

Account Reinstatement Policy

Effective January 29, 2018, the following policy applies without exception to customer accounts that lapse due to non-payment of software license fees on or after the due date.

- If the account has been lapsed for 12 months or less, the account can be reinstated upon written request for \$135 restart fee plus payment of all delinquent monthly software license fees since the account lapse date.
- If the account has been lapsed for more than 12 months, the current new account implementation fee plus current month software license fee is due to initiate account set-up.