



**Sterling Solutions, Inc.**

AUTOMATED DECISIONS FOR THE FUTURE

Post Office Box 3020  
Bluffton, SC 29910-3020  
(800) 673-9315

## **VIMS MAINTENANCE AGREEMENT**

Wise County Veterans Service Office  
PO Box 1567  
205 N. State Street  
Decatur, TX 76234-6148

In consideration, for the sum of \$700.00, Sterling Solutions, Inc. herewith agrees to provide the maintenance services delineated below for the period October 1, 2011 through September 30, 2012 to the **VIMS** license holder shown above.

Maintenance services include:

1. Unlimited toll-free telephone service for **VIMS** software, technical, and training support.
2. **VIMS** enhancements and updates, including automated form updates, at no charge.
3. Reasonable advice and assistance on hardware problems.

Maintenance services under this Agreement do not include:

1. Repair to **VIMS** programs or files that have been tampered with or altered in any way.
2. Repair to **VIMS** programs or files that have become corrupted or have lost data due to the lack of reasonable care and maintenance on the part of the licensee, including but not limited to regular backups and **VIMS** Reorg.
3. Responsibility for third party hardware or hardware beyond our warranty responsibilities except reasonable advice and assistance as noted above.

STERLING SOLUTIONS, INC.

Kristin H. Trafton

Date: September 13, 2011

09/20/11 | *Okay / Approved*  
*Bill McElhaneey*  
*County Judge*  
*Wise County, Texas*