

Order Form



ServiceNow, Inc.
2225 Lawson Lane
Santa Clara, CA 95054

Order Number

ORD2453098-2

Pricing Expiration: 30 Apr 2025

SNC Account Exec	Brad Gardiner
Phone	
E-mail	brad.gardiner@servicenow.com

Customer Invoice Address

Customer Ship To Address

Company Name	Texas Southern University	Company Name	Texas Southern University
Address	3100 Cleburne St	Address	3100 Cleburne St
Suite		Suite	
City	Houston	City	Houston
State/Province	TX - Texas	State/Province	TX - Texas
Zip/Postal Code	77004-4501	Zip/Postal Code	77004-4501
Country	United States	Country	United States
AP Contact Name		Business Contact	Benjamin Green
Title		Title	
Phone		Phone	
E-mail		E-mail	Benjamin.Green@tsu.edu
Account #	ACCT0010017	Tax ID#	

Reference Contract #(s)	CON1213938	PO #	
		Tax exempt?	Yes
		Payment Terms	Net due in 30 days
Currency	USD	SN Tracking #	CON1213938

Product Code	Subscription Product Name	Type	Units	Term (mos)	Term Start Date	Term End Date	Net Price (Monthly)	Net Price (Annual)	Net Price (Total)
PROD15338	ServiceNow® AI Search Starter	Documents	1	36 Months	1 May 2025	30 Apr 2028	\$ 0.00	\$ 0.00	\$ 0.00
PROD13079	ServiceNow® Now Platform® App Engine for IT Service Management	Module	1	36 Months	1 May 2025	30 Apr 2028	\$ 526.50	\$ 6,318.00	\$ 18,954.00
PROD12492	ServiceNow® Agile Team	Module	1	36 Months	1 May 2025	30 Apr 2028	\$ 0.00	\$ 0.00	\$ 0.00
PROD17256	ServiceNow® IT Service Management Professional	Fulfiller User	65	36 Months	1 May 2025	30 Apr 2028	\$ 40.50	\$ 31,590.00	\$ 94,770.00
PROD22417	ServiceNow® Integration Hub Starter	Transactions	1	36 Months	1 May 2025	30 Apr 2028	\$ 0.00	\$ 0.00	\$ 0.00
PROD17800	ServiceNow® Business Stakeholder	Business Stakeholder User	15	36 Months	1 May 2025	30 Apr 2028	\$ 9.45	\$ 1,701.00	\$ 5,103.00
PROD21190	ServiceNow® ITSM Professional Plus	Fulfiller User	65	36 Months	1 May 2025	30 Apr 2028	\$ 24.30	\$ 18,954.00	\$ 56,862.00
PROD20328	ServiceNow® IT Service Management Professional v3	Fulfiller User	33	36 Months	1 May 2025	30 Apr 2028	\$ 0.00	\$ 0.00	\$ 0.00
PROD23774	ServiceNow® Strategic Portfolio Management Professional	SPM User	65	36 Months	1 May 2025	30 Apr 2028	\$ 33.75	\$ 26,325.00	\$ 78,975.00
PROD15945	ServiceNow® Employee Center Professional	Unrestricted User	1223	36 Months	1 May 2025	30 Apr 2028	\$ 1.35	\$ 19,812.60	\$ 59,437.80
PROD21220	ServiceNow® Creator	Creator	10	36 Months	1 May 2025	30 Apr 2028	\$ 27.00	\$ 3,240.00	\$ 9,720.00

Product Code	Subscription Product Name	Type	Units	Term (mos)	Term Start Date	Term End Date	Net Price (Monthly)	Net Price (Annual)	Net Price (Total)
PROD22569	Professional Plus ServiceNow® Impact Guided - Public Sector (US) v3	Success	1	36 Months	1 May 2025	30 Apr 2028	\$ 1,104.26	\$ 13,251.12	\$ 39,753.36
PROD14997	ServiceNow® IT Operations Management Visibility	Subscription Unit	632	36 Months	1 May 2025	30 Apr 2028	\$ 3.24	\$ 24,572.16	\$ 73,716.48
Subscription Product SubTotal								\$ 145,763.88	\$ 437,291.64
Education, Knowledge and Professional Services Subtotal									\$ 0.00
Pre-tax Total									\$ 437,291.64
Estimated Taxes									\$ 0.00
Estimated Grand Total									\$ 437,291.64

Invoice Schedule	Invoice Date	Amount	Est Taxes	Grand Total
Annual Subscription Fee	Upon Signature	\$ 145,763.88	\$ 0.00	\$ 145,763.88
Annual Subscription Fee	March 31, 2026	\$ 145,763.88	\$ 0.00	\$ 145,763.88
Annual Subscription Fee	March 31, 2027	\$ 145,763.88	\$ 0.00	\$ 145,763.88
		\$ 437,291.64	\$ 0.00	\$ 437,291.64

Hosting Information					
Instance Name	Instance Type	Hosting Type	Storage Limit	Hosting Included	Data Center Region
tsudev	Non-Prod	Shared	4TB	Included	North America
tsu	Prod	Shared	4TB	Included	North America
TBD	Non-Prod	Shared	4TB	Included	North America
TBD	Non-Prod	Shared	4TB	Included	North America
Customer ServiceNow Admin:		Longin Gogu			
Email:		longin.gogu@tsu.edu			

Customer's platform storage capacity entitlement can be found here: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/legal/sn-scaling-platform-capacity-addendum.pdf>

Terms and Conditions

This Order Form is issued under and is incorporated into the signed definitive agreement(s) with the reference number(s) set forth above ("Master Agreement"). This Order Form and any addenda attached thereto are subject to the confidentiality provisions of the Master Agreement including Section 6 ("Confidential Information"). If any provision of this Order Form conflicts with the Master Agreement, then this Order Form shall control. Customer shall limit the types and number of ServiceNow applications, Custom Applications, users and their permitted roles, and other use restrictions to those specified in this Order Form. Use of Customer Name - ServiceNow shall not publicly disclose the name of the Customer without ServiceNow receiving such Customer's prior written permission.

New Business Model Prices - Subscriptions purchased in accordance with this section will only be purchased for the remainder of the then current Subscription Term. During the course of the Subscription Term with Customer, if ServiceNow offers more favorable pricing under the Internet2 Net+ Program for a subscription product purchased on this Order Form, Customer may choose to add additional quantities at the more favorable price for the remainder of the Subscription Term, provided that:

- (i) the additional quantities are subject to the same entitlements as the current subscription;
- (ii) the additional quantities purchased exceed 10% of the current subscription of the product;
- (iii) the additional subscriptions co-terminate with the current Subscription Term End Date; and
- (iv) the unit prices for the quantities purchased on this Order Form are not modified for the duration of the Subscription Term.

Renewal - Upon expiration of the Subscription Term of this Order Form, for any immediately subsequent renewal quote, Customer may accept the newest Internet2 Net+ Program Business Model as long as the increase in annual Order Form value aggregated across all Order Forms with an active Subscription Term, is at least 5%. If Customer chooses to continue with subscriptions on the then current Order Form, ServiceNow shall have the right to increase the Subscription Fees for each Subscription Product on this Order Form ("Renewal Product") by 5% of the Subscription Fees of each product in this Order Form, provided that:

- (i) the Renewal Product continues to be made commercially available by ServiceNow at the time of the renewal order; and if not, then the renewal order shall be for ServiceNow's then available product that is substantially equivalent to the Renewal Product;
- (ii) the pricing model for the Renewal Product continues to be made available by ServiceNow at the time of the renewal order;
- (iii) the units of each Renewal Product to be purchased are equal to or greater than the sum of all the units for that product in all the order forms placed by Customer up to the expiration of the subscription term on this order form;
- (iv) the renewal order is for a minimum of a 36-month subscription term;
- (v) Customer places the renewal order before the expiration of the Subscription Term on this Order Form; and
- (vi) the renewal order is on mutually agreeable terms and conditions. For clarity, the foregoing does not apply to, without limitation, new products that are offered for sale after the date of this Order Form, products not ordered on this Order Form or professional services, training or events.

Notes

Notwithstanding anything to the contrary herein, Customer is granted the right to approve requests via email at no additional cost.

The annual subscription fee for ServiceNow Impact Guided - Public Sector (US) ("Impact Subscription Service Fee") is based on the total of the annual subscription fees of all Subscription Products subscribed to by Customer, not including the Impact Subscription Service Fee. As Customer exceeds capacity of purchased Subscription Products, or if Customer purchases additional Subscription Products, additional Impact Subscription Service Fees apply at 10% of total annual Subscription Product fees, not including the Impact Subscription Service Fee.

Payment Terms

If Customer issues a purchase order ("PO"), any additional or conflicting terms appearing in a PO shall not amend the Order Form or the Agreement. Upon request, ServiceNow shall reference the PO number on its invoices (solely for administrative convenience) so long as Customer provides the PO at least fifteen (15) business days prior to the date of the invoice.

Please submit a PO for the amount set forth above to accountsreceivable@servicenow.com or the ServiceNow address above with Attention: Accounts Receivable. Any additional terms and conditions introduced as a part of Customer's vendor onboarding or invoice payment process shall not amend this ordering document or the Agreement.

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE. The order is for the entire Subscription Term and is undividable. Payments are due as per the invoice schedule. All remaining fees are due immediately if ServiceNow terminates for non-payment.

Prices are stated exclusive of taxes, duties and similar assessments on Customer's use, which Customer agrees to pay, excluding taxes on ServiceNow's net income. Taxes shall not be deducted from the payments to ServiceNow, except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, ServiceNow receives and retains (free from any tax liability) an amount equal to the amount it would have received had no such deductions or withholdings been made.

When applicable, Customer must provide its VAT or GST identification number(s) on this Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has a fixed establishment. Customer shall use the ordered Subscription Service or related professional services for Customer's business use in the foregoing location(s).

Product Overview

Documentation (sometimes referred to as Product Overview) refers to the system requirements and technical functionality for the supported version(s) of the applicable Subscription Service as described in the then-current product documentation at <https://docs.servicenow.com>.

USER TYPE DEFINITIONS

"User" means any employee or contractor of Customer or Customer Affiliate or students, alumni or others given access to the subscription service by Customer. Each User must be assigned a unique username and password that may not be shared or transferred. Only employees and contractors that have a user profile in the subscription service which is designated as "active" may be given access to the subscription service.

"Approver User" is any User given the ServiceNow provided "Approver" role in the subscription service by Customer and no other role. An Approver User may only perform the functions set forth in the table below for Approver.

"End User" has the same use rights as **"Requester User."**

"Fulfiller User" is any User given a role in the subscription service by Customer other than the Approver role. A Fulfiller User may only perform the functions set forth in the table below for Fulfiller.

"Student Fulfillers" are Fulfiller Users designated by the institution that will work no more than twenty (20) hours per week within the ServiceNow platform. The validation of these users will be a specific identification as Student Employee, and the determination that they are students be cross-referenced to their role within the master log (LDAP, Active Directory, etc.) for the institution. It is the responsibility of the Customer to create and monitor this role. Measurement - For purposes of auditing, Student Fulfillers are active Users who have a last login time within the prior 365 days and are assigned at least one Fulfiller role.

"Process User" has the same use rights as **"Fulfiller User."**

"Requester User" is any User without a role. A Requester User may perform only the functions defined in the table below for Requester.

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included

Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

CUSTOM TABLE CREATION AND INSTALLATION

The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product.

A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/products/entitlements-packages.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.

SUBSCRIPTION PRODUCTS

Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD15338 ServiceNow® AI Search Starter	AI Search Starter includes entitlement of up to a total cumulative count of 500,000 indexed External Documents ("Total Limit"). Unused indexed External Documents expire at the Subscription Term End Date without credit or refund. If Customer exceeds their Total Limit, additional indexed External Documents can be procured for an additional fee. An External Document is a referenced object from an external source identified by a unique Document ID.
PROD13079 ServiceNow® Now Platform® App Engine for IT Service Management	Bundled Custom Tables: Customer is granted the right to create or install an unlimited number of Custom Tables and to grant each separately subscribed IT Service Management (ITSM) Fulfiller User the right to access those Custom Tables. The annual subscription fee for Now Platform® App Engine for IT Service Management ("App Engine Subscription Fee") is based on the total of the annual subscription fees of ITSM products subscribed to by Customer. As Customer exceeds capacity of purchased ITSM Fulfillers, or if Customer purchases additional ITSM Fulfillers, additional App Engine Subscription Fees shall apply.
PROD12492 ServiceNow® Agile Team	Included Applications: Agile Development and Test Management All Users may use the above applications.
PROD17256 ServiceNow® IT Service Management Professional	Included Applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated below. San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo

<p>PROD22417 ServiceNow® Integration Hub Starter</p>	<p>Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); External Content Connectors; and entitlement for up to 300MB of API Access Volume per day (unused API Access Volume expire daily without credit or refund).</p> <p>Integration Hub Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call, as well as any external document indexed via AI Search IntegrationHub Spoke, External Content REST API, or External Content Connectors.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p> <p>API Access Volume is the total output of data volume in an applicable 24-hour period made by ServiceNow in response to a web service request originating from a system external to ServiceNow. Output of data as a result of Integration Hub Transactions and/or Stream Connect for Kafka are exempt and not included in the API Access Volume.</p> <p>Additional daily API Access Volume require the purchase of a separate API Access Volume package.</p> <p>Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same data center as Customer's originating ServiceNow instance. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures.</p>
<p>PROD17800 ServiceNow® Business Stakeholder</p>	<p>A Business Stakeholder User may approve requests by email that were routed to the User or via the Subscription Service and view and drill through reports within the Subscription Products to which the Customer is subscribed.</p> <p>Customers with a separately purchased IT Service Management Subscription product may provide Business Stakeholder Users with the right to update comments to incidents or requests on behalf of other Users.</p> <p>Customers with a separately purchased product with Customer Service Management application may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations. Customer may grant Business Stakeholder User rights to users that are either internal or external to Customer's organization.</p> <p>Customer is wholly responsible for Business Stakeholder Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such Users. Such Users will not have the right to take any legal action against ServiceNow under this Agreement or any ordering document.</p> <p>Customers with a separately purchased App Engine Subscription Product may provide Business Stakeholder Users with the right to create or update comments to records in an App Engine Custom Table.</p> <p>Use of Custom Tables with Business Stakeholder User rights requires: (i) use of the ServiceNow created approvals module; and (ii) creation of a read role on the Custom Table associated with the Business Stakeholder User role.</p>
<p>PROD21190 ServiceNow® ITSM Professional Plus</p>	<p>Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund).</p> <p>This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms.</p> <p>Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User.</p> <p>Customer is entitled to use ITSM Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for IT Service Management.</p> <p>Usage is limited to the number of Fulfiller Users.</p>

	<p>Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses.</p> <p>Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller.</p> <p>Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference.</p> <p>Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview.</p> <p>Additional annual Assists require the purchase of a separate Assist Pack.</p> <p>Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.</p>
PROD20328 ServiceNow® IT Service Management Professional v3	<p>Included Applications: DevOps Config; Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>"Included Fulfillers for student users" are designated for temporary student workers by the Customer institution. One (1) Included Fulfiller for student users is added to the Order Form for a given number of paid Fulfillers of the same Subscription Product as specified in the product table above. Included Fulfillers for student users may not be purchased on a standalone basis.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables.</p> <p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated below: San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights)</p> <p>DevOps Config - Tokyo</p>
PROD23774 ServiceNow® Strategic Portfolio Management Professional	<p>Included Applications: Project Portfolio Management; Collaborative Work Management; Collaborative Work Management; Cost Management; Demand Management; Agile Development; Digital Portfolio Management; Test Management; Resource Management; Financial Planning; Investment Funding; Innovation Management; Portfolio Planning; Strategic Planning; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced</p> <p>Usage of Strategic Portfolio Management (SPM) Professional is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the SPM Applications above and may perform any or all functions within the SPM Applications.</p> <p>Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects, demands, scrum epics and programs.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per SPM User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Platform Analytics Advanced, Virtual Agent, and Predictive Intelligence: Use rights apply only to SPM Professional Applications and included App Engine Starter 5 Custom Tables.</p>

	<p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables.</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p>
PROD15945 ServiceNow® Employee Center Professional	<p>Included Application: Employee Center Professional</p> <p>Usage of Employee Center Professional is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p> <p>The following Application became available in the family release indicated below. Employee Center Professional - Rome</p>
PROD21220 ServiceNow® Creator Professional Plus	<p>Included Applications: App Engine Studio; Now Assist for Creator; and entitlement for up to 3,500 Assists annually per Creator User (unused Assists expire annually without credit or refund).</p> <p>This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms.</p> <p>Customer is granted the rights for Creators. A Creator User is any User who may configure, modify, and build new functions and applications using ServiceNow Generative AI platform tools.</p> <p>Customer is entitled to use Creator Professional Plus for the procured number of Creator Users and use-cases contractually allowed for Creator Professional Plus.</p> <p>Creator Users are counting in both production and sub-production instances.</p> <p>Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller.</p> <p>Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference.</p> <p>Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview.</p> <p>Additional annual Assists require the purchase of a separate Assist Pack.</p> <p>Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.</p>
PROD22569 ServiceNow® Impact Guided - Public Sector (US) v3	<p>Impact Guided – Public Sector (US) v3 is subject to the Impact Guided – Public Sector (US) v3 Package Description. If not attached to the ordering document, the Impact Guided – Public Sector (US) v3 Package Description is as set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.</p>
PROD14997 ServiceNow® IT Operations Management Visibility	<p>Included Applications: ITOM Visibility</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED</p>

	<p>INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p>
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ACKNOWLEDGED AND AGREED:

Customer: Texas Southern University

ServiceNow, Inc.

Signature:

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Name:

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Title:

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Date:

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Signature:

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Name:

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Title:

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Date:

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