

Account Reinstatement Policy

Effective July 1, 2017, the following policy applies to customer accounts that lapse due to non-payment of software license fees at due date.

- The number of lapses referenced below includes occurrences starting July 1, 2017, to the current date.

| Occurrence | Timing | Fees Due Upon Reinstatement |
|----------------------|-----------------------------|--|
| First account lapse | Up to 90 days from due date | 2 months of license fees |
| Second account lapse | Up to 90 days from due date | \$200 reinstatement fee + 2 months of license fees |
| Third account lapse | Up to 90 days from due date | \$400 reinstatement fee + 2 months of license fees |
| All account lapses | 90+ days from due date | New account implementation fee |