

## ***Crow River Tech, LLC Software Maintenance & Support Package***

Crow River Tech offers a full Maintenance package for its licensed software products. Original license purchases are valid for one year during which time users may receive updates and bug fixes at no charge, along with the support time per license documented on the license invoice. After the original purchase year, users may continue to use the product without purchasing a maintenance package, but will no longer receive updates and new features and any support time will be billed at the current support billing rate.

Below are features and pricing for this service. For custom maintenance options, please contact Crow River Tech, LLC. directly.

### **Crow River Tech Software Solutions Maintenance Package:**

- May be purchased for all licensed users at the end of the original license purchase year. Maintenance year begins on the 1st of the month following the original purchase anniversary. Example: If licenses were purchased on April 20, 2010, the Maintenance year will begin on May 1, 2011 with the original license benefits in effect through April 30, 2011.
- Customers will automatically be billed no less than 30 days prior to the beginning of the upcoming Maintenance year for the current licenses. Full payment received on or before the new maintenance year start date constitutes acceptance of the renewal agreement by the customer.
- Annual cost is based on the total original product price for all licenses, excluding any upgrade or promotional discounts, sales tax, shipping charges and/or additional consulting fees, at the rate of 25% of the total amount. For example, for 10 licenses originally priced at \$699 each:
  - ◇ Total Cost:  $\$699 \times 10 = \mathbf{\$6,990.00}$
  - ◇ Maintenance Cost Per Year:  $\mathbf{\$6,990 \times 25\% = \$1,747.50}$
- New licenses and/or upgrades purchased during the first year or any maintenance year will be included in the following year's maintenance package at their full retail price. The Maintenance charge for these new licenses/upgrades will be pro-rated to exclude the months before purchase. For example: the Maintenance year begins on October 1, 2011; three new licenses are purchased on March 14, 2011 for \$499 each:
  - ◇ Total Cost:  $\mathbf{\$699 \times 3 = \$2097.00}$
  - ◇ 1 Year of Maintenance:  $\mathbf{\$2097 \times 25\% = \$524.25}$
  - ◇ Exclude months before purchase, Oct. 2010 - March 2011, which is 6 months:  $\mathbf{\$524.25 / 12 = \$43.69}$
  - ◇ Total Maintenance for these three licenses for Maintenance year beginning October 1, 2011:  $\mathbf{\$43.69 \times 6 = \$262.14}$
- Includes one (1) hour of support for each license per maintenance year UNLESS OTHERWISE SPECIFIED AT TIME OF LICENSE PURCHASE. Additional support time may be purchased at a reduced rate (below current consulting prices). Support hours may be used in 15 minute increments at any time throughout the maintenance year only for work related to the purchased software. Unused portions are carried over to the following year IF the maintenance package is renewed and active UP TO and not to exceed a total of 2 hours per licensed user.
- Includes all patches (updates for bug fixes) as soon as they're identified and released.
- Includes all releases for new features during the maintenance year.
- Licensed users are encouraged to offer suggestions for new functionality, which may or may not be accepted as upgrades for the product. Release dates on new features are not guaranteed to be available under any specific timeline, but at the discretion of Crow River Tech, LLC.
- Users are not required to purchase a maintenance package at the end of the original purchase year.
- If maintenance has been dropped, it can be renewed at the current license price x license quantity x current maintenance rate (%).
- Cannot be purchased for less than the total number of active licenses.
- Licenses may be dropped at the end of a maintenance year, reducing the quantity of licensed users; however, if at some time additional user licenses are needed, they will need to be purchased again at the current price.

Any support issues not covered in the Maintenance package, such as a request for custom features, data migrations or any concerns outside the scope of standard operations will not be automatically charged against maintenance support hours, but will be evaluated on a case-by-case basis.