



Jim Schlichting <jschlichting@phr3.org>

Form Needed to Discontinue Software Maintenance for PLEASANT HILL R-III, MO 4158 - Please sign and return

Accounts.Receivable <Accounts.Receivable@tylertech.com>

Wed, Jun 7, 2023 at 9:27 AM

To: "jschlichting@phr3.org" <jschlichting@phr3.org>



Empowering people who serve the public¹

June 7, 2023

Discontinuance of Maintenance on Licensed Software

Acknowledgement Document- PLEASANT HILL R-III, MO 4158

Client requests **NOT** to receive support and maintenance services, as defined in its License and Services Agreement with Tyler, on the following applications (the "Cancelled Applications"):

- SIS STUDENT DATA MANAGEMENT ANNUAL SUPPORT FEE PRIMARY/LUNCH
- Effective 9/30/23

By discontinuing maintenance on the Cancelled Applications, Client understands that it is losing the rights and benefits, and accepting the consequences, summarized below:

- The Maintenance and Support Agreement set forth in Client's contract with Tyler will no longer apply to the Cancelled Applications;
- Client will only receive maintenance and support on a time and materials basis, at Tyler's then-current rates or such other rates as Tyler deems necessary to account for Client's lack of ongoing training on the Cancelled Applications, with all of those services being charged at a two (2) hour minimum for every support call Client makes;
- Client will receive the lowest priority under the applicable Support Call process; and
- Client will be required to purchase new releases of the Cancelled Applications, including fixes, enhancements, patches; and platform upgrades.

If Client decides to reinstate maintenance on a Cancelled Application, then Client will be required to (a) pay all past due maintenance and support fees, including all fees for the periods during which services were suspended; or (b) re-license the Cancelled Application at Tyler's then-current software fees for that application or its functional equivalent.

Tyler is dedicated to providing superior customer service to all our clients. In order to improve our processes, we ask that you provide a reason for your discontinuance of maintenance and support on the Cancelled Applications by selecting one of the following:

Don't use

Dissatisfied with product

Dissatisfied with service

Our decision is related to cost

Other: Tyler is going away

Pleasant Hill R-III Schools

Client Name



Authorized Signature

Jim Schlichting Technology Director

Printed Name & Title

6/7/23

Date

PLEASE PRINT THIS PAGE - SIGN & REPLY TO THIS E-MAIL