

**HORIZON SOFTWARE INTERNATIONAL**

**SOFTWARE MAINTENANCE RENEWAL CONFIRMATION**

Maintenance for your Horizon Software system is a percentage based fee on the cost of your software. Maintenance is billed once a year on your anniversary date, and is due in one payment. As a convenience, maintenance for any additional purchases will be prorated to meet your anniversary date. An invoice is enclosed reflecting the current charge to cover your software maintenance for one year.

Horizon software maintenance includes toll free technical support, access to our technical support website, access to our TrainSmart website, as well as all product upgrades and enhancements. Technical Support may be accessed by your designated central site personnel. Custom programming is not included under maintenance, and will be quoted separately upon request.

To better serve our clients, internet access is necessary to quickly diagnose the problem. Those clients who do not provide internet access for diagnostic technical support may be charged maintenance at a higher percentage rate to help cover the added cost of diagnosing and resolving problems without remote access.

Your annual maintenance payment is due on your anniversary date. If you do not remain current on your maintenance, you will be responsible for making any prior missed payments before you can become current again.

Please sign and return this document with your maintenance payment, or fax it to 770.554.6331 Attn: Invoices. If you have any questions regarding the maintenance renewal, please feel free to email [Invoices@HorizonSoftware.com](mailto:Invoices@HorizonSoftware.com).

Thank you and we look forward to serving you.

*Samuel Wood 6-27-17*

Signature and Date

*Idaho Falls School District 91*

Customer Name