

# Mun-Ease 2008 Maintenance & Support (M&S) Agreement

Prescient Software  
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## Overview

Prescient Software<sup>JRD</sup>, Inc. (**Prescient Software**) is the licensor of the software product *Mun-Ease, the Municipal Bond Manager (Mun-Ease)*. You (**the licensee**) are using Mun-Ease under the terms of the license agreement that you signed electronically when you installed Mun-Ease. You receive continued telephone support, software updates, and updates to the user manuals by signing this agreement (**the Maintenance & Support Agreement**).

## Benefits of the Maintenance & Support Agreement

Prescient Software is dedicated to providing timely and professional technical support for *Mun-Ease*. Our goal is to respond to all phone calls and e-mails on the same day that the call was placed. We also strive to resolve all user questions or problems within 24 hours from the time that the issue is reported to us.

Prescient Software continually enhances Mun-Ease to ensure that it is current with changes in technology, accounting practices, and tax law. About 2-3 times a year, we mail to our users a CD-ROM that contains **interim updates** to Mun-Ease. Interim updates include bug fixes, minor enhancements, and revisions that were necessary because of changes in tax law. As we enhance Mun-Ease, we also place the interim updates on our web site. Users can download the interim updates at no charge. A password to download the enhancements is provided to you when you purchase a M&S agreement.

Approximately every 1 ½ to 2 years, we issue a **major release** of Mun-Ease. Each major release of Mun-Ease includes several significant new features, enhancements, and improvements to the underlying system architecture. Because the changes are extensive, we also include new user manuals with each new major release.

All of the above services are available to users who sign the Maintenance & Support (M&S) agreement. Users who do not sign a M&S agreement do not receive these benefits.

## Annual Cost of the Maintenance & Support Agreement

The cost of the Maintenance & Support agreement is dependent upon the number of users at your installation and the modules that you have licensed. These costs are detailed in the attached fee schedule.

Prescient Software provides the first year of maintenance and support to new users at no charge upon signing this agreement. Users of the most recent prior release of Mun-Ease can sign a two-year maintenance & support agreement to receive our new release and ongoing support (see below). Upon signing of a 2-year maintenance & support agreement, all upgrade charges will be waived.

## Length of Maintenance & Support Agreement

The M&S agreement covers a period of two years from the date of signing/purchase. Renewal of the agreement is at the option of the user. The prices and terms may change at conclusion of the two-year period.

## Special Terms & Conditions

— Check here if you are a new Mun-Ease user & entitled to 1-year of free maintenance & support.

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## Received & Acknowledged

Number of Mun-Ease Users: \_\_\_\_\_ M&S Renewal Date: \_\_\_\_\_  
My yearly M&S fee has been computed to be: \_\_\_\_\_ (see pricing schedule on back of page)  
Dated \_\_\_\_\_ Signed: \_\_\_\_\_  
Name, Title, \_\_\_\_\_  
Company/Govt. Entity) \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_

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**Important! When sending the M&S agreement to Prescient Software, please also include a completed order form.**

***Pricing Schedule For Mun-Ease 2008***

<b><i>Module</i></b>	<b>New Purchase</b>	<b>Annual Maintenance &amp; Support Fee**</b>
Base Module	\$750	\$200
Sizing Module*	\$1,400	\$300
Refunding Module*	\$1,400	\$300
Allocations Module*	\$1,400	\$300
Arbitrage Module*	\$1,500	\$300
Stand-Alone Reporting*	\$995	\$250
Graphics Module*	\$395	\$100
Calculator Module*	\$250	\$50
Complete Windows Package	\$6,250	\$950
4-User LAN Version***	\$12,500	\$1,900
Internet Add-On Module*	\$2,995	\$900

\* Requires Base Module

\*\* Requires a 2-year contract

\*\*\* Maintenance & support for additional users above the 4-user license is \$350 per year per user.