



Remit To: Harris Computer Systems  
 62133 Collections Center Drive  
 Chicago, IL 60693-0621

Invoice LGMN0000003755  
 Date 5/20/2017  
 Page 1 of 1

**Ship to**

Blue Ridge, City of  
 Mr. Bill Sowers / Alicia (A/P)  
 480 West First Street  
 Blue Ridge, GA 30513  
 USA

**Bill to**

Blue Ridge, City of  
 Mr. Bill Sowers / Alicia (A/P)  
 480 West First Street  
 Blue Ridge, GA 30513  
 USA

PO Number	Customer No.	Salesperson ID	Shipping Method	Payment Terms
	BLU10		DELIVERY	Due Upon Receipt

Ordered	Item Number	Description	Unit Price	Ext Price
1.00	NOTE	Annual SmartFusion Maintenance: AUG. 1/17 to JUL. 31/18	US\$0.00	US\$0.00
1.00	CSI-HLG MAINT	Accounts Payable	US\$2,127.83	US\$2,127.83
1.00	CSI-HLG MAINT	Budget Preparation	US\$1,797.75	US\$1,797.75
1.00	CSI-HLG MAINT	Check Reconciliation	US\$597.44	US\$597.44
1.00	CSI-HLG MAINT	Fund Ledger	US\$2,878.03	US\$2,878.03
1.00	CSI-HLG MAINT	System Manager	US\$900.24	US\$900.24
1.00	CSI-HLG MAINT	Occupational Tax	US\$1,432.21	US\$1,432.21
1.00	CSI-HLG MAINT	Cash Collections	US\$1,077.56	US\$1,077.56
1.00	CSI-HLG MAINT	Tax Manager	US\$1,964.14	US\$1,964.14
1.00	CSI-HLG MAINT	Annual Tax Update	US\$1,454.92	US\$1,454.92
1.00	CSI-HLG MAINT	Utility Billing	US\$4,146.53	US\$4,146.53
1.00	CSI-HLG MAINT	Itron Utility Handheld Interface	US\$872.95	US\$872.95
1.00	CSI-HLG MAINT	Utility Billing Work Orders	US\$872.95	US\$872.95
1.00	CSI-HLG MAINT	Application Delivery Software Support	US\$3,303.26	US\$3,303.26
1.00	CSI-HLG TPM	DeliveryPoint Application License 1 Year Maint	US\$628.53	US\$628.53
1.00	CSI-HLG MAINT	SmartQuery	US\$275.81	US\$275.81
1.00	CSI-HLG MAINT	Construction Permits	US\$748.18	US\$748.18
1.00	CSI-HLG SAAS	MYGOVHUB Online Utility Payments Annual Subscription	US\$1,928.03	US\$1,928.03
1.00	NOTE	Basic Gemini Data Backup & Recovery included	US\$0.00	US\$0.00
Please note we do require 90-day written notice in order to cancel modules without a penalty fee.			Subtotal	US\$27,006.36
			Misc	US\$0.00
			Tax	US\$0.00
			Freight	US\$0.00
Invoice Questions? Please call Brenda Leishman, 1-888-847-7747 ext 2619 or e-mail BLeishman@harriscomputer.com			Trade Discount	US\$0.00
			Total	US\$27,006.36

## Purpose

The purpose of this document is to provide customers with information about our standard maintenance coverage, processes and procedures. This document will serve as a guideline for support but may be superseded by an existing, signed software support contract where applicable.

Harris Local Government ("Harris") reserves the right to make modifications to this document as required.

## Standard Support and Maintenance Services

Your software support contract includes:

- Toll-free telephone support.
- Technical troubleshooting: assessment, diagnosis, documentation and ultimate resolution of issues that pertain specifically to the customer's software. Troubleshooting does not extend to any hardware or operating system components.
- E-mail notifications of logged calls, status and resolution.
- Harris e-Support, our 24/7 online customer portal. e-Support provides the following:
  - Ability to log and close calls
  - Ability to view & update existing calls
  - Ability to update contact information
  - Ability to access published documentation (if available)
  - Ability to access available downloads
  - Access to support knowledge base
- Standard software releases and updates.
  - Defect corrections (as warranted)
  - Planned enhancements
  - Payroll regulated changes
  - Release notes
- **Limited training questions:** Questions pertaining to a customer's software line that Harris deems as training related (i.e. information that has already been covered and/or reviewed with the customer) will be considered training-related in scope. This type of request is typically limited to a span of no more than 30 minutes. Anything falling outside the aforementioned time frame may be classified as a billable service for which the customer will receive a quotation prior to the service being delivered.
- **Database tuning:** Database tuning/optimization may include such services as insertion of rate codes/tax, custom report changes, customer file changes or anything involving global changes throughout the software. Depending on the scope of the request, data tuning maybe be considered a billable service for which a customer will receive a quotation prior to service being delivered.

## Rates

Harris' current standard hourly rate is \$175.00 per hour. Rates are subject to change on an annual basis. Quotations will be provided for all billable services.

Our rates for non-maintenance clients are as follows:

- \$500.00 per call (Provides ability to log a support call & includes 1<sup>st</sup> hour)
- \$400.00 for each subsequent hour for the same issue

## Help Desk Hours

Our standard hours of support across all product lines, are from 8:30 a.m. EST to 5:00 p.m. EST, Monday to Friday, excluding designated company holidays. Support calls/issues may be logged via the toll-free support line between the hours of 8:30 a.m. and 5:00 p.m. EST or 24 hours day/7 days a week via the online support portal.

## Holiday Schedule

Below is a listing of US Statutory Holidays. Please note that our US offices will be closed on designated days as outlined below. However, our call center will remain open in some cases to receive incoming calls.

New Year's Day	Closed
President's Day	Closed
Good Friday	Limited
Memorial Day	Closed
Fourth of July	Closed
Labor Day	Closed
Columbus Day	Limited
Thanksgiving Day	Closed
Day After Thanksgiving	Closed
Christmas Day	Closed
Boxing Day (December 26)	Closed

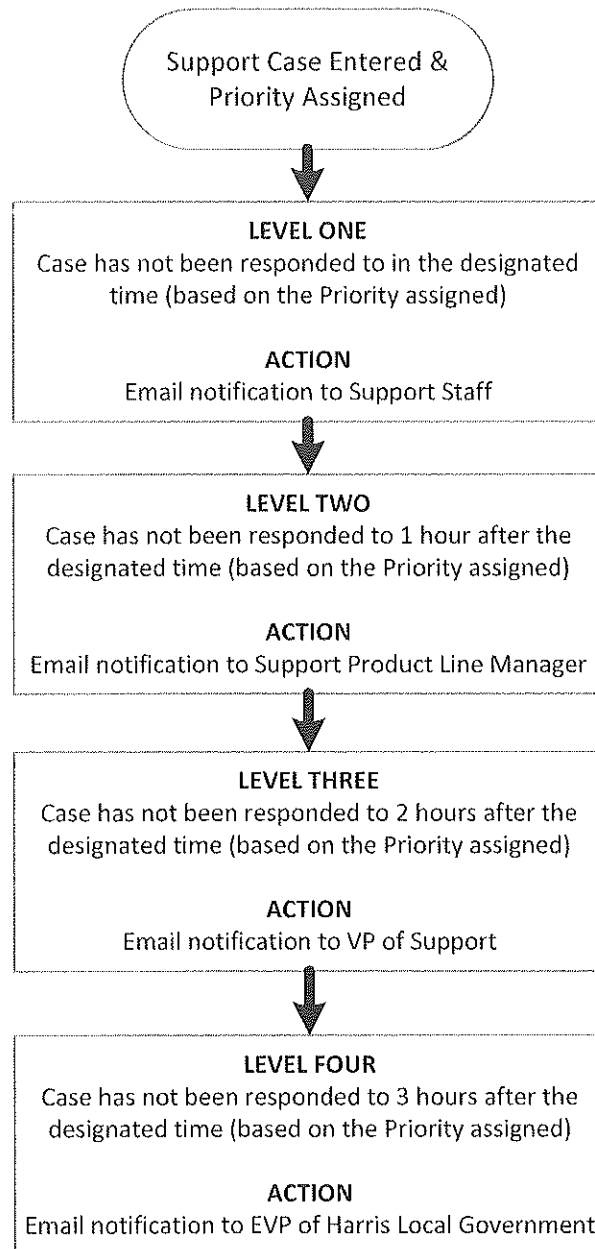
## Response Times

Response times will vary and are dependent on the priority of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response times are as follows:

- **Priority 1:** 30 minutes
- **Priority 2:** 2 hours
- **Priority 3:** 3 hours
- **Priority 4:** 4 hours

## Escalation Procedures

Our escalation process is defined below. This process has been put into place to ensure that issues are being dealt with appropriately. If at any time you not satisfied with the resolution of your issue or the response to your call, please contact one of our Support Call Coordinators and we will have the appropriate individual follow up.



## Maintenance Contract Pricing and Terms

Failure to pay maintenance invoices, or any other outstanding SmartFusion invoices, will result in a support hold. Once the invoice is aged over 60 (sixty) days, you will be notified of your support status change.

Annual maintenance fees are non-refundable. In order to keep pace with the annual costs of doing business within the industry (including but not limited to increased operating costs and research and development costs) Harris, as a standard practice, reviews the software maintenance of each client, every year.

Harris reserves the right to raise annual maintenance charges in accordance with industry standards and resource utilization which may vary from year to year. Customers may review and voice any related concerns or disagreements with a senior member of the Harris management team.

Maintenance agreements are renewable each year. Should any customer coming up for renewal choose not to renew their annual software maintenance with Harris, ***Harris requires at least 90 days written notice (prior to the new annual renewal date). This notice must be provided to our corporate office in Ottawa, Ontario.***