

## **Software Contract Terms and Conditions**

### **Initial Purchase**

For initial purchases, LGC requires a copy of a signed purchase order or a letter of intent. Once we receive either one of these documents from the customer, we consider this document to be binding and the order will then be placed.

### **Software Installation and Training**

Software, installation, and training charges for each package will be billed after the first day of setup.

### **Annual Software Support**

Annual software support is much like an insurance policy. We are there when you need us. With LGC, you get much more than someone that will just answer a question about the software. Because we have served local governments and worked closely with support agencies such as MTAS, CTAS and the State Department of Education for over 29 years, we are also able to provide business rule knowledge about how your office operates. This enables us to help you take full advantage of the software to make your office as efficient as possible. In addition to these advantages, annual software support also includes:

1. General software releases and fixes that include certain software enhancements and legislated changes such as payroll tax tables, W2 reporting, property and business tax collections, etc.... Customer Advisory Teams help us prioritize the software enhancement requests for most software packages so we can provide updates that benefit the greatest number of customers.
2. Toll free calls to LGC phone support between the hours of 7:00AM and 5:00PM Central Time regarding questions about LGC application software. In most cases, our customer support staff can resolve an issue over the phone. We will connect to your computer via the internet or modem to help with issues that cannot be resolved over the phone. Depending on the LGC application software product your office uses, we also have field staff available to come to your office in order to help with any issue that can not be resolved remotely.
3. Administrative support for things such as maintaining user accounts and passwords for all LGC supplied software and drivers.
4. Training services at a greatly reduced rate for established sites.

LGC's software support is provided on an annual basis as long as the customer pays the annual support charges. The customer owns the data and can stop paying for support at any time.

The software annual support charges for each software package will be billed after the first day of training. LGC's fiscal year is July 1<sup>st</sup> through June 30<sup>th</sup>. Annual software support charges are due on July 1<sup>st</sup> of each year and are prorated from the first day of training through June 30<sup>th</sup> of the current fiscal year. Software support charges are based on the current year's support rate and are subject to change July 1<sup>st</sup> of each year. Full software support charges recur annually.

If LGC's software is installed on third party hardware, additional charges may apply.