

RIO SUPPLY, INC
100 ALLIED PARKWAY
SICKLERVILLE, NJ 08081
800-390-8060
NJ 856-719-0081 FAX: 856-719-0084

RECEIVED

JUL 13 2020

*Borough of Alpha
Clerk's Office*

July 8, 2020

Dear Valued Customer,

This letter is to inform you that your software maintenance contract is about to expire or has expired. Please review the attached software maintenance renewal contract. If you would like to continue this service, please complete the contract and return to the mailing address:

Rio Supply, Inc
100 Allied Parkway
Sicklerville, NJ 08081

Feel free to contact us with any questions or concerns.

Sincerely,

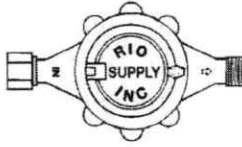
Shaina Levy
Accounting Associate
Rio Supply, Inc.

RIO SUPPLY INC
Distributor of Neptune water meters
Serving
NEW JERSEY, S.E. NEW YORK, DELAWARE,
AND PENNSYLVANIA

Valid 8/1/20 - 7/31/21

RIO SUPPLY, INC

100 ALLIED PARKWAY
SICKLERVILLE, NJ 08081
PHONE: 856-719-0081 FAX: 856-719-0084
TOLL FREE: 800-390-8060



**RIO SUPPLY
PREMIUM
SUPPORT PACKAGE**

CUSTOMER NAME:

Borough of Alpha

CUSTOMER ADDRESS:

1001 East Blvd. Alpha, NJ 08815-4419

SUPPORT

PREMIUM PACKAGE

\$5,550.00

Cost for Non Premium Customers

RIO Supply Telephone Support	INCLUDED	\$50.00 Per Call
RIO Supply Electronic PC Support	INCLUDED	\$100.00 Per Dial-In
Neptune Software Support	INCLUDED	\$2,550.00 yearly
RIO Supply Site Visit Support	UNLIMITED	\$350 for initial 2hrs, \$100 each additional Hr
RIO Supply Repair Return Management	INCLUDED	(SHIPPING)
RIO Supply Rental Equipment	INCLUDED	(THREE WEEKS MAXIMUM WITHOUT ADVANCED APPROVAL.)

IF THE PREMIUM PACKAGE IS NOT TAKEN THE PER SITE VISIT PRICING AND THE EQUIPMENT RENTAL FEES APPLY. (THE SITE VISIT FEE IS \$350 FOR THE FIRST 2 HOURS AND THE RENTAL COST ARE BELOW THIS SECTION. PHONE ASSISTANCE IS \$50.00 AND DIAL-IN ASSISTANCE IS \$100.00) THE PREMIUM PACKAGE INCLUDES UNLIMITED SITE VISITS, EQUIPMENT PICKUP, SHIPPING, AND FREE RENTAL EQUIPMENT. SUPPORT OPTIONS MUST BE RENEWED ANNUALLY. (PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.)

RENTAL EQUIPMENT FEES:

CE5320 SERIES	\$1,000.00	WEEKLY
MRX900 SERIES	\$2,000.00	WEEKLY
FIELD PROGRAMMER	\$400.00	WEEKLY
ADVANTAGE WAND	\$325.00	WEEKLY
POCKET PRO READER	\$325.00	WEEKLY

I select the Premium level of support.

Customer's Signature: _____

Position: _____