

**AMENDMENT NO. 3
TO SERVICES AGREEMENT
BETWEEN TELEVOX SOLUTIONS, INC., A SUBSIDIARY OF WEST TECHNOLOGY
GROUP, LLC (FORMERLY INTRADO CORPORATION) AND
THE COUNTY OF MONTEREY ON BEHALF OF NATIVIDAD MEDICAL CENTER
FOR
PATIENT NOTIFICATION SERVICES**

This Amendment No. 3 to the Services Agreement (“Agreement”) which was effective on October 1, 2018 is entered into by and between the County of Monterey, on behalf of Natividad Medical Center (“NMC”), and Televox, Inc. (“CONTRACTOR”); **From this point forward, the party referenced previously as “NMC” shall be referenced as “COUNTY” and collectively, COUNTY and CONTRACTOR are referred to as the “Parties” to this Agreement, with respect to the following:**

RECITALS

WHEREAS, the Agreement was executed with West Interactive Services Corporation for patient notification services with a term October 1, 2018 through September 30, 2023 and a total Agreement amount not to exceed \$100,000; and

WHEREAS, West Interactive Services Corporation had a legal name change on October 10, 2019 to Intrado Interactive Services Corporation; and

WHEREAS, the Parties amended the Agreement on May 23, 2023 via Amendment No. 1 to allow for services to continue with revisions to the billing rates of the original scope of work attached hereto as “Exhibit A-1: revised SCOPE OF SERVICES/ PAYMENT PROVISIONS as per Amendment No. 1” with no change to the term of Agreement (October 1, 2019 through September 30, 2023) or total Agreement amount not to exceed \$100,000; and

WHEREAS, the Parties amended the Agreement via Amendment No. 2 to extend it for an additional three (3) year period through September 30, 2026 for a revised term of Agreement (October 1, 2019 through September 30, 2026) to allow for services with no change to the scope of work or billing rates, with a \$70,200 increase for a revised total Agreement amount not to exceed \$170,200; and

WHEREAS, Intrado Interactive Services Corporation had a legal name change to Televox, Inc.; and

WHEREAS, the Parties currently wish to amend the Agreement via Amendment No. 3 to increase the amount payable by \$82,000 for a revised total Agreement amount of \$252,200 with no changes to the scope of work or term of Agreement (October 1, 2019 through September 30, 2026).

AGREEMENT

NOW, THEREFORE, the Parties agree to amend the Agreement as follows:

The Agreement is hereby renewed on the terms and conditions as set forth in the Original Agreement and in Amendment No. 1 and Amendment No. 2 incorporated herein by this reference, except as specifically set forth below.

1. Section 2 / Paragraph titled, “PAYMENTS BY COUNTY” shall be amended to the following:
“COUNTY shall pay the CONTRACTOR in accordance with the payment provisions set forth in EXHIBIT A-1 as per Amendment No. 1 attached hereto this Amendment No. 1. The total amount

payable by COUNTY to CONTRACTOR under this Agreement shall not exceed the sum of \$252,200.”

2. Except as provided herein, all remaining terms, conditions and provisions of the Agreement are unchanged and unaffected by this Amendment No. 3 and shall continue in full force and effect as set forth in the Agreement and in Amendment No. 1 and Amendment No. 2.
3. A copy of this Amendment No. 3 shall be attached to the Agreement.
4. This Amendment No. 3 shall be effective when signed by both Parties.

The remainder of this page was intentionally left blank.

~ Signature page to follow ~

IN WITNESS WHEREOF, the Parties hereto are in agreement with this Amendment No. 3 on the basis set forth in this document and have executed this Amendment No. 3 on the day and year set forth herein.

**COUNTY OF MONTEREY on behalf of
NATIVIDAD MEDICAL CENTER**

By: _____
Charles R. Harris, CEO

Date: _____

APPROVED AS TO LEGAL PROVISIONS

Signed by:
By: Stacy Saetta
696D21D44C4341D
Monterey County Deputy County Counsel

Date: 5/26/2026 | 8:20 PM PDT

APPROVED AS TO FISCAL PROVISIONS

DocuSigned by:
By: Ma Mon
2617DD077D65495
Monterey County Deputy Auditor/Controller

Date: 5/26/2026 | 9:27 PM PDT

CONTRACTOR

Televox, Inc.

CONTRACTOR's Business Name
See instructions below

By: Samuel J. Meckey
Samuel J. Meckey (Apr 28, 2026 09:11:43 CDT)
(Signature of: Chair, President, or Vice-President)

Samuel J. Meckey

Name and Title

Apr 28, 2026
Date: _____

By: Pamela Kilzer
(Signature of: Secretary, Asst. Secretary, CFO,
Treasurer, or Asst. Treasurer)

Pamela Kilzer

Name and Title

Date: April 27, 2026

*****Instructions*****

If CONTRACTOR is a corporation; including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers (two signatures required).

If CONTRACTOR is a partnership; the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership (two signatures required).

If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any and shall personally sign the Agreement (one signature required).

Televox Inc Amendment 3_ready for vendor signature

Final Audit Report

2026-04-28

Created:	2026-04-27
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-  Document created by Krista Sanchez (krista.sanchez@televox.com)
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