



Maintenance Renewal Procedures

Overview of Maintenance Notification Procedure

60 days

- Renewal letter delivered to customer/Business Partner 60 days prior to renewal date
- Renewal letter will include the following information:
 - o Notification of renewal
 - o Dates of current maintenance period
 - o Dates of renewal period
 - o Cost of current maintenance period
 - o Notification of maintenance increase (if applicable)
 - o Renewal maintenance amount
 - o Net terms – payment for maintenance renewal must be received no later than 30 days past the beginning renewal date.
 - Customer/Business Partner to provide acceptance of maintenance renewal 30 days prior to renewal date

30 days

- Reminder letter delivered to customer/Business Partner 30 days prior to renewal date
- Reminder letter will include the following information:
 - o Notification of renewal
 - o Dates of current maintenance period
 - o Dates of renewal period
 - o Cost of current maintenance period
 - o Notification of maintenance increase (if applicable)
 - o Renewal maintenance amount
 - o Net terms – payment for maintenance renewal must be received no later than 30 days past the beginning renewal date.
 - Customer/Business Partner must have provided acceptance of maintenance renewal or reason requested for extension

10 days

- If notification of acceptance or request for extension has not been received 10 days prior to maintenance renewal date, ethosIQ will notify Customer/Business Partner of the following:
 - o Notification of date that support will be put on hold until acceptance of maintenance renewal or reason requested for extension has been received.

Declining Maintenance Renewal

ethosIQ requires a minimum 30 day notification of maintenance discontinuance.

Overview of Delinquent Maintenance Renewal

Customer/Business Partner Provided Acceptance, Payment 30 Days Past Due

- Notification of non-payment sent

Customer/Business Partner Provided Acceptance, Payment 45 Days Past Due

- Notification of non-payment sent
- Notification that customer will be put on support hold at 60 days past due

Customer/Business Partner Provided Acceptance, Payment 60 Days Past Due

- Notification of support hold until payment has been received
 - o Support hold means ethosIQ will not be responsible for any Customer/Business Partner support issues that are called in during the time they are on support hold

Business Partner Maintenance Renewal (ethosIQ software sold via Business Partner)

ethosIQ requires maintenance renewal purchase orders prior to customer maintenance renewal dates.

ethosIQ requires maintenance renewal invoices to be paid according to terms and conditions set forth in the maintenance renewal notice and proposal.

If the customer declines maintenance renewal and the Business Partner has already submitted the proposed amount for payment, ethosIQ will issue a credit back to the Business Partner for the specified amount.

It is not the responsibility of ethosIQ to collect maintenance from a customer who was sold through a business partner. ethosIQ sees the business partner as the responsible party for these customers.

Maintenance Renewal Notification Letter – 60 days

<NotificationLetterDate>

To Whom It May Concern:

Please consider this letter a reminder of your upcoming maintenance renewal for the ethosIQ software.

<CustomerName>

<CurrentMaintenancePeriod>

<CurrentMaintenanceAmount>

<RenewalMaintenancePeriod>

<RenewalMaintenanceAmount>

<PercentIncreaseIfApplicable>

<List of Software Customer is currently using in their environment>

Please provide a purchase order in the amount of <RenewalMaintenanceAmount> by <Date30DaysfromDateofLetter> in order for ethosIQ to continue to provide support.

Sincerely,
ethosIQ

Maintenance Renewal Notification Letter – 30 days

<NotificationLetterDate>

To Whom It May Concern:

Please consider this letter a second reminder of your upcoming maintenance renewal for the ethosIQ software.

<CustomerName>

<CurrentMaintenancePeriod>

<CurrentMaintenanceAmount>

<RenewalMaintenancePeriod>

<RenewalMaintenanceAmount>

<PercentIncreaseSelfApplicable>

<List of Software Customer is currently using in their environment>

Please provide a purchase order in the amount of <RenewalMaintenanceAmount> by <Date20DaysfromDateofLetter> in order for ethosIQ to continue to provide support.

Sincerely,
ethosIQ

Maintenance Renewal Notification Letter – 10 days

<NotificationLetterDate>

To Whom It May Concern:

Please consider this letter a third reminder of your upcoming maintenance renewal for the ethosIQ software.

<CustomerName>

<CurrentMaintenancePeriod>

<CurrentMaintenanceAmount>

<RenewalMaintenancePeriod>

<RenewalMaintenanceAmount>

<PercentIncreaseIfApplicable>

<List of Software Customer is currently using in their environment>

Please provide a purchase order in the amount of <RenewalMaintenanceAmount> by <RenewalMaintenanceDate> in order for ethosIQ to continue to provide support.

If ethosIQ has not received a purchase order by <RenewalMaintenanceDate>, support of the ethosIQ software will be put on hold until either purchase order has been received or a valid reason for an extension has been requested.

Sincerely,
ethosIQ