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Dear Valued Client,

Beginning in May 2010, Tyler Technologies will be changing the way we render invoices for annual support and maintenance. Up until now, we have issued a separate invoice to you for annual support and maintenance for each Versatrans product you own. Starting with the May 2010 billing (for Versatrans Routing and Planning support periods beginning July 1, 2010), we will render one invoice covering all Versatrans products you own.

The billing will be based on the annual support period for Versatrans Routing and Planning and will include any other Versatrans products you own, even if their support periods currently do not end at the same time. For products for which support periods do not end at the same time, we will include the pro rata amount necessary to continue your current support, for those products, to the end of the next annual support and maintenance period for Versatrans Routing and Planning. Therefore, the next invoice you receive for your Versatrans Routing & Planning renewal will include annual support and maintenance for other products you own for a period of one to eleven months, depending upon their previous end date. Thereafter, all support and maintenance invoices will be for all products on an annual basis. We hope this will make the annual renewal process easier by providing you with one invoice for all Versatrans products you own.

Please keep in mind that the prorated invoice amounts will be calculated from the end of the current support and maintenance period for all products. This period may include amounts for which there may be outstanding invoices for you to remit. Therefore, any outstanding invoices for support and maintenance for Versatrans products issued prior to the prorated invoice must still be remitted.

If you have any questions, please contact us at 800-433-5530 or by email at [versatrans.accounting@tylertech.com](mailto:versatrans.accounting@tylertech.com).

Thank you for your continued interest in Tyler's Versatrans products.