EXHIBIT "C"
Software Support and Maintenance Provisions

For the various Lucity software programs listed in Exhibit "B", Lucity agrees to furnish to the CLIENT resources and perform various professional services related to on-going software technical support and maintenance as outlined in this Exhibit "C".

ASM PROGRAM RESOURCES AND SERVICES
On-going software technical support and maintenance resources and services provided through the Lucity Annual Support & Maintenance (ASM) Program are summarized in the attached exhibit titled "Technical Support and Services".

ASM PROGRAM FEES
The annual fee basis for the Lucity ASM Program is twenty percent (20%) of the total non-discounted software license fees for covered products based on the then-current published Lucity software license unit fees.

For the software programs listed in Exhibit "B", "Year 1" of the ASM Program is one (1) year from the Project's "Go-Live" milestone. The annual Program fee amount is fixed over the following Years 2-5.

Lucity Solutions	Licenses	Non-Discounted Total Software License Fees	ASM Program Fees
Requests	Site	$20,000.00	$4,000.00
Work Orders	Site	$40,000.00	$8,000.00
Work Administrator	Site	$20,000.00	$4,000.00
GIS Desktop	Site	$10,000.00	$2,000.00
GIS Web	Site	$10,000.00	$2,000.00
Facilities Bundle Facilities Equipment	Site	$15,000.00	$3,000.00
Streets Bundle Streets Bridges Rights-of-Way	Site	$15,000.00	$3,000.00
Traffic Control Bundle Signs Signals Street Lights	Site	$15,000.00	$3,000.00
Parks	Site	$10,000.00	$2,000.00
Trees	Site	$10,000.00	$2,000.00
Pavement Analysis	Site	$10,000.00	$2,000.00
Inventory Control	Site	$10,000.00	$2,000.00
Mobile Bar Coding	Site	$5,000.00	$1,000.00
Mobile Desktop	Site	$10,000.00	$2,000.00
Mobile Work Orders	Site	$10,000.00	$2,000.00
Integration API	Site	$5,000.00	$1,000.00
TOTAL		**$215,000.00**	**$43,000.00**

ASM PROGRAM RENEWAL
Access to ASM Program resources and services in subsequent years is renewable annually by mutual agreement.

Technical Support and Services ✛ lucity™

Technical Support and Software Maintenance Services

Clients Only Web site
Users have 24/7/365 access to our Help Desk support resources through the "Clients Only" section of our website (www.lucity.com). In addition to serving as a portal by which clients can submit requests and track their resolution status, the Clients Only site provides a knowledge base, software downloads, discussion boards, FAQs, user group information and more.

Toll-free Telephone Support
Lucity support staff is available to respond to inquiries Monday through Friday (i.e., business days) from 7:00 a.m. to 7:00 p.m., Central Standard Time.

Web Support Technology
We are able to provide the highest level of software support via the Web. This technology enables us to "see" your computer, allowing us to troubleshoot the problem in your environment and easily deliver a solution. In addition, this technology provides additional training capabilities for new users, staff refresher courses, etc.

User Conferences
Subscribers to our Annual Support & Maintenance (ASM) Program receive discounted fees to our Annual Conference & Training (ACT) event. The ACT provides you with an ideal place to complete training courses, network with co-users, work with our staff and explore additional resources we may have to offer.

Software Patches
We continually refine our applications - from problem resolution to minor enhancements, we always strive to strengthen the software. As an ASM subscriber, you will be provided with these patches for the supported program(s) as they become available.

Software Upgrades / New Releases
We are constantly improving all of our products. We incorporate new functionality and new tools to help you get the most out of the software. This Program provides you with upgrades (new releases) of the support program(s) as they become available.

Documentation and Self-Help

Electronic Help Manuals
Users can access a database of help through the Electronic Help Manuals within Lucity applications. These how-to guides give users an overview of applications, modules, functions and features. Users can search for information by table of contents, index or search.

Release Notes
With every new software release, Lucity provides a list of new additions. Release notes explain how the software has changed, including added functions and features or corrected software issues.

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