

January 14, 2022

Ms. Kelly Y. Johnson
Rowan County
1813 E. Innes Street
Salisbury, NC 28146

Dear Ms. Johnson:

Laserfiche policy dictates that MCCi, as your current Solution Provider of record, is the sole Solution Provider that can download software licenses and activations for you. In addition, unless you change your Solution Provider of record, only your current Solution Provider of record can provide you with additional Laserfiche software to expand or upgrade your Laserfiche system and renew your Laserfiche Software Support Plan ("**LSSP**"). Please note that we have generally found that the Solution Provider that has implemented and supported your Laserfiche system is likely to have a better understanding of your current system. Thus, it may take some time for a different Solution Provider to gain that same understanding.

Should you decide to change your Solution Provider of record, you will need to complete Laserfiche's change of Solution Provider process, which usually takes about 30 days to finalize. For further clarification, please feel free to call or email your Territory Manager, Katherine Hou at 310-483-3983 and Katherine.Hou@laserfiche.com.

Regards,

**Wylie
Strout** Digitally signed
by Wylie Strout
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Wylie Strout
General Counsel