



## Carlson Software Maintenance Plan Renewal Notice

Customer ID:  
Company:  
Address:

Carlson Software  
102 W 2<sup>nd</sup> Street  
Maysville, KY, 40509  
Phone: (606)564-5028  
Fax: (606)564-6422

Phone:  
Fax:  
Maintenance Expires:  
Current Plan:

Our records indicate that your Carlson Software Maintenance Plan has expired or is on the verge of expiring. To renew, simply sign at the bottom of this form and fax back to 606-564-6422. You have the option to pay by credit card where we will issue a receipt, or provide a PO# and/or signature where we will then issue an invoice for the renewal amount shown. You can also contact your Carlson reseller to renew your maintenance. Please confirm your contact information below, making any changes to this form before faxing it back.

**Maintenance Policy:**

- 1) Maintenance is included for free for 90-days after initial product purchase.
- 2) Maintenance obtained at the time of initial software purchase applies for 15 months.
- 3) An active Maintenance plan can be renewed annually at a cost of 10% of software list price.
- 4) An active Maintenance plan can be renewed for a three year plan at a cost of 15% of software list price, a rate of 5% per year, paid at the beginning.
- 5) If Maintenance is not renewed prior to expiration, a 1-year Maintenance plan costs 15% of software list price and increases by 5% per year after expiration date.
- 6) Additional license purchases fall into the maintenance program currently in place for 1-year maintenance programs. On 3-year maintenance programs, there is a pro-rated maintenance fee to add these licenses.
- 7) The maintenance program is all-inclusive and updates all modules (newly and previously purchased) of Carlson office products, including Survey, Civil, Hydrology, GIS, Takeoff, Field, Mining, and all C&G office products.

**Maintenance Benefits:**

- 1) Automatic free upgrades for all modules when a new version is released with one set of new manuals. Additional manuals can be purchased separately.
- 2) Periodic new feature additions within the 1-year release cycle.
- 3) Toll-free priority technical support.

**Please renew my coverage:**

<b>Choose Plan</b>	<b>1-Year Plan:</b>	<b>3-Year Plan:</b>	
<b>Print Name:</b>		<b>Email</b>	
<b>Signed:</b>		<b>Date:</b>	
<b>Credit Card:</b>		<b>Exp:</b>	
<b>Card Type:</b>	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AmEx	<b>Sec code:</b>	
<b>PO #:</b>			

**Prices per manuals:**

9200.004	Vol 1 Intro - Fundamentals	\$25	Qty:
9200.005	Vol 2 Survey & GIS	\$25	Qty:
9200.006	Vol 3 Civil	\$25	Qty:
9200.007	Vol 4 Hydro & Regrade	\$25	Qty:
9200.008	Vol 5 TakeOff	\$25	Qty:
9200.009	Vol 6 Mining	\$25	Qty:



# Carlson

9200.010	2009 Addendum	\$25	Qty:
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**\*Your maintenance is calculated based on the following serial number configuration:**