglect, accident, misapplication, abuse or other similar breakage, or for the cost of lost tablets (collectively, "Breakage"). Customer agrees that End Users (defined as the person the tablet has been assigned to) shall be responsible for the cost of such Breakage; including but not limited to replacement cost which is currently up to $300.00, plus any applicable handling and restocking fees. Such charges will be billed to the End User, and the Customer will deduct such amounts from the applicable End User's trust account and remit to Provider, or Provider may, as allowed by applicable law or regulation, deduct such amounts from the applicable End User's Securus Debit account. Should an End User not have sufficient funds to pay for Breakage, the End User will not be issued a new or replacement tablet until the amount that has been billed to the End User has been paid to Provider, and, as allowed by applicable law or regulation, a lien will be placed on the applicable End User trust account by Customer and/or Securus, as allowed by applicable law or regulation, may deduct funds from the End User's Securus Debit account until Provider has been fully paid. Any exceptions to this must be documented (including the reason) and will apply toward Customer's Replenishment Allowance provided below in Section 6. Customer agrees to promptly notify Provider in writing after discovering any damage or loss due to Breakage, including which End User account such Breakage applies to and will turn in such tablets to Provider's on-site staff, or pursuant to a mutually agreed return procedure, as appropriate.

3. Return of Tablets Upon Contract Termination/Expiration. Upon the termination or expiration of the contract between Customer and Provider, Customer will ensure that all Provider tablets at Customer's facility(ies) are returned to Provider. Provider will give Customer instructions for the return of tablets. Customer may be billed for the replacement cost of unreturned tablets.

4. Return of Tablet Upon Release. Customer is responsible for the collection and return of the End User's tablet to Provider's on-site staff, or other mutually agreed return procedure, up to 7 days prior to the release of an End User or such End User's transfer to a different facility. Tablets may be returned to Provider's on-site staff at the designated location. If a tablet is not returned prior to release, Customer will place a lien on the End User's trust account or Provider may, as allowed by applicable law or regulation, deduct funds for the replacement cost from the End User's Securus Debit account. Any tablets that are not returned or paid for by the End User within 7 days after the release of an End User or their transfer to a different facility will count toward Customer's Replenishment Allowance provided below in Section 6. If such Replenishment Allowance has been exhausted, then Provider must be compensated for the cost of such tablet(s) before supplying additional tablets. Customer is responsible for updating its data integration files and data feeds to provide Provider with accurate information regarding the current population for provisioning. Provider may request reports from Customer regarding the release and transfer status of its population for reconciliation at any time.

5. Return of Unused Tablets. Customer is responsible for the collection and return of any tablets that are not actively used. Such non-utilization will be determined by Provider monthly (or more frequently as outlined in the site-specific procedures) based on usage reports ran by Provider. Provider will provide a list to Customer of any tablets not actively used. Customer will either ensure any such device that is not actively used is made active (synced or put into use on Provider's network) or collect such device and return it to Provider's on-site staff at the designated location. If any unutilized tablets are not made active or returned to Provider, such tablet(s) will count toward Customer's Replenishment Allowance provided in Section 6 below.

6. Replenishment Allowance: Customer will be provided with a 10% tablet replenishment allowance based on ADP reported as required under the 2024 FCC Order (the "Replenishment Allowance"). Customer may receive free of charge tablets issued less a.) the number of tablets in active use; and b.) the number of tablets that have been returned in Working Order (as determined by Provider) or paid for up to the Replenishment Allowance. For purposes of this clause, Working Order means a tablet that has not suffered damage due to modification or attempted modification (of hardware or software), destruction, vandalism, misuse, neglect, accident, misapplication, abuse or other similar behavior. This Replenishment Allowance can be used toward tablets that are replaced due to Breakage or any other reason. Once the Replenishment Allowance has been used for any applicable year, Provider must be paid for any additional tablets that are issued at replacement cost. This Replenishment Allowance is applied by Customer. The Replenishment Allowance rate will be adjusted annually on June 1 based on ADP reported by Customer. Customer may request an adjustment to its

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Replenishment Allowance based on unexpected ADP changes. Customer may be required to provide supporting information regarding such request.

7. Tablet User Fee. A monthly tablet content subscription fee of $7.50 will be assessed against each End User. Such amounts will be billed to End Users and the Provider may, as allowed by applicable law or regulation, deduct funds from the End User's Securus Debit account, or Customer will deduct such amounts from End User accounts and remit to Provider. Should an End User fail to pay the tablet content subscription fee, select tablet applications for the applicable tablet(s) may be disabled by Provider until all past due tablet content subscription fees for such End User account have been paid. Not all tablet applications may be available without a content subscription, and Provider has the right to determine which applications are included in the bundled tablet content subscriptions. Non-payment may also result in tablet collection, depending upon the agency-specific agreement.

Certificate Of Completion

Envelope Id: 03DAF63C-0478-8648-81CF-F3A605733FE3
Status: Completed
Subject: Signature request on Multnomah County Contract MCSO-SVCSGEN-18104-2025 Am# 2
Source Envelope:
Document Pages: 11
Signatures: 4
Certificate Pages: 5
Initials: 0
AutoNav: Enabled
EnvelopeId Stamping: Enabled
Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Envelope Originator:
Jaggaer Integration
501 SE Hawthorne Blvd.
Portland, HIDDEN_NO_SELECT 97214
jaggaerdocusign@multco.us
IP Address: 35.170.89.44

Record Tracking

Status: Original
7/20/2026 10:46:17 AM
Holder: Jaggaer Integration
jaggaerdocusign@multco.us
Location: DocuSign

Signer Events	Signature	Timestamp
Barry Zimmerman for Jessica Vega Pederson barry.zimmerman@multco.us Chair x Security Level: Email, Account Authentication (None)	Signed by: Barry Zimmerman for Jessica Vega Pederson D904FD31FF89478... Signature Adoption: Pre-selected Style Using IP Address: 2607:fb92:3002:2f2d:7cdb:6c92:5ec7:fdc1	Sent: 7/20/2026 10:51:03 AM Viewed: 7/20/2026 10:56:39 AM Signed: 7/20/2026 10:56:50 AM
Electronic Record and Signature Disclosure: Accepted: 7/20/2026 10:56:39 AM ID: f3ea1fad-16b6-40c3-bb99-1339c4a54b78		
Kevin Elder kevin.elder@aventiv.com President & Interim CEO Security Level: Email, Account Authentication (None)	Signed by: kevin Elder 825926B22BD6421... Signature Adoption: Pre-selected Style Using IP Address: 208.87.239.202	Sent: 7/20/2026 10:56:51 AM Viewed: 7/20/2026 12:13:12 PM Signed: 7/22/2026 3:36:28 PM
Electronic Record and Signature Disclosure: Accepted: 7/20/2026 12:13:12 PM ID: 908b0bae-ca6c-4914-b163-156cf0bd5e46		

In Person Signer Events	Signature	Timestamp

Editor Delivery Events	Status	Timestamp

Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	7/20/2026 10:51:03 AM

Envelope Summary Events	Status	Timestamps
Certified Delivered	Security Checked	7/20/2026 12:13:12 PM
Signing Complete	Security Checked	7/22/2026 3:36:28 PM
Completed	Security Checked	7/22/2026 3:36:28 PM

Payment Events	Status	Timestamps

Electronic Record and Signature Disclosure

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ii. send us an email to centralcontracts@multco.us and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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