

Documents Product Schedule

Effective Date: October 23, 2026

Last Updated: October 24, 2026

This CivAll Documents Product Schedule ("Schedule") sets out terms specific to the **CivAll Documents** Product under the Master Subscription Agreement ("Agreement") between Social News Desk, Inc. dba CivAll ("CivAll") and the entity identified in the applicable order form ("Customer"). This Schedule is incorporated into the Agreement when CivAll Documents is included in an order form or CivAll Documents is otherwise made available to Customer under the Agreement, including for evaluation. Capitalized terms not defined here have the meanings given in the Agreement.

1. Functionality

CivAll Documents finds the documents published on Customer's Covered Domains, converts them into accessible formats, makes those formats available to the public alongside the original documents or, where Customer directs, in place of them, and provides tools for Customer to review the results, receive and answer requests from the public, and keep records of that work, as described in the applicable documentation and order form. These capabilities are productized Platform functionality, not ad hoc assistance, and CivAll provides them as part of Customer's Subscription to CivAll Documents.

2. Definitions

(a) "Covered Domains" means the website domains listed in the order form. Customer may add a domain by order form or written amendment.

(b) "Source Document" means a document file of a type supported under the documentation, such as a PDF, word-processing, presentation, or spreadsheet file, that is published on or linked from a Covered Domain, or that Customer submits to CivAll Documents.

(c) "Accessible Output" means any version of a Source Document that CivAll Documents produces, such as an HTML reading version or a tagged PDF, together with the descriptions, structure, and metadata produced with it.

(d) "Page" means one page of a Source Document, or one sheet of a spreadsheet, counted once for each unique file and after Customer's exclusion settings are applied.

(e) "Population Served" means the population stated in the order form.

3. Scope, Volume, and Fees

(a) Coverage. Customer's Subscription covers the Source Documents on the Covered Domains throughout the Subscription Term, including Source Documents published after the Subscription begins, without per-document, per-Page, or per-view fees. Source Documents hosted on a domain that is not a Covered Domain, including a third-party agenda, records, or document-management service, are not covered unless that domain is added as a Covered Domain.

(b) Exclusions. Customer may exclude Source Documents or locations from processing using the settings described in the documentation. CivAll Documents does not process excluded Source Documents.

(c) Volume reference. Customer's fees assume that the Source Documents on the Covered Domains contain no more than 500,000 Pages, or 1,000,000 Pages where the Population Served exceeds 250,000 (the "Volume Reference"). If the number of Pages exceeds the Volume Reference during a Subscription Term:

1. CivAll will continue to process Source Documents for the rest of that Subscription Term, and no additional fee applies during that Subscription Term;
2. before the next renewal, CivAll may propose, and the parties will discuss in good faith, an adjustment for the following term, such as an increased quantity under Section 5.6 of the Agreement or additional exclusions; and
3. no adjustment takes effect without Customer's written approval in an order form. If the parties do not agree, either party may give notice of non-renewal under Section 6.1 of the Agreement.

(d) Fees. Fees are a flat annual amount stated in the order form and do not change during a Subscription Term.

4. Processing and Publication

(a) Processing. CivAll processes Source Documents in the order and in the manner described in the documentation, beginning at onboarding and continuing as new Source Documents are found. The time needed to process Customer's initial set of Source Documents depends on their number and complexity.

(b) Originals and replacement. CivAll Documents does not modify, replace, or remove a Source Document unless Customer directs it. Customer may direct, for a class of Source Documents or for an individual Source Document, that a tagged PDF Accessible Output replace the original Source Document on Customer's website, using the settings or integrations described in the documentation. CivAll will not replace a Source Document with a tagged PDF Accessible Output whose checks under Section 5(a) report a failure. Accessible Outputs that do not replace a Source Document are made available alongside it.

(c) Publication settings. Customer controls, through the settings described in the documentation, whether each class of Accessible Outputs is made available to the public before or after review by

an Authorized User, and how Accessible Outputs that have not been reviewed are labeled. Where Customer configures Accessible Outputs to be made available before review, that configuration is Customer's approval, for purposes of Sections 2.2, 11.5, and 14.3 of the Agreement, for CivAll to make those Accessible Outputs available on Customer's behalf with the label described in the documentation.

5. Accessibility of Accessible Outputs

(a) Design. CivAll Documents is designed to produce Accessible Outputs that conform with WCAG 2.1 Level AA, and tagged PDF Accessible Outputs that also conform with ISO 14289-1 (PDF/UA-1), and to report, for each Accessible Output, the checks performed and any known limitations.

(b) Automated processing. Accessible Outputs are produced by automated processing, including AI Features. They may contain errors, for example in reading order, table structure, recognized text, or descriptions of images, maps, drawings, and handwriting. Section 14.3 of the Agreement applies to Accessible Outputs, subject to Section 5(c) of this Schedule.

(c) Corrections. If Customer notifies CivAll of a defect in an Accessible Output, CivAll will use commercially reasonable efforts to reprocess the Source Document and provide a corrected Accessible Output or, where automated correction is not practicable, to identify the Accessible Output for review in Customer's review tools. Section 9.3 of the Agreement continues to apply to the Platform, including the public reading view. Subject to Sections 15.3, 15.4, and 16 of the Agreement, the correction described in this Section 5(c) is Customer's sole and exclusive remedy, and CivAll's entire liability, for any accessibility defect in an Accessible Output.

(d) No compliance warranty. CivAll does not warrant that any Source Document, Accessible Output, or website conforms with any accessibility standard, or that Customer's use of CivAll Documents satisfies 28 C.F.R. Part 35, Section 504 of the Rehabilitation Act, or any other law. Determinations about Customer's obligations, including whether a document falls within an exception, whether an alternate version is permitted, and whether a fundamental-alteration or undue-burden determination applies, are Customer's to make. CivAll Documents provides information and records that Customer may use in making them. Consistent with Section 9.3 of the Agreement, Customer remains responsible for the accessibility of the content it publishes.

(e) Requests from the public. CivAll Documents allows members of the public to request a reviewed version of a document or a document in another format. CivAll routes each request to Customer. Customer is responsible for responding, including under its obligations to provide effective communication. Information that members of the public provide with a request is Citizen Data.

6. Customer Responsibilities

Customer is responsible for:

1. listing the Covered Domains, keeping the list current, and allowing CivAll Documents to reach them as described in the documentation;

2. having the right to publish the Source Documents on its websites and to have them processed under this Schedule, including Source Documents prepared by applicants, consultants, and other third parties;
3. removing or redacting, before publication, any information in a Source Document that Customer does not intend to make public. CivAll Documents processes Source Documents as Customer has made them available and does not redact them; and
4. determining which Source Documents are subject to 28 C.F.R. Part 35, Subpart H and which fall within an exception, and which Source Documents to replace under Section 4(b). Any classification that CivAll Documents suggests is a suggestion, not a determination by CivAll.

7. Records

CivAll Documents keeps records of processing, checks, labels, reviews, and public requests as described in the documentation. Customer may view and export these records during the Subscription Term. The records describe the work performed; they are not a certification by CivAll of conformance with any standard or law.

8. Customer Data

Source Documents and the records described in Section 7 are Customer Data. Section 11.2 of the Agreement applies to them, and Section 2.3 of the Agreement applies to their processing. CivAll's software, models, and processing methods remain CivAll's property under Section 11.1 of the Agreement.

9. Effect of Termination

When the Subscription ends, CivAll stops making Accessible Outputs available to the public through CivAll Documents. During the export window in Section 6.4 of the Agreement, Customer may export the tagged PDFs produced for it and the records described in Section 7, for its own use and hosting. Section 8.8 of the Agreement then applies.

10. Indemnification

Sections 15 and 16 of the Agreement apply to CivAll Documents. Any additional indemnification or defense support relating to accessibility claims applies only if and as stated in the order form.

11. Order of Precedence

In the event of a conflict between this Schedule and the body of the Agreement regarding CivAll Documents, this Schedule controls to the extent of the conflict, consistent with Section 18.9 of the Agreement.