

# COMM-PRO ASSOCIATES, INC.

## Comm-Pro HNAS Extended Use (HNAS-EU) Order Preparation, Terms and Conditions

June 26, 2018

Subject: Comm-Pro HNAS Extended Use (HNAS-EU) Order Preparation, Terms and Conditions

Dear HNAS Customers and HNAS Providers,

Comm-Pro is now accepting orders from customers that need to or prefer to continue operating HNAS Products beyond the Comm-Pro HNAS EOL December 31, 2018 date.

The following **Terms and Conditions** must be met before HNAS\_EU customer orders will be processed.

- 1: Customers must be in good standing with an active HNAS *cid\_9nnnn* license ID (must be provided in order request).
- 2: Customers **EOMDATE=2018/12/31** must already be activated or in use via our standard yearly or *n*-month renewal period process.
- 3: Customers **DNAS Display output** report needs to be provided to Comm-Pro for all HNAS Images in use with-in 30 days of responding to this email notice.
- 4: Previously executed HNAS Software, Maintenance, Use or Master **Agreements** provided by Comm-Pro, Customer, Provider or other Entity are null and void effective December 31, 2018 and will no longer be valid as of January 1, 2019. None of these agreements are valid under HNAS-EU. The Comm-Pro HNAS License ID cannot be operated beyond December 31, 2018 without a HNAS-EU Invoice payment.
- 5: Customer must also accept the **HNAS Extended Use Operational Requirements** (below).
- 6: Customer needs to decide the period of use for their HNAS-EU order. Sample pricing was provided to all of our customer with pricing for various terms 1, 3, 5 years as well no time limit for customers ordering HNAS-EU under a 5-year term along with the Source option.

7: The order process must be completed, and payment received no later than November 30, 2018. This will ensure that customer has a minimum of 15 days to validate their Special HNAS-EU key before Comm-Pro December 31, 2018 EOL. We recommend that customer complete this process a minimum of 90 days before EOL

8: The special HNAS-EU Key to extend HNAS operation for the period ordered will not be provided until the payment is received and processed.

9: No Standard or Special HNAS-EU Keys will be provided after December 15, 2018 if payment has not been received and posted as cleared by our bank.

– Customer operating under License ID cid\_9nnnn accepts the above Terms and Conditions. Locate an X in the provided box if you accept these Terms and Conditions (required for order fulfillment).

It is important that you contact us as early as possible so that we can ensure that your HNAS-EU request order is processed in a timely manner so that we can provide you with HNAS-EU under your existing HNAS License Software level for the appropriate period of coverage.

Your HNAS-EU Price Quote request must include the following information:

- 1: HNAS License ID (cid\_9nnnn),
- 2: Period of coverage you require, 1, 3, 5 years
- 3: With or without the source option  
Source option requires 5-year pricing fee for unlimited period.
- 4: Any special requests for our review.
- 5: Primary customer contact names and email address (Manager, Support, Billing).
- 6: Physical address where HNAS images are currently operating.
- 7: HNAS-EU must be included in the subject and description of order.

### **HNAS Extended Use Operational Requirements**

Customers and Providers must agree to the following Limitations, Restrictions and Rules regarding operation under HNAS-EU.

- 1: No Support, Maintenance or Services will be provided by Comm-Pro after December 31, 2018 or under HNAS-EU beginning January 1, 2019.
- 2: No new or existing HNAS Product Software, Support or Maintenance Agreements will be accepted or supported effective January 1, 2019.

3. Customer is not permitted to sell or transfer the HNAS-EU HNAS Products to another company or entity, software is for exclusive use only by the licensed customer.

4. The HNAS software will stop operating once the EOMDATE=yyyy/mm/dd occurs (the EOM date is set based upon your order). No HNAS Keys will be available to extend the HNAS-EU operation. The only exception is for customers operating under HNAS-EU Source Option whereby they can extend their specific License ID Key beyond their 5-year period.

– Customer operating under License ID cid\_9nnnn accepts the HNAS Extended Use Operation Requirements above. Locate an X in the provided box if you accept these HNAS Extended Use Operation Requirements (required for order fulfillment).

Once the above terms and conditions are met and/or agreed to please request an official HNAS-EU Price Quote at your earliest convenience.

It is important that you contact us as early as possible so that we can ensure that your HNAS-EU request order is processed in a timely manner.

Thank you and Warm Regards,

Comm-Pro Associates

Phone: 661-284-3650

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