

Subscription License Agreement  
Order Form  
Attachment A

Customer		Purchaser Contact	
Name	County of Tulare - Information Technology	Name	Peg Yeates
Address	221 South Mooney Blvd	Title	IT Director
Suite	Courthouse, Room 9-E	Phone	559-636-4600
City	Visalia	Email	pyeates@co.tulare.ca.us
State / Province	CA	Accounts Payable Contact	
Zip / Postal Code	93291-4582	Name	Angela Rose
Country	USA	Phone	(559) 636-4800
Website	Www.co.tulare.ca.us	Email	arose@co.tulare.ca.us
		Purchase Order #	

Reference Contract Number	19008JW
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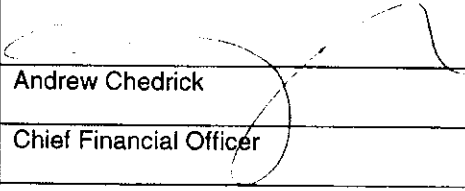
License Term		
Anniversary Start Date	Term	Anniversary End Date
July 11, 2010	12 Months	July 10, 2011

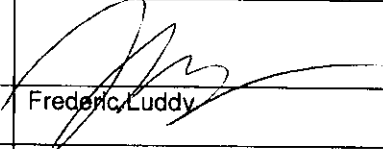
Description of Services					
Subscription Services	Number of Process Users	Price / Process User / Month	Term (Months)	Annual Subscription Fee	Total Subscription Fee
Service-now.com Enterprise Edition	105	\$83	12	\$104,580	\$104,580
<b>Grand Total</b>					<b>\$104,580</b>

Invoice Schedule			
Service	Term	Invoice Date	Amount
Annual Subscription Fee	07/11/10 to 07/10/11	July 11, 2010	\$104,580
<b>Payment Terms</b>			<b>Net 30 days</b>

*If Customer's payment process requires the issuance of a Purchase Order (PO), please submit to accountsreceivable@service-now.com fifteen (15) days prior to the first invoice date.*

Conditions and Notes	
1. County of Tulare Process User usage below. Order forms are separate but can be invoiced together with separate line items.	
Information Technology	105
Health and Human Services	10
2. Terms and conditions of the original Subscription License Agreement (Service-now.com # 19008JW) prevail.	
3. Unlimited Customer Support is included in the Annual Subscription License Fee.	
4. All System upgrades are to be performed by Service-now.com and are included in the Annual Subscription License Fee.	

<b>County of Tulare</b>		<b>Service-now.com, Inc.</b>	
<b>Signature</b>		<b>Signature</b>	
<b>Name</b>		<b>Name</b>	Andrew Chedrick
<b>Title</b>	Chairman of the Board	<b>Title</b>	Chief Financial Officer
<b>Date</b>		<b>Date</b>	7/15/10

<b>Signature</b>	
<b>Name</b>	Frederic Luddy
<b>Title</b>	President/ Chief Executive Officer
<b>Date</b>	7/15/10