

Metropolis Technologies, Inc.  
Support Renewal Dept  
6278 N. Federal Highway #413  
Ft. Lauderdale, FL 33308

Hidalgo County Sheriff's Dept  
Ruben Flores Accounts Payable/Telecom Dept  
711 El Cibolo Rd  
Edinburg, TX 78539

## Support Expiration Pending

06/13/08

Dear Hidalgo County Sheriff's Dept, Edinburg, TX:

Our records indicate that your support subscription for your OfficeWatch Call Accounting software will soon expire. A support subscription entitles you to 24-hour support 7 days a week, quarterly rate table updates, area code updates, prefix table updates, and updates to the most recent version of your software (available on-demand from the Metropolis website). We pride ourselves on our excellent customer service and software which is why the great majority of our clients renew their support subscription every year.

To renew your support subscription, please sign the enclosed service agreement and remit payment as indicated on the enclosed Courtesy Invoice.

Please note: If you do not have a support subscription and you experience any problems with your system, including revenue generation issues, our technical support staff will be unable to assist you or your vendor until your support subscription payment arrives by mail.

If you choose to not renew your support subscription, you may disregard this notice and your support service will automatically expire. If your subscription expires, you may rejoin for a \$250 processing fee in addition to the price listed on the Courtesy Invoice.

We at Metropolis Technologies thank you for your purchase and we will strive to provide the highest quality of service and software.

Sincerely,  


Erynn Dalton-Torrenca  
954-941-1010 x765 / edalton@metropolis.com

# Courtesy Invoice

Metropolis Technologies, Inc  
6278 N. Federal Highway #413  
Fort Lauderdale, FL 33308

**BILL TO:**

Hidalgo County Sheriff's Dept  
Ruben Flores Accounts Payable/Telecom Dept  
711 El Cibolo Rd  
Edinburg, TX 78539

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P.O. Number	Invoice #	Date	Terms
	185191-0808	06/13/08	Due on receipt

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Item #	Description	Cost
OWS500	Call Accounting Support Subscription (12 months) (includes 24/7 support, software updates, quarterly area code updates, quarterly prefix updates and quarterly rate table updates.)	\$795

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Total \$795

To ensure uninterrupted service of your system and to avoid a \$250 reactivation fee, please remit payment within 30 days of the invoice date listed above.

Questions? Please call Erynn Dalton-Torrenca at 954-941-1010 x765 (edalton@metropolis.com)

# Metropolis Technologies, Inc.

Tel 954-941-1010

Fax 954-301-0819

6278 N. Federal Highway #413

Ft. Lauderdale, FL 33308

## Service Agreement

Customer: Hidalgo County Sheriff's Dept

Date: 06/13/08

Address: 711 El Cibolo Rd

City: Edinburg      State: TX      Zip: 78539

This agreement covers: OfficeWatch-Extension 500 Call Accounting Software distributed by Metropolis Technologies, Inc.

**Metropolis Technologies, Inc. agrees to provide service for the system above, effective 08/01/08 for a period of 12 (twelve) months for the price of US\$795.**

This is a legal Agreement between you (the "Customer") and Metropolis Technologies, Inc. covering the provision of standard product support services by Metropolis Technologies, Inc. to the Customer. As long as the Customer maintains this service agreement current, Metropolis Technologies, Inc. will supply the services as described herein. This Agreement will terminate automatically if the user uses or permits the use of the Software in any manner not permitted by this Agreement. The Customer will not: (a) disassemble, reverse engineer, decompile, or otherwise attempt to discover the source code of the Software; (b) translate, modify, or create any derivative work of the Software; (c) disclose, publish, sublicense, sell, lend, rent, lease, or transfer the Software; (d) copy or reproduce the Software, except to produce sufficient copies of the Software for safe usage; (e) operate the Software on more than one computer at a time, unless specified as a network version.

Services Provided: The services provided under this Agreement include support services 24 hours a day, 7 days a week. Metropolis Technologies, Inc. will also provide four (4) data file updates per year and the latest version of the Software, to be downloaded via the Internet. This Agreement does not cover equipment relocation, system reconfiguration, program changes or equipment failure due to physical abuse, misuse, water, lightning, fire, theft or acts of nature. This agreement does not cover service or maintenance on any equipment not specifically mentioned above.

Payment Terms: Payment is due prior to commencement of this agreement. Metropolis Technologies, Inc. reserves the right to decline service if payment has not been received. Renewal of this agreement is subject to approval by Metropolis Technologies, Inc.

Assignment and Subcontracting: Neither party shall assign this Agreement or any right granted or to be granted under it without the prior written consent of the other, which agreement may not be unreasonably withheld. However, notwithstanding this clause, Metropolis Technologies, Inc. may, at its sole discretion, assign or sub-contract the fulfillment of its obligations under this Agreement.

