

Dear Valued Customer,

The purpose of this letter is to inform you of some important changes we are making regarding your annual support billing. These changes are being implemented after numerous requests from our Alabama customers and in an effort to simplify your budgeting process.

As you know, LGC's annual support billing is currently based on our fiscal year of July 1 through June 30. This has caused budgeting problems for our Alabama customers since your fiscal year runs October 1 through September 30. The current billing structure tends to generate many questions each year when we mail trial support invoices in March and the actual invoices in June. Because of these issues, we are happy to inform you that this year we will change the annual support billing for our Alabama customers to coincide with an October 1<sup>st</sup> through September 30<sup>th</sup> fiscal year.

So what does this mean for you? It means:

1. In June you will receive an invoice for your annual support fees for 3 months: July 2009 through September 2009. *Payment for this invoice will be due July 1<sup>st</sup>.*
2. In June you will also receive a trial invoice for your annual support fees for 12 months: October 2009 through September 2010. *This will be for budgeting purposes only.*
3. In September 2009 you will receive an invoice for your annual support fees for 12 months: October 2009 through September 2010. *Payment for this invoice will be due October 1<sup>st</sup>.*

We realize that this will be somewhat of an inconvenience this year but we hope that this change will simplify your budgeting process for years to come.

Should you have any questions or need any additional information please feel free to contact our Finance Department at (800) 737-1826 or email us at [Finance@lgdpc.com](mailto:Finance@lgdpc.com). We appreciate the opportunity to serve your office and look forward to working with you in the future.

Sincerely,

Brian Ring  
Finance Manager