



November 2, 2023

City Of Greenfield  
10 S State St  
Greenfield, IN 46140

Firstly, and most importantly, thank you for your business! We are grateful for your trust in us and will always work to be an excellent technology partner to you.

As always, we are looking for big and small ways to make your lives easier, and this letter is sent to share one of those small changes we are making on your behalf. It comes because of feedback from various customers and involves us simplifying our annual maintenance renewal process.

**We are replacing the current process with an autorenewal structure. In short, your license and maintenance services will automatically renew for successive one-year renewal terms unless the agreement is terminated in advance by either you or Boyce Systems.**

For background, Boyce Systems issues your software license under a Software License Agreement. That Software License Agreement requires a current software maintenance agreement to be in place to support the license agreement. In other words, the software license requires you to be actively engaged in a maintenance agreement with us.

Per the current contract terms, you and Boyce Systems must expressly renew these maintenance agreements annually. This renewal happens each year when you sign and return a form that extends the software support services (and license agreement) for an additional one-year period. The new process replaces the current process of having an Annual Maintenance Acceptance document signed and returned yearly.

We provide the enclosed Addendum to your Software License Agreement(s) to facilitate this procedural change, and it describes the new auto-renewal process. **It is worth noting that the Addendum does not change your right to terminate (according to Section 3.3 of your Maintenance T&C Agreement).**

We are making this change to eliminate what is typically a very automatic step for all our customers while still giving you the control not to renew if needed. If you have any questions about the Addendum or the change in the maintenance renewal process, don't hesitate to contact the Finance department at Boyce Systems.

**If you have no questions, please execute and return the enclosed Addendum at your earliest convenience.**

Sincerely,

A handwritten signature in black ink, appearing to read "Casey Stanley", written over a large, light-colored oval shape that serves as a placeholder or a stylized element.

Casey Stanley  
President