



COMPUTER/NETWORK SUPPORT AGREEMENT

Johnstown, PA 15901
Telephone (814) 536-5356
Fax (814) 536-7690
Toll Free 800-452-COPY (2679)

CBM Plan CNS 5 Minimum Annual Fee Charge is \$395 plus tax

HOW TO KEEP YOUR COMPUTER NETWORK PERFORMING TO ITS MAXIMUM AND YOUR DOWN TIME TO A MINIMUM. At CBM, we will make our best effort to provide computer/network support for any request the customer makes.

CBM Business Machines (CBM) agrees to provide, and customer agrees to purchase, Reduced Rate Support hours during the course of the Agreement coverage year on the conditions set forth in this agreement. If you need more support hours because you have consumed the support hours which were included, you can either purchase more support hours at CBM's applicable hourly rates and terms at that time in effect, you can renew your current Software Support Agreement (even though the renewal anniversary date may be in the future) or purchase a new Software Support Agreement at a higher or lower rate.

At the end of the agreement's coverage year if you have unused support hours, they may be carried over to the next year by adding to a new Support Agreement. The Software Support Agreement also covers travel time. Unused support time cannot be refunded, transferred or assigned and unused support time expires upon non-renewal of the Support Agreement.

This Agreement provides support time that may be used for the items checked below.

Software: Time needed for administration support of Microsoft and Novell based operating systems. Set-up, installation, configuration, and reconfiguration as needed, local user internet configuration, help desk phone support and manufacturer supplied updates installed and installation of hardware and software upgrades, when labor is not included in the upgrade. This Agreement may also be used for labor charges that are not covered by a warranty (that covers parts only and not labor).

Hardware: This Support Agreement may be used for service time needed to repair or set-up network computer equipment, printers, hubs, routers, and/or stand-alone equipment, except copiers or network printers that record activity. This Agreement may also be used for labor charges that are not covered by a warranty (that covers parts only and not labor).

Catastrophic Disaster Recovery: See: (Disaster Recovery Survey Form) Disaster Recovery is a service that CBM will provide after a customer has met the evaluation recommendation standards. This Disaster Recovery option will assist in the recovery of the Computer/Network operating system, system programs, and data (from date of last backup by CBM). After the customer has met the minimal requirements, CBM will provide the following services:

- Provide Backup Service on an annual basis
- Provide Secured Offsite storage of backup Yes No
- Maintain Backup Agent Software
- Can Provide Recovery Installation

It is not possible to recover administrative passwords or backup media. To qualify you must have a comprehensive survey of your system network and bring your network into compliance.

Qualify Yes No

TERMS: The initial period of coverage shall be for a period of one (1) year, beginning and ending on the date set forth above or the number of hours set forth on the face of this agreement, whichever comes first. This Agreement shall be automatically renewed for additional period of time of like duration in the event that prior to the expiration of the initial term or any renewal term, CBM invoices the Customer for, and the Customer pays, the applicable annual fee. The minimum annual support charge is based on Customer's declaration. The prevailing charges may change, without prior notice at the start of any renewal term. CBM or the customer shall be under no obligation to renew or extend the term on this agreement and may, in its sole discretion, decline to provide or receive Reduced Rate Support at the expiration of the initial term or any renewal term.

CBM SALESPERSON _____
 CBM SERVICE MANAGER _____

| CBM BRANCH MANAGER APPROVAL | DATE | CUSTOMER SIGNATURE | DATE |
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Excludes: parts that are not under warranty, updates and upgrades that are not provided free by the manufacturer and Third Party and Proprietary Software Programs. This agreement shall not apply to support service made necessary by accident, misuse, abuse, neglect, theft, vandalism, electrical power failure or alteration, fire, water, or other casualty, service performed by personnel other than those of CBM or by the use of equipment, supplies or parts not meeting CBM's specifications.

In the event CBM agrees to perform support service made necessary by any of the above causes, then the terms of the agreement will apply. Support calls unable to be completed because of customer's negligence in keeping adequate amounts of supplies or software on site, are billable at CBM's applicable hourly rate, in addition to any support charges already paid.