

MUNI-LINK BILLING**CUSTOMER INFORMATION**

Name: Town of Myersville

BILLING Address: 301 Main Street
PO Box 295
Myersville, MD 21773

Phone: (301) 293-4281

Website: www.myersville.org

Management Contact: Michelle Ramos
Title: Treasurer
Phone: (301) 293-4281
Email Address: mramos@myersville.org

Primary Muni-Link Contact: Same
Title:
Phone:
Email Address:

Accounts Payable Contact: Same
Title:
Phone:
Email Address:

Tax Exemption ID: _____ (certificate attached)

Service Types Billed for: Water and Sewer

Services Billing Cycle: Quarterly

How many Total Accounts: 750 – as of the effective date of this agreement

MUNI-LINK SERVICE

Muni-Link Billing is a comprehensive cloud based software solution that incorporates Customer Information System, Utility Billing, and Collections Management in an integrated environment.

Anticipated Go Live Date: 120 to 150 days from receipt of data for conversion

Implementation, Training and Data Conversion Fee: \$15,000 – for a full remote implementation. Travel and expenses can be quoted for on-site training and implementation days. This fee is for our standard best practice data conversion and implementation process including customer readiness and acceptance prior to go live, and includes 3 years of history being imported directly into our system from one database of documented data, as provided by the Customer. Half of this fee will be invoiced 30 days from date of contract signature. The other half will be invoiced 60 days from date of contract signature.

Muni-Link Software Fee: \$515 per month – to be paid annually at the rate of \$6,180 – for 750 accounts – and includes the Software License, Updates and Enhancements, Hosting and Unlimited Support. Billing for our Software Fee will begin 30 days before the agreed upon original Go Live Target Date established during the Implementation Project Kick-off Call (or the actual Go Live Date if sooner).

* Note – unless noted otherwise, pricing is valid for 90 days.

Timely Payments: Payments for the Implementation/Data Conversion and initial recurring Software Fee invoices are due on time regardless of project delays not specifically caused by Muni-Link.

Muni-Link Invoicing Cycle: Annual – 30 days in advance

Automatic Price Adjustment: The Software Fee will increase on a prorated basis, each time the total number of accounts (excluding inactive accounts) increases by 25 or more.

Annual Price Adjustment: For Cost of Living increases and ongoing Software Enhancements, the Software Fee is subject to an annual increase of 5%, or the annualized Cost of Living increase as per the Bureau of Labor Statistics Northeast Region CPI Index, if higher, starting one year after the first Software Fee invoice.

MUNI-LINK OPTIONS, OTHER SOFTWARE and TERMS
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NOTIFICATIONS and COSTS

Customer elects to use Customers Notifications, for Billing and/or Service Orders, at the rates below

Customer does NOT elect, to use Customer Notifications right now, but can sign up anytime

- One-time Setup Fee Included
 - Monthly Campaign Fee Included
 - Usage Fees
 - Emails \$3.00 per 1,000 (.3 cents each)
 - SMS/Text \$.045 per each 160-character message
 - Voice Calls \$.06 per minute (whole minute increments)
- SMS/Text and Voice Calls are Domestic / US based rates. Usage Fees are subject to change by carriers.*

INTEGRATIONS

Customer elects the following Integrations. If selected, these fees have been included in your Implementation, Training and Data Conversion Fee specified in Schedule A.

- NO Integrations
- QuickBooks (there is no integration fee)
- Other approved Accounting *specify Accounting software*
- Approved Asset Management *specify Asset Management software*
- GIS Standard ODBC Custom (requires a custom quote)

EXTRA MODULES AND SOFTWARE AVAILABLE FOR PURCHASE

1. Customer Loans
2. WebPresence – your web presence and community communication platform

LINK COMPUTER CORPORATION CONTACT INFORMATION

Corporate Name and Address: Link Computer Corporation
 140 Stadium Drive
 PO Box 250
 Bellwood, PA 16617

Phone: (814) 742-7700

Fax: (814) 742-7900

Websites: www.muni-link.com; www.linkcorp.com

Sales Contacts: Scott Baker Ryan Shaulis
 Senior Account Rep VP of Sales and Marketing
 (814) 742-7700, ext. 417 (814) 742-7700, ext. 446
 sbaker@muni-link.com rshaulis@Muni-Link.com

Other Contacts: Tim J Link
 Manager of Implementations
 (814) 742-7700, ext. 323
 tjlink@muni-link.com

 Mariah Papi
 Customer Support Manager
 (814) 742-7700, ext. 350
 mpapi@linkcorp.com

IN WITNESS WHEREOF, each of the parties has caused this Agreement to be executed by a duly authorized representative.

LINK COMPUTER CORPORATION

By: _____ Date: _____
 Tim Link, President

TOWN OF MYERSVILLE

By: _____ Date: _____
Print Name: _____
Title: _____