



Software Maintenance and Support (SMS) Contract Renewal Process

Our Software Maintenance and Support (SMS) agreements usually have a minimum of 12-month term. At the end of each term, it must be renewed for our customers to continue to receive the services and benefits. All SMS terms must be continuous without gap.

Generally, an SMS contract is considered renewed unless we receive a written notice from our customer 30 days prior to the expiration of the current term indicating the intent not to renew. To complete the renewal process requires the following steps:

1. You should receive a renewal price quote from AspenTech 60 to 90 days prior to the expiration of the current SMS term. If you have not received the quote by that time, please contact us (Phone: 1-888-996-7100 and press "0" or Email CustomerCare@aspentech.com).
2. We require our customers to sign the quote or provide a Purchase Order (PO) to validate the new term and price. On the signed quote, you will need to indicate if PO is required for invoicing. If no PO is required, the signed quote is sufficient for us to invoice you.
3. If your company requires a PO to pay an invoice, a copy of your PO must be sent to AspenTech to complete the agreement. If you only require the PO number to be referenced on the invoice, then please indicate on the signed quote that a PO number is for reference only and a physical PO will not be required.
4. The quote also contains the billing address that is currently on record with AspenTech. We will be using the billing address to send the invoice. Please review the billing address to verify it is still valid. If the billing address has changed, please enter the new billing address on the space provided on the quote.
5. Once we receive these documents (See Notes below), an invoice will be sent to you with the payment due date being the first day of the new term. Your payment on this invoice will complete the renewal process of the SMS term.

Special Notes:

- a. AspenTech requires the customers to complete the renewal documents at least 30 days prior to the expiration of the current term to allow the agreement to be processed and the invoice to be sent on time. This will ensure the payment to be received in time for the new term to take effect upon the expiration of the current term.
- b. Late payment after the due date on the invoice or after the start date of the new term may subject to 1.5% per month late charges.
- c. The SMS services and benefits are suspended upon the expiration of the current SMS term if the payment is not received by that time.
- d. AspenTech may terminate and cancel the SMS contracts if we do not receive response to the SMS quotes or if we have not received payment on the SMS invoice by the due date. Reinstatement of a cancelled SMS contract requires the payment of all back owing SMS fees for the entire period elapsed and may also subject to reinstatement fees calculated at 1.5% per month over the lapsed period.