

# Tyler Technologies, Inc.

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## The Software Group Division

**The Software Group**  
6500 International Parkway, Suite 2000  
Plano, TX 75069

Corporate Office (972) 713-3770  
FAX (972) 713-3778  
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Support FAX (972) 713-3780

# Fax

**To:** Renan Ramirez **Re:** IBM Hardware Maintenance Contract

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**Office:** Hidalgo County Data Processing **Fax:** (956) 318-2152

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**From:** Jennifer Keltner

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**Date:** 12/19/05 **Pages:** 6 (including cover)

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Urgent  For Review  Please Comment  Please Reply  Requested Material

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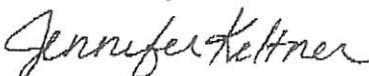
### Comments:

Renan:

Attached is important information regarding your IBM hardware maintenance contract. No additional action is required. These documents are only for your records.

If you have any questions, please feel free to contact me.

Thanks,



Jennifer Keltner  
Purchasing  
The Software Group  
972-713-3770

[jennifer.keltner@tylertech.com](mailto:jennifer.keltner@tylertech.com)

To:Hidalgo County Data Processing

Thank you for your business and welcome to IBM Services. This document will provide information explaining how to engage IBM to receive the services for which you have contracted.

You will be able to receive the contracted level of service effective immediately. Please read below for information on engaging IBM Service Support.

It is very important that this information be forwarded to anyone in your organization, across all shifts, who may be involved in initiating a service call with IBM. It will expedite the receipt of services for which you have contracted.

#### **IBM Maintenance Service**

If you need service on your equipment please call 1-800-IBM-SERV (1-800-426-7375). This number will connect you directly to the IBM Call Center responsible for initiating the service call. When placing a call please have the machine type and serial number available for the equipment requiring service.

If you need maintenance service prior to the completion of contract processing, called the Initial Enrollment Period (IEP), the IBM Call Center may not be able to verify your eligibility for maintenance through the standard IBM data base. This is a normal occurrence as it takes some time for the contracts to be completely processed and reflected within the IBM information systems. If, for this reason, the IBM Call Center is unable to verify a contract please ask them to transfer you to the **Customer Entitlement Team (CET)**. The CET has been set up to handle any customer service requirements during the Initial Enrollment Period. The CET will work with you to verify the equipment requiring service is on a valid contract which is currently being processed at IBM.

After being transferred to the CET, tell them you have signed a service contract through an IBM Business Partner and have the information they will need for proof of purchase. The information needed by the CET to verify your equipment is eligible for service and to initiate the service call is:

Contract # AF3HBH

Contract Start Date 08/15/05

Equipment List 3580 L11/ 1320473

- 1) A copy of the signature page of the **Statement of Work for Services Acquired from an IBM Business Partner (Z125-5766)**
- 2) A copy of a document verifying which equipment is being covered and a description of the type of service contracted (i.e. 24x7, 9x5, etc.) This document can be either:
  - A. The **IBM Schedule for Services Acquired from an IBM Business Partner (Z125-5769)**, or
  - B. An equivalent document we provide which lists the required information.

We will leave copies of these two documents with this letter. The CET will provide a fax number, when requested, during the call. Please fax the above two (2) documents to them. Upon receipt they will verify entitlement and initiate the service call.

If you have misplaced these documents you can have the CET contact us directly and we will provide them on your behalf or you can contact us and we will send you copies.

The CET is open 24 hours a day.

Some services, such as IBM installation of Customer Setup machines, are not included in a Service Suite contract. These services are available as a separate, contracted service. A contract will be provided and services performed at your request and will be billed separately from your ServiceSuite contract. If you need any of these additional services please contact us.

Please note- This process should only be necessary during the Initial Enrollment Period. After the contracts have been processed and IBM's systems have been properly updated it should not be necessary to provide proof of purchase.

Sincerely,  
Tyler Technologies

Authorized IBM Business Partner

# IBM Master Services Attachment for ServiceElite

## 1. Scope of Services

IBM will provide you Services as described in this Attachment and, if applicable, its Statements of Work and Change Authorizations to support your hardware and software products (called "Eligible Machines," "Eligible Programs," and together "Eligible Products"), Services are available for Eligible Products normally used for business, professional, or trade purposes, rather than personal, family, or household purposes.

IBM will identify the Eligible Products, the Services that apply to them, and the Services transaction contract period in Schedules that reference this Attachment and any associated Statements of Work and Change Authorizations. Each Schedule will also identify the Specific Locations at which the Services will be provided. A Specific Location may be your entire information processing environment, a portion thereof, which may be resident at multiple sites or a single building.

The specific terms regarding Eligible Machine Services and Eligible Program Services contained in this Attachment and its Statements of Work and Change Authorizations apply only when you have contracted for an associated Eligible Machine Maintenance Service or Eligible Program support Services specified in a Schedule.

## 2. Sales through IBM and IBM Business Partners

You may acquire Services through IBM or an IBM Business Partner, or their designee, authorized to resell IBM Services. IBM Business Partners establish the price and general business terms at which they market the IBM Services to you and they will communicate these directly to you for all transactions they initiate with you. However, IBM establishes the terms of our Services IBM provides and our general business responsibilities associated with those Services. Therefore, IBM will provide the Services, as described in this Attachment and its associated Statements of Work and Change Authorizations (and their Schedules).

Whenever IBM is required to provide notification to you or you are required to provide notification to IBM, each of us also agrees to notify the applicable IBM Business Partner engaged in the transaction.

In the event that you have contracted through an IBM Business Partner that is no longer able to offer IBM Services, for any reason, IBM will so notify you in writing. You may continue to receive the Services by instructing IBM to transfer administration of the Services to either 1) another IBM Business Partner of your choice (who may require you to first execute one of their agreements) that is approved to offer you IBM Services, or 2) IBM under a standard direct marketing relationship that enables IBM to generate charges and invoices.

IBM is not responsible for 1) the actions of IBM Business Partners or their designees, 2) any additional obligations they have to you, or 3) any products or services that they supply to you under their agreements.

Each of us agrees that the complete agreement between us about these Services consists of 1) this Attachment and its associated Statements of Work and Change Authorizations, 2) Schedules to this Attachment and its associated Statements of Work and Change Authorizations, 3) supplemental terms referenced in this Attachment and its associated Statements of Work and Change Authorizations, and 4) the IBM Customer Agreement (or any equivalent agreement in effect between us) identified below. By signing below, both of us agree to the terms of this Attachment with your modification:

As used in this Attachment, "you" and "your" refer to the Customer Company identified below.

Agreed to:  
Midalco County Data Processing

Agreed by:  
International Business Machines Corporation

By:   
Authorized signature

By: \_\_\_\_\_  
Authorized signature

Name (type or print): Ramon Garcia

Name (type or print):

Date: 8/15/05

Date:

Customer Company address:

Attachment number:

Ramon Ramirez / 558-310-2161  
100 N. CLOSER  
County Courthouse  
EDINBURG TX 78639-3523

Agreement number: MAF3H8H

Customer number: 0636740

Telephone number:

IBM Address:

Billing Address:

IBM CORPORATION  
4111 NORTHSIDE PARKWAY  
ATLANTA, GA 30327

SUPPORT NET INC  
ACCTS PAYABLE  
4400 WEST 98TH ST  
INDIANA POLIS IN 46269-2912

# IBM Schedule for ServiceElite Acquired from an IBM Business Partner

This Schedule contains a listing of the Eligible Machines of the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between our client (these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement for any equipment agreement in effect between us identified below.

**Name and Address of Customer:**  
Hidalgo County Data Processing  
Ramon Ramirez / 988-318-2151  
100 N CLONNER  
County Courthouse  
EDWINGERS TX 76839-3823

**Customer Billing Address:**  
SUPPORT NET IBC  
ACCTS PAYABLE  
4400 WEST 26TH ST  
INDIANAPOLIS IN 46238-2012

**Business Partner Name and Address:**  
SUPPORT NET IBC  
MIDVALLEY COUNTY  
DATA PROCESSING  
100 N CLONNER  
COUNTYHOUSE  
EDWINGERS TX 76839-3823

**Agreement Number:** M46394BH  
**Master Services Attachment Number:** AF334BH  
**Statement of Work Number:** AF334BH  
**Change Authorization Number:** 03306744  
**Customer Number:**

**Schedule Number:** AF334BH  
**Revised Schedule:** No  
**Schedule Effective Date:** 08/16/2005  
**ASPID Number:** 06661724

**Responsible Contracted Person:** 08/16/2005  
**Start Date:** 08/16/2005  
**End Date:** 08/16/2005

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

Hidalgo County Data Processing

By: Ramon Ramirez  
Name (type or print): Ramon Ramirez  
Date: 8-16-05

Agreed to:

International Business Machines Corporation

By: \_\_\_\_\_  
Name (type or print): \_\_\_\_\_  
Date: \_\_\_\_\_

Approved by Consolidated Date 8-16-05

2125-7201-01 1/02/05

Contact AF334BH (prepared 05/16/05 11:56 SAISHARFF)

Service Suite Entitlement Notification

Customer Name Hidalgo County

Contract # AF3HSH

Contract Dates 08/30/05- 05/29/06

Serial Numbers 3580 L11/ 1320473