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CENTURY BUSINESS PRODUCTS, INC.

At Century Business Products, we are pleased that you chose us as your business and technology partner. We are confident that you will experience and enjoy our commitment to your success.

During our initial discovery meetings we developed an initial understanding of your business and its technical environment. While no amount of discovery will identify 100% of the intricacies of your business, we do utilize industry standard techniques to identify the details most relevant to our business relationship. As we continue to work together, we will continue to round out our understanding of your business, which may from time to time lead us to recommend enhancements to your business, including: staff workflows and efficiencies, work processes and procedures, technology products and services, and B2B referrals. Ultimately, it is always up to you and your business to determine feasibility and appropriateness of these recommendations, yet, we make them none-the-less with the knowledge that your success is our success.

The following paragraphs outline our commitment to you. Please read through the following agreement as it does include statements regarding the extent of our liability as well as your company's responsibilities under this agreement. Also note that we may enter into other written agreements with you which may supersede this agreement. If you have any questions or comments, please feel free to contact us at any time at Support@CBP-SD.com.

Note: This agreement will be updated from time to time with or without notice. As our business and technology partner, please visit our customer website (<http://help.cbp-sd.com>) regularly to ensure that we are in agreement. All customer specific modifications to this Customer Agreement must be in writing and signed by all parties.

Century Business Products. - Contact Information:

Address: 1011 E. 15th Street
Sioux Falls, SD 57101

Telephone: (605)335-7367 / (800)529-1950

Email: Support@CBP-SD.com

Request Help or Information Online: <http://help.cbp-sd.com>

Website: www.CBP-SD.com

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INFORMATION TECHNOLOGY SERVICES AGREEMENT

Liability Limitation Statement

Under this agreement, you understand that the terms of this agreement do not create an express or implied warranty with respect to the services provided by CBP. You understand and agree that system downtime, virus (malware) infection, business interruption, and data loss/corruption, among other risks, are inherent in any organization's decision to store and manage its valuable information in electronic form. CBP's obligation is limited to performing proactive system maintenance procedures, which are standard in CBP's industry, to minimize your inherent risks. You understand and agree that CBP shall NOT be liable for any damages which are directly, incidentally, or consequentially attributable to such inherent risks. You acknowledge and agree that by entering into this agreement, CBP is not assuming your risks related to known or unknown 3rd party interference associated with connection to the public Internet, including but not limited to virus authors, unprotected outside systems, hackers, and Internet outages. You agree to indemnify and hold CBP harmless for any damages attributable to such risks.

Customer Responsibilities

Business Continuity & Protection

You agree to a proactive approach to managing your environment. Given enough time and use, hardware and software products do fail, and there are organizations and people who do intend to do your business harm. The key to minimizing your risks is to make the relatively small investments in the backup and security processes and products necessary to protect your business.

Customer Liaison

You agree to provide availability to a staff member who is knowledgeable about both your business and its use of technology. Access to this staff member will prove vital to our ability to serve your needs and thus your satisfaction as our customer. CBP will work closely with this staff member to train them in the daily operation of the technology that your office relies upon. This staff member will also help to prioritize and authorize CBP activities.

Customer Account Maintenance

You agree to keep your account in good standing. Please refer to one of our Accounts Receivable staff members if you have any questions or concerns about your account, our billing, or payment terms.

Assumptions

This agreement is agreed to based on the following assumptions:

- CBP's office is staffed from 8:00 a.m. to 5:00 p.m.
- You, our customer, can reach us for support or questions at:

Web: <http://www.cbp-sd.com/>

Email: Support@CBP-sd.com

Telephone: (605)335-7367

- Monthly services will be billed in advance
- This agreement should not be assumed to allow termination of any other existing 3rd party maintenance agreement you have, for example virus signature subscriptions or software application maintenance fees. Please feel free to ask us if you have questions about your 3rd party maintenance agreements.

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