



# Annual Support Program – Commercial Quote

Date: 8/26/2011

To: Myra Montoya  
Hidalgo County Sheriffs Department  
711 El Cibolo Rd  
Edinburg, TX 78539

Quote Reference SF022665  
Re: Support & Maintenance Annual Renewal  
Contract: HDLGO002\_10.1A

Quantity	Dongle	Product Name	Start Date	End Date	Months	Unit Price	Total Price
1	73918	i2 Analyst's Notebook English Support	10/1/2011	9/30/2012	12	USD 906.00	USD 906.00
1	70304	i2 Analyst's Notebook English Support	10/1/2011	9/30/2012	12	USD 906.00	USD 906.00
*For Shipments to AZ, CA, DC, FL, GA, MD, NJ, NY, OH, VA, WA and WV: Please Add Appropriate Tax or include Tax Exempt Certificate							<b>USD 1,812.00</b>

Note: For California renewals; per regulation 1502, support is taxed at half of the taxable jurisdiction rate.

**Software Warranty and Annual Support Program** (See i2 Software License Agreement for details.)

i2 software products are covered by a 90-day warranty which warrants software functionality as described in product documentation, and media and documents that are free from physical defects. i2's Annual Support Program services and benefits include: **software upgrades** including corrections of identified errors in the software, software maintenance upgrades, and new product releases ranging from the extended functionality of plug-ins to new major product releases; **technical assistance** for guidance and troubleshooting via telephone and e-mail, Monday through Friday, 8:00 am to 5:00 pm, excluding holidays; **membership in i2's Online Forum** offering information on all i2 products, FAQs from the support team, tips and tricks for using i2 software, a User-Only Discussion Forum, and downloads including additional icons, case studies and sample charts; and **license synchronization, license consolidation, security key reconfiguration and lost key replacement**. All copies of software licensed to each customer must be included in the support program

### Terms

\*\* This quote is valid for 30 days from the date of issuance.

Delivery: 2 weeks after receipt of order  
Payment Terms: Net 30 days  
i2 accepts checks, VISA, Mastercard, and pre-approved purchase orders.

Lisa Boucher  
Account Manager - West

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Req# 201880