



HipLink Software
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Los Gatos, 95032
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Quote #:
KCID2526V2

Collin McRoy
Kootenai County, ID (ONSITE)
3380 N. Julia Street,
Coeur d'Alene, ID, 83816

Phone: 208.446.1855
Email: cmcroy@kcgov.us

Date: 9/17/2025
Rep.: Jon Goodfellow

Qty	Item #	Name	Price	Total
1		1 HipLink Annual Support Renewal	\$16,101.58	\$16,101.58
1		2 Prorated Term 9/30/25 - 10/30/26	\$0.00	\$0.00
Sub Total				\$16,101.58
Taxes			0.000%	\$0.00
TOTAL				\$16,101.58

Quote Valid for 30 Days

Thank you for your business



HIPLINK TERMS OF SUPPORT

- All maintenance renewals must be paid by the expiration date.
- A Software re-certification fee of \$500 or 5% of the original software purchase, whichever is greater, in addition to the support renewal fees, applies to accounts with lapsed coverage.
- Lapsed Coverage renewal will be retroactive to the original expiration date.
- No support will be given until maintenance renewals are paid.

HIPLINK SUPPORT & MAINTENANCE POLICY

- Unlimited phone support
 - Free major release upgrades
 - Maintenance updates and bug fix patches
 - Unlimited email questions and answers
 - One customer point of contact
 - Website access to application notes and FAQs
 - Standard Support hours: 8 am to 5 pm PST, Monday to Friday
 - Extended Hours Support, and Weekend Support is available and charged separately on a per-call basis.
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