

**Fill in this information to identify the case:**

Debtor Enviva Holdings, LP

United States Bankruptcy Court for the: Eastern District of Virginia  
(State)

Case number 24-10470

**Official Form 410  
Proof of Claim**

**04/22**

**Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.**

**Filers must leave out or redact** information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

**Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.**

**Part 1: Identify the Claim**

<p><b>1. Who is the current creditor?</b></p>	<p><u>Alert Media, Inc.</u></p> <p><small>Name of the current creditor (the person or entity to be paid for this claim)</small></p> <p>Other names the creditor used with the debtor _____</p>	
<p><b>2. Has this claim been acquired from someone else?</b></p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. From whom? _____</p>	
<p><b>3. Where should notices and payments to the creditor be sent?</b></p> <p><small>Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)</small></p>	<p><b>Where should notices to the creditor be sent?</b></p> <p><u>Alert Media, Inc.</u> <u>AlertMedia</u> <u>401 S. 1st Street, Suite 1400</u> <u>Austin, TX 78704, United States</u></p> <p>Contact phone <u>1-800-826-0777</u></p> <p>Contact email <u>billing@alertmedia.com</u></p> <p><small>Uniform claim identifier for electronic payments in chapter 13 (if you use one):</small> _____</p>	<p><b>Where should payments to the creditor be sent? (if different)</b></p> <p><u>Alert Media, Inc.</u> <u>AlertMedia</u> <u>PO Box 737649</u> <u>Dallas, TX 75373</u></p> <p>Contact phone _____</p> <p>Contact email _____</p>
<p><b>4. Does this claim amend one already filed?</b></p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ <small>MM / DD / YYYY</small></p>	
<p><b>5. Do you know if anyone else has filed a proof of claim for this claim?</b></p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Who made the earlier filing? _____</p>	



**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

6. Do you have any number you use to identify the debtor?  No  
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 1466 \_\_\_\_

7. How much is the claim? \$ 1950. Does this amount include interest or other charges?  
 No  
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.  
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).  
Limit disclosing information that is entitled to privacy, such as health care information.  
Services performed 2/13/2024 - 3/12/2024

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
**Nature or property:**  
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.  
 Motor vehicle  
 Other. Describe: \_\_\_\_\_  
**Basis for perfection:** \_\_\_\_\_  
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)  
**Value of property:** \$ \_\_\_\_\_  
**Amount of the claim that is secured:** \$ \_\_\_\_\_  
**Amount of the claim that is unsecured:** \$ \_\_\_\_\_ (The sum of the secured and unsecured amount should match the amount in line 7.)  
**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_  
**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %  
 Fixed  
 Variable

10. Is this claim based on a lease?  No  
 Yes. Amount necessary to cure any default as of the date of the petition. \$ \_\_\_\_\_

11. Is this claim subject to a right of setoff?  No  
 Yes. Identify the property: \_\_\_\_\_



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,350* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$15,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)(____) that applies.	\$ _____

\* Amounts are subject to adjustment on 4/01/25 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim entitled to administrative priority pursuant to 11 U.S.C. 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ 1950

**Part 3: Sign Below**

**The person completing this proof of claim must sign and date it. FRBP 9011(b).**

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

**A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.**

*Check the appropriate box:*

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 04/08/2024  
MM / DD / YYYY

/s/Peter Signavong  
Signature

**Print the name of the person who is completing and signing this claim:**

Name Peter Signavong  
First name Middle name Last name

Title Accounts Receivable Specialist

Company Alert Media, Inc.  
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address \_\_\_\_\_

Contact phone \_\_\_\_\_ Email \_\_\_\_\_



# KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (888) 249-2695 | International (310) 751-2601

<b>Debtor:</b> 24-10470 - Enviva Holdings, LP		
<b>District:</b> Eastern District of Virginia, Alexandria Division		
<b>Creditor:</b> Alert Media, Inc. AlertMedia 401 S. 1st Street, Suite 1400  Austin, TX, 78704 United States <b>Phone:</b> 1-800-826-0777 <b>Phone 2:</b> 7372708177 <b>Fax:</b> NA <b>Email:</b> billing@alertmedia.com	<b>Has Supporting Documentation:</b> Yes, supporting documentation successfully uploaded <b>Related Document Statement:</b>	
	<b>Has Related Claim:</b> No <b>Related Claim Filed By:</b>	
	<b>Filing Party:</b> Creditor	
<b>Disbursement/Notice Parties:</b> Alert Media, Inc. AlertMedia PO Box 737649  Dallas, TX, 75373 <b>Phone:</b> <b>Phone 2:</b> <b>Fax:</b> <b>E-mail:</b> <b>DISBURSEMENT ADDRESS</b>		
<b>Other Names Used with Debtor:</b>	<b>Amends Claim:</b> No <b>Acquired Claim:</b> No	
<b>Basis of Claim:</b> Services performed 2/13/2024 - 3/12/2024	<b>Last 4 Digits:</b> Yes - 1466	<b>Uniform Claim Identifier:</b>
<b>Total Amount of Claim:</b> 1950	<b>Includes Interest or Charges:</b> No	
<b>Has Priority Claim:</b> No	<b>Priority Under:</b>	
<b>Has Secured Claim:</b> No <b>Amount of 503(b)(9):</b> Yes: 1950 <b>Based on Lease:</b> No <b>Subject to Right of Setoff:</b> No	<b>Nature of Secured Amount:</b> <b>Value of Property:</b> <b>Annual Interest Rate:</b> <b>Arrearage Amount:</b> <b>Basis for Perfection:</b> <b>Amount Unsecured:</b>	
<b>Submitted By:</b> Peter Signavong on 08-Apr-2024 11:29:37 a.m. Eastern Time <b>Title:</b> Accounts Receivable Specialist <b>Company:</b> Alert Media, Inc.		



Alert Media, Inc.  
 401 S. 1st Street  
 Ste 1400  
 Austin TX 78704  
 United States  
 (800) 826 - 0777  
 billing@alertmedia.com

**Bill To:**

Enviva Holdings, LP  
 7200 Wisconsin Ave Ste 1000  
 Bethesda, MD 20814-4844  
 United States

**Invoice #: INV15733**

Date: 02/20/2024  
 Due Date: 03/21/2024  
 Terms: Net 30  
 PO #: PO IHLPON0001295-1

Customer ID #: 1466

ITEM	START DATE	END DATE	AMOUNT
<b>Emergency Notification &amp; Global Threat Intelligence</b>	02/13/2024	03/12/2024	\$1,950.00

<b>Subtotal</b>	\$1,950.00
<b>Tax</b>	\$0.00
<b>Total</b>	\$1,950.00 USD
<b>Payments / Credits</b>	\$0.00
<b>Balance Due</b>	\$1,950.00

**PAYMENT OPTIONS**

**Pay Online**

[ACH Link](#)  
[Credit Card Link](#)  
[W-9 Link](#)

**ACH**

Bank: JPMorgan Chase  
 Bank Address: 270 Park Avenue  
 New York, NY 10017  
  
 Account Name: Alert Media, Inc.  
 Account Number: 957896613  
 Routing Number: 111000614

**Wire**

Bank: JPMorgan Chase  
 Bank Address: 270 Park Avenue  
 New York, NY 10017  
  
 Account Name: Alert Media, Inc.  
 Account Number: 957896613  
 Routing Number: 021000021  
 Swift Code: CHASUS33

**Check**

Alert Media, Inc.  
 P.O. Box 737649  
 Dallas, TX 75373



# AlertMedia

Confidential proposal for

## Enviva Biomass

October 13, 2018

This proposal is valid for 30 days from this date

PROPRIETARY AND CONFIDENTIAL INFORMATION BELONGING TO ALERTMEDIA, Inc.

This document and the information contained herein contains trade secrets, confidential and proprietary information belonging exclusively to AlertMedia, Inc. ("AlertMedia"). The recipient hereof agrees: to maintain the confidentiality of this document and the information contained herein and therefore agrees not to disclose the contents to any third party; within the recipient's organization to only share this information with persons employed by such organization with a need to know; to only use this document and the information contained herein to assess the products and services to be provided by AlertMedia; and to return or destroy all copies of this document upon request by AlertMedia.



The team at AlertMedia is pleased to present you with this proposal and excited to have an opportunity to work with Enviva Biomass. The proposal outlines our company, our products, and the price and guidelines for using our mass notification software platform.

When critical messages need to be delivered, some of the biggest organizations in the world rely on AlertMedia's industry-leading software platform to get the job done. AlertMedia automates mass notification and encourages two-way communications to actively engage any-size group of people in real time. Our customers get the word out fast with a simple user interface across any channel: voice, SMS/text, email, app push, social, and unlimited custom channels via our API.

AlertMedia's mission is to reliably deliver the important communications that keep people safe, connected, and more efficient.

## YOUR TURNKEY COMMUNICATION PARTNER

Our customers use AlertMedia to solve a variety of communication and business challenges.



### BUSINESS CONTINUITY

Coordinate, protect, and align your people with internal communications around critical events like inclement weather, system outages, and local threats.

*Customer Highlight:*

**A leading automobile manufacturer** improves emergency response efforts by using AlertMedia to broadcast incident notifications, spin up conference calls, and post updates through resolution.



### GENERAL COMMUNICATIONS

Deliver important status updates, breaking news, and event announcements to internal and external audiences at the right time, over the right channel.

*Customer Highlight:*

**A global nonprofit** sends schedule updates, class reminders and cancellations, and event notifications to 8k members with the AlertMedia platform to better coordinate and engage their audience.



### OPERATIONS & LOGISTICS

Improve operational efficiency by automating manual processes and how your systems communicate with your people and third party partners.

*Customer Highlight:*

**A large internet retailer**, which delivers 23 million orders a year, integrates AlertMedia into its internal systems to better synchronize the arrival of delivery trucks to their loading bays.

## 3 BENEFITS & HIGHLIGHTS



### SECURE AND RELIABLE

The AlertMedia software platform is built and delivered with enterprise-grade speed, reliability, and security. Our technology standards, internal security protocols, and commitment to privacy give peace of mind to all of our customers, from Fortune 100 companies to state agencies to mid-market companies across all industries.



### AUDIENCE PARTICIPATION

AlertMedia has transformed the mass notification solution landscape by placing a premium on audience engagement. Our customers give their people a voice, as our software engages an audience during the entirety of an important event. People can reply to a survey, confirm message receipt, send incoming SMS/texts or voicemails to your emergency phone number, and more.



### ANY DEVICE, ANYWHERE

Whatever device you are using—phone, tablet, PC—AlertMedia provides you with a unified platform to send notifications to your people, to monitor messages, and to update your people as a situation unfolds. Your people can receive notifications, and respond to them, using any browser, tablet, smartphone, feature phone, simple mobile phone, or land line.



### WORLD-CLASS CUSTOMER SERVICE

AlertMedia puts its customer relationships and their satisfaction above all else. You will be assigned a named account manager to help set up your account and ensure that you are successful every step of the way. Adding people to the platform, building group hierarchies, customizing features to your unique use cases - your account manager is available to assist you through it all.



### INTUITIVE, EASY INTERFACE

Our customers love how easy it is to use AlertMedia's software to send important messages fast. With no training required for your people and a modern, intuitive set of screens, the largest enterprises are up-and-running quickly, without administrative hassle. And when an emergency strikes, a one-click experience allows for unparalleled responsiveness.



### MODERN, ACCESSIBLE PLATFORM (API)

AlertMedia's customers have access to a fully-documented API, allowing them to build custom experiences and system integrations that improve operational efficiency and address a wide range of usages.





ALERTMEDIA NOTIFICATION CENTER (ENTERPRISE)	
<b>Subscription Price</b> (Discount available with annual payment)	\$875/month
<b>Audience Size</b>	750 people
<b>Initial Term</b>	3 years
EVERYTHING YOU NEED TO SUCCEED	
<b>Any-Channel Message Delivery</b> Interact with your audience using SMS/text, voice (mobile or landline), email, mobile application, social media, or any custom channel *First 90,000 Text messages per year included. Additional texts billed at \$0.015 per text. First 90,000 voice minutes per year included. Additional minutes billed at \$0.03 per minute.	Included*
<b>Dedicated Account Manager, Account Setup, and Training</b> We assign you an experienced, dedicated Customer Success Representative to setup your account, train your admins, and oversee the ongoing support your people.	Included
<b>Smartphone Users – iOS and Android Downloads</b> Your admin and your audience will have access to the AlertMedia experience and in-app messaging via our native mobile apps.	Included
<b>24/7 Support for All of Your People</b> Our staff are available to you and your audience around the clock to provide support.	Included
<b>Monitoring Center</b> Access to over 2,000 data sources of warnings; delivered in real-time via a live feed to admins and your entire audience.	Included
<b>Enviva Biomass Emergency Number</b> Dedicated phone number gives your audience a direct line into the AlertMedia system and your team.	Included
<b>Application Programming Interface (API) Access</b> Customize your experience with optional custom development and integrations.	Included

#### IMPORTANT NOTES:

- Setup and activation of your AlertMedia system usually takes less than 24 hours.
- As an AlertMedia customer, you will be assigned an Account Manager to assist with setup, training, and ongoing assistance.
- SMS/text and voice minutes are included based on USA domestic notifications only. International rates apply to SMS or voice messages sent or received outside the USA.
- One SMS/text consists of 160 characters (or 70 characters if using Non-GSM characters). Your usage will be measured per SMS/text.

## 5 QUOTE SUMMARY



- This proposal is confidential and we ask that you do not share this information.
- Access to the API is available to all customers. If you need the team at AlertMedia to develop any custom integrations, such work will be subject to a mutually agreeable Statement of Work which outlines the scope and pricing of such development.
- This price quote assumes acceptance of AlertMedia's standard Terms of Service. Changes to our standard Terms of Service may result in an increase in price or other adjustments to this quote.

# 6 CUSTOMER ACCEPTANCE FORM



## Select Pricing and Payment Options

1. Sign
2. Return this page to AlertMedia

E-mail: jake.vislay@alertmedia.com

Fax: (512) 640-5531

### CHOOSE PRICING OPTION

- \$875/month
- Monthly payment includes monthly limits (7,500 SMS/month, 7,500 voice minutes/month)
- ~~\$10,500/year~~ \$9,975/year (5% Discount for Annual Payment)
- Annual payment includes annual limits (90,000 SMS/year, 90,000 voice minutes/year)

### CHOOSE PAYMENT METHOD (check one)

- Credit Card (We will contact you for credit card details. Monthly payment option only.)
- Invoice

### PLANNED USE

You will use AlertMedia to:

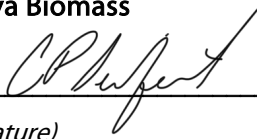
- Send emergency notifications when critical events, such as severe weather or workplace violence, threaten the health and safety of message recipients.

### ACCEPTANCE

Please sign and date this Customer Acceptance Form to indicate your acceptance of this Proposal as an authorized representative of Customer. Your Alert Media account will be activated within 24 hours of returning this page to Alert Media. Payment will be due net-30 days from the date of acceptance of this proposal. This Customer Acceptance Form is governed by the Terms of Service found at <http://www.alertmedia.com/terms-of-service>.

ACCEPTED on the 13 DAY of October, 2018

BY: **Enviva Biomass**

  
\_\_\_\_\_

(signature)

CHRIS SEIFERT  
\_\_\_\_\_

(print name)

VP EH & S  
\_\_\_\_\_

(title)



Thank you for the opportunity to work with Enviva Biomass to make your important and time-sensitive communications more effective and more efficient.

The AlertMedia system represents the cutting edge of mass communication – giving you a critical tool for the safety of your audience and the continuity of your operations.

We look forward to working with you. Please contact me or any member of the AlertMedia team if you have any questions.

Sincerely,

Jake Vislay  
512-920-7898 (cell)

**Contact Alert Media**

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AlertMedia  
901 S. Mopac Expressway  
Suite 400  
Austin, TX 78746  
(800) 826-0777

[alertmedia.com](http://alertmedia.com)



# AlertMedia

Confidential amendment proposal for

Enviva Holdings, LP

December 5<sup>nd</sup>, 2019

This proposal is valid until December 13<sup>th</sup>, 2019.

PROPRIETARY AND CONFIDENTIAL INFORMATION BELONGING TO ALERTMEDIA, Inc.

This document and the information contained herein contains trade secrets, confidential and proprietary information belonging exclusively to AlertMedia, Inc. ("AlertMedia"). The recipient hereof agrees: to maintain the confidentiality of this document and the information contained herein and therefore agrees not to disclose the contents to any third party; within the recipient's organization to only share this information with persons employed by such organization with a need to know; to only use this document and the information contained herein to assess the products and services to be provided by AlertMedia; and to return or destroy all copies of this document upon request by AlertMedia.



This Customer Acceptance Form is an amendment to the Master Agreement between AlertMedia and **Enviva Holdings, LP** ("Customer") that was signed and dated **October 13<sup>th</sup>, 2018**. This amendment is to provide Customer additional audience and additional included usage in exchange for an increased subscription price.

<b>Additional Subscription Price</b>	\$400/month <b>(For a total of \$1,275/month)</b>
<b>Additional Audience Size</b>	500 people <b>(For a total of 1,250 people)</b>
<b>Term</b>	Same as Master Agreement
<b>Additional Included Usage</b>	Additional 5,000 SMS/text messages per month included. Additional 5,000 voice minutes per month included <b>(For a total of 12,500 SMS/text messages and 12,500 voice minutes per month. Additional texts billed at \$0.015 per SMS/text. Additional voice minutes billed at \$0.03 per minute.)</b>

**NOTES**

- As a current AlertMedia customer, you will continue to work with your assigned Account Manager to assist with setup, training, and ongoing assistance
- SMS/text and voice minutes are included based on USA domestic notifications only. International rates apply to SMS or voice messages sent or received outside the USA.
- One SMS/text consists of 160 characters (or 70 characters if using Non-GSM characters). Your usage will be measured per SMS/text.
- All references to Customer are updated from Enviva Biomass to Enviva Holdings, LP.

**NEW SUBSCRIPTION PRICING**

**\$1,275/month**

**ACCEPTANCE**

Please sign and date this Customer Acceptance Form to indicate your acceptance of this Proposal Amendment as an authorized representative of Customer.

ACCEPTED on the 8<sup>th</sup> DAY of DECEMBER, 2019

BY: **Enviva Holdings GP, LLC, As its sole general partner**

E. ROYAL SMITH

(name)

EXECUTIVE VICE PRESIDENT, OPERATIONS

(title)

(signature)



# AlertMedia

PROPOSAL AMENDMENT FOR  
Enviva Holdings, LP

November 6, 2020

This proposal is valid until November 30, 2020

PROPRIETARY AND CONFIDENTIAL INFORMATION BELONGING TO ALERTMEDIA, Inc.

This document and the information contained herein contains trade secrets, confidential and proprietary information belonging exclusively to AlertMedia, Inc. ("AlertMedia"). The recipient hereof agrees: to maintain the confidentiality of this document and the information contained herein and therefore agrees not to disclose the contents to any third party; within the recipient's organization to only share this information with persons employed by such organization with a need to know; to only use this document and the information contained herein to assess the products and services to be provided by AlertMedia; and to return or destroy all copies of this document upon request by AlertMedia.



This Customer Acceptance Form is an amendment to the Master Agreement between AlertMedia and Enviva Holdings, LP ("Customer") that was signed and dated October 13, 2018, and later amended on December 8<sup>th</sup>, 2019. This amendment is to provide Customer with the Threat Assessment & Warnings feature in exchange for an increased subscription price.

Additional Subscription Price	\$275/month
Additional Feature: Threat Assessment & Warnings	Our impact assessment engine continuously monitors for threats around the world, calculating the proximity of those threats to your people, locations, and assets. You will see impact details for each threat, as well as receive notifications as they occur via email, app push, and/or text.
Term	Same as Master Agreement

#### NOTES

- As a current AlertMedia customer, you will continue to work with your assigned Customer Success Manager to assist with setup, training, and ongoing assistance.
- SMS/text sent via the Threat Warnings feature are applied against included usage for SMS/text under the Master Agreement.

#### ADDITIONAL SUBSCRIPTION PRICE FOR THREAT WARNINGS

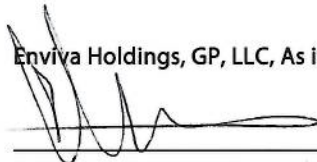
[ X ] \$275/month

#### ACCEPTANCE

Please sign and date this Customer Acceptance Form to indicate your acceptance of this Proposal Amendment as an authorized representative of Customer. This Customer Acceptance Form is governed by the Master Agreement between AlertMedia and Enviva Holdings, LP that was signed and dated October 13, 2018, and later amended December 8<sup>th</sup>, 2019.

ACCEPTED on the 23 DAY of November, 2020

BY: Enviva Holdings, GP, LLC, As its sole general partner



(signature)

Christopher P. Bulls

(print name)

Director - EHS

(title)



## 2 CUSTOMER ACCEPTANCE FORM



This Customer Acceptance Form is an amendment to the Master Agreement between AlertMedia and Enviva Holdings, LP ("Customer") that was signed and dated October 13, 2018, and later amended December 9, 2019, and November 23, 2020. This amendment is to provide Customer additional audience and additional included usage in exchange for an increased subscription price.

<b>Additional Subscription Price</b>	\$400/month
<b>Additional Audience Size</b>	500 people
<b>Term</b>	Same as Master Agreement
<b>Additional Included Usage</b>	Additional 5,000 SMS/text messages per month included Additional 5,000 voice minutes per month included

### NOTES

- As a current AlertMedia customer, you will continue to work with your assigned Account Manager to assist with setup, training, and ongoing assistance.
- SMS/text and voice minutes are included based on USA domestic notifications only. International rates apply to SMS or voice messages sent or received outside the USA.
- One SMS/text consists of 160 characters (or 70 characters if using Non-GSM characters). Your usage will be measured per SMS/text.

### ADDITIONAL SUBSCRIPTION PRICING

\$400/month

Additional people: Customer may add additional people based on the following table:

Additional People	Additional Monthly Fee
+50 people	+\$37.50/month

### ACCEPTANCE

Please sign and date this Customer Acceptance Form to indicate your acceptance of this Proposal Amendment as an authorized representative of Customer. This Customer Acceptance Form is governed by the Master Agreement between AlertMedia and Enviva Holdings, LP that was signed and dated October 13, 2018, and later amended December 9, 2019, and November 23, 2020.

ACCEPTED on the 10 DAY of OCTOBER, 2021

BY: Enviva Holdings, LP

(signature)

Christopher P. Bulls

(print name)

Director, EHS

(title)