



salesforce.com, inc.  
Salesforce Tower  
415 Mission Street, 3rd Floor  
San Francisco, CA 94105  
United States

ORDER FORM for City of Fontana - 311  
Offer Valid Through: 1/31/2022  
Proposed by:Coco Khan  
Quote Number: Q-05165903

## ORDER FORM

### Address Information

Bill To:  
8353 Sierra Ave  
Fontana  
CA, 92316  
US - United States

Ship To:  
8353 Sierra Ave  
Fontana  
CA, 92316  
US - United States

Billing Company Name: City of Fontana - 311  
Billing Contact Name: Ray Ebert  
Billing Email Address: rebert@fontana.org

Billing Phone: (909) 350-6676  
Billing Fax:  
Billing Language: English

### Terms and Conditions

Contract Start Date\*: 1/31/2022  
Contract End Date\*: 1/30/2023  
Billing Frequency: Annual

Payment Method: Check  
Payment Terms: Net 30  
Billing Method: Email

### Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/Unit Price**	Quantity	Total Price
Customer Community - Enterprise Edition - Logins (Per Month)	1/31/2022	1/30/2023	12	USD 0.80	3,750	USD 36,000.00
Service Cloud - Enterprise Edition	1/31/2022	1/30/2023	12	USD 118.50	60	USD 85,320.00
						Total: USD 121,320.00

\*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order.

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

---

## Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Service Cloud - Enterprise Edition	USD 118.50	60+
Customer Community - Enterprise Edition - Logins (Per Month)	USD 0.80	3750+

The pricing in the Pricing Schedule above ("Pricing Schedule") reflects the monthly per-subscription fees for the applicable Service. In the event the Pricing Schedule sets forth tiered pricing, any such tiered pricing levels are based upon the Aggregate Total Number of active subscriptions of the relevant Service purchased. "Aggregate Total Number" as it relates to a subscription, is the aggregate total number of active subscriptions, purchased by the Customer executing this Order Form, commencing on the Contract Start Date of this Order Form, as measured at the time of execution of the applicable Order Form. If a single additional order raises the aggregate number of subscriptions for any Service listed in the Pricing Schedule above the threshold limits specified therein, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Only additional orders by Customer that are associated with this Order Form, for purchase of subscriptions to the same Service and edition as set forth in the Pricing Schedule, during the period commencing on the Contract Start Date and ending on the Contract End Date of this Order Form, are eligible for the applicable volume pricing levels under the Pricing Schedule. For clarity, restricted use subscriptions (those subscriptions that either have the term "Restricted Use" in the Service name, or are indicated as a Restricted Use Subscription in a Quote Special Term) are not included when determining the Aggregate Total Number of a full use subscription, and full use subscriptions are not included when determining the Aggregate Total Number of a restricted use subscription. Any price decreases shall have no effect on previously purchased subscriptions. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for the Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

## Product Special Terms

### Einstein Features

SFDC may access Customer Data submitted to the Einstein features for the purpose of improving and training services and features Customer may access, and Customer instructs SFDC to process its Customer Data for such purpose. Customer retains all ownership of its Customer Data and SFDC retains all ownership in and to aggregated machine learning results. The portions of the Services and features branded as Einstein provided on separate infrastructure: (i) may involve privacy and security protections that are different than your other services; (ii) may be hosted in physical locations that are different than your other services; and (iii) are further described in the Salesforce Trust and Compliance Documentation. Instructions for enabling/disabling each Einstein feature in any instance are outlined in the Documentation here: [https://help.salesforce.com/articleView?id=admin\\_einstein\\_features\\_setup.htm&type=5](https://help.salesforce.com/articleView?id=admin_einstein_features_setup.htm&type=5). The Einstein features are not available to some customers, including Government Cloud customers, as stated in the Documentation.

## Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

No

Yes - Please complete below

PO Number: \_\_\_\_\_

PO Amount: \_\_\_\_\_

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at <https://www.salesforce.com/company/msa.jsp>, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services] as referenced in the Documentation, in which case such written [salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein. Additional information related to the Services may be found in the Documentation at <https://sfdc.co/ptd>. For the avoidance of doubt, the applicable master subscription agreement takes precedence over the Documentation.

Customer: City of Fontana - 311

Signature

---

Name

---

Business Title

---

Date

---

---

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.