

## Amendment to Fuze Suite Hosting Agreement

This Amendment ("Amendment") is entered into as of July 1, 2016 ("Effective Date") by and between **Fuze Digital Solutions, LLC ("FuzeDigital")** and **Sandia Laboratory Federal Credit Union ("SLFCU")** to amend the existing Subscription Agreement executed on September 4, 2008, by and between the parties hereto (collectively with the Attachments referenced therein and as amended, the "Agreement").

EXCEPT as otherwise set forth in this Amendment, all terms and conditions of the Subscription Agreement shall remain in full force and effect.

WHEREAS the parties hereto wish to amend the Agreement to reflect new terms based upon SLFCU's desire to expand the utilization of the Fuze Suite for unlimited usage internally.

NOW, THEREFORE, for good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties hereby agree as follows:

1. **Fuze Suite base modules included:** Community knowledge base (KB), reputation engine, case/contact management, feedback management, secure inbox, reporting and dashboards.
2. **Monthly subscription fee of \$1,500 for unlimited internal usage of the Fuze Suite ("Fuze").** The monthly subscription fee includes all maintenance and support, current and future software upgrades and patches.
  - a. SLFCU can extend Fuze on its internal networks for use internally by unlimited staff and administrators (defined as those staff with special access privileges).
  - b. No restrictions on the volume of internal KB views, incidents or data storage.
3. **Option to add unlimited external usage on SLFCU website for additional subscription fee of \$500** should SLFCU wish to extend Fuze externally to its members and others in the future. The additional monthly fee of \$500 is valid through December 31, 2016. The fee for external usage will be negotiable after that date.
  - a. Approximately 300 seed questions and answers (credit union-specific FAQs) and pre-built topics can optionally be loaded into the knowledge base at no charge.
  - b. There may be professional service fees for integration with your website, which vary based on the integration option selected. FuzeDigital will provide a Statement of Work for pre-approval of any professional services.
4. **Optional Services:**
  - a. Optional modules available for an additional monthly fee include: personal finance content and calculators, chat, Fuze Social and multi-lingual content. Pricing provided as appropriate.
  - b. Data migration of any FAQs. One-time professional services fees vary between \$200-\$500.
  - c. External single sign-on with online banking members. One-time professional services fees vary between \$400-\$1000.

- d. Remote training available at \$200/hour or 4 hours for \$600. On-site training available at \$1500/day plus expenses.
5. **Term and Termination:** The Amendment is for a month-to-month term commitment, effective upon signing by both parties ("Effective Date") and will remain in effect until the Agreement is cancelled by either party.
- a. SLFCU can terminate the Agreement with thirty (30) days' written notice at any time.
  - b. FuzeDigital can terminate the Agreement with sixty (60) days' written notice at any time.
  - c. Any unpaid monthly subscription fees must be paid at termination.
  - d. Upon fulfillment of any outstanding billing obligations of SLFCU to FuzeDigital, FuzeDigital will make available to SLFCU its last data backup for download upon written request.
6. **Billing:**
- a. Monthly subscription fees for unlimited internal usage will commence on July 1, 2016.

IN WITNESS WHEREOF, the undersigned have duly executed this Amendment as of the date first set forth above.

Sandia Laboratory Federal Credit Union

FuzeDigital Solutions, LLC

By: Kent Bible  
Date: 6/14/2016  
Name: Kent Bible  
Title: SVP - ITS

By: Charles K. Van Court  
Date: 6/14/2016  
Name: Chuck Van Court  
Title: President