ADDITIONAL TERMS AND CONDITIONS

These are the additional terms and conditions referred to on the face page to which they are attached (such fllce page, and any llddendurn(s) hereto, colleclM!ly with these tenns and conditions, the "l\greenlent").

1. TERM. Maintenance under this Agremnent shall start on the date (the "sat Dale/ of instllltation for newly installed equipment Qnclusive of standard embedded Canon brand

IOl\wln) (the "Equipment") cowred under toner inclusive or image dependent service. For ell

other newly installed Equipment, the SllWt Date shall be at the end of the relevant Equipment waninty or 90 days from installation, which- CX1111es first. The Start Date is stated on the face

page for all prevlOUlly in pl- Equipment.

(a) The initilll term specified on the fllce page shall ,.,\_ for succeuive 12 month renewal terms unless either party gi.,..writlilln notice of non-renewal at least 30 days prior to the mcpiration of the lhen-current term (llllC8pl that in the cae of Image dependent service, the

-alterms shall be of the -dundion •the initial term). The renewal charges shall be reftect8d on the invoice for the first bilHng cycle of the renewal period. You shllll hllw the right to tarmillllle this Agreement during any renewal term with 30 days advllnce wrillen notlca ID CSA.

1. CHARGES. BDe ctwvea shall be biled in advance and per image charges, 1111111 be billed

in arrears; provided lhllt the meter shall l'llCORI a quantity of 2 images for eny image produced on

media wider thlln 8%". lnYOices shllll be due and payable within 30 days of the invoice date unless otherwi• -ed on the invoice. Applicable ta.a shall be added to the charges. If payments are 181e, CSA may charge you lll1d you agree to pay. •late charge equal to n... percent (5") of the amount due for each billing period or portion of a bilHng period such payment is delayed • ,.,.ble collacllon fees, not to exceed the maximum amount permitted by law. If the Standard Price Plan is selected on the fllce side, the charges specified on the fllce page .. IUbject to an annual up to 10% (• delennined by CSA In its sole disaetion) either Q)

on llllCh anniverury of the 11811 dlllll or 01) once ineach calendar year if you hllw salected the

Aggregllle Cownige Plan. FDC9d Price Plans shall not inaea• during the initial term. If you hllw

llelecled CFS on the fllce Pllll8 •the billng entity, your maintenance charges will appem" on

your periodic l.se invoice along with standard l.se ctwvea. CFS will remit your paymant of

maintenance charges to CSA upon receipt. (•)Consumable lnclUli.,. mainlenance includes

replenishment of consumables specilled on the fllce page for odUli.,. use with the Equipment CSA may tenni111119 this l\glWf'\*1I ifyou uMthe consumables in• dill'llrent manner. In the ewnt your toner usage umacls by more than 10%the published manuf8cturer specilic8tions for COIMl1tionlll olllce image COV9111Q8, •determined by CSA, CSA may invoice you for such

.\_..usage. You may pun:t\_.. 8ddition8I toner from CSA if required during the lenn. You 1111111 bear .iirisk of Iola, th8ll or dmnage to unused consumllllles, which shall remain CSA'• property and shall be returned promptly upon termination of this AgtMment. (b) If you hllw llelecled the Fleet or Aggreglllll CCM1f8C111 plan, the e..e Charge and the Covered Images shall

apply to all ofthe Equipment on the Schedule unless otherwise indiClllad. If specified on the

,\_ page that the Llated Items ..being added to an eJCisting Fleet CCNW11Qe Plan under a

previous agreanent between you and CSA, Q) the fleet shall Include the Hsled ileml under the previous . and 1111 other agremnents forwhich the add to eJCisting fteet option­ llelecled, and Qi).\_ malnlln8nce term for al Lisled 11em1 under this Ag,.,-nent shall be the same -the maintenance llrm for 1111 liated i"'11I under all auch previOUI llglwnenls. (C) If

spacified on the ,\_ page 111111 the Llated Items..being lidded ID an eJCisting Aggregalll

ColMr8ge Pllll1under• previous between you and CSA, the Covered Images shall apply ID all of the Equtpment on the achedule , unless otherwi• indicllted, plus the llsled items under the previous (I), and al other llQl9lllT1enll for which the add to eJCisting AlllJ'8Q8lll Cownige Plan -selected, on 811 aggregated baia, for IO long •the maintenance

llfm for 1111 such Hlllld i"'11I continues. (d) Unless otherwise indlcllled on the fllce page, you

eulhorize CSA ID LIM netwolkad felllures of the Equipment including imegeWARE Remote to

rece1...so11w1n updalls, ectiVlllll l'elltureslrlM licenMI and/or transmit LIM and service data

accumulated by the Equipmant owr your netwolk by means of an HTTPS protocol •nd to -·

and LIM such dlllll for puipoees relllled to ..vicing the Equipment and product

impRMmenl. (e) You agree to provide meter readings to CSA, if applicllble, in 8CCOfdanoe with

the meter read option selected and CSA's normal procedures. If you selected CSA's eMenage

wablile, you shall complele CSA's registration process gowming llCC8ll to and u•of such website. CSA may change your meter read options from time ID time upon 80 days notice. If CSA does not receiw timely .-readings from you, you agree to pay inYOices that reflect CSA'1 estimllles of meter readings. CSA ,.\_.the right to ll8lify the llCCUrac:y of any meter readings from time to time, and to invoice you for •ny shortfllll in thtl inYOice for the next periodic bilingcyda.

1. COVERED SERVICE. CSA shall provide all rcuine preventiw maintenance and enagency service .-myto keep the Equipment in good wal1cing order in accord•nce with this Agreement and CSA's normal practice. Such servlca shall be pef1'ormed during CSA's IOClll

regular buliness hours (8:30 A.M. to 5:00 P.M. Monday through Friday, except holidays). (a) You shllll llllllrd CSA r.sonable access to the Equipment to pelform on-sile service. CSA may tarmillllle illmaintenance obligations •ID •ny Equipment if you relocate it to • site outside CSA's service terrilDry. If, in CSA's opinion, any Equipment cannot be maintained in good

wor11ing order through CSA'• rouane maintanance services, CSA may, Ill illoption, Q) substitule c:omplll8ble Equipment or Oil cancel any balance *al* the term *al* this Agr9en18nt •to such Equipment and refund the unearned portion of any prepaid charges hereunder. Parts or

Equipment replaced or l'8ITKMld by CSA in connection with maint.-ice services hereunder shall beCXlll1e the property of CSA and you disclaim 1111)' inllllrelt therein. (b) CSA shall make Bllllilllble ID you from time to time upgrades and bug film for the licensed •part of the Equipment rEmbedded Software"), but: Q) only if auch upgrades and bug fiDI are provided to

CSA by IUppliers of such Embedded Software, 01) IMilabillty of upgrades and bug fixes may be

at additional chllrge, and Qi) instllllation of such upgnldes •nd bug fixes by CSA if requlllllld by

you shall be 111 additionlll charge. You are not requinld to use CSA for instllllation of any

upgrades and bug ft-. but if instlllllllion is done by anyone other then CSA, CSA shall haw no responsibillty for any pelformance or other issues that may result from such installation. CSA shall also use elfoflll to provide lellel 1 support for the Embedded Softwllre. Lewi 1 11.ipport consists of providing help-line telephone asistance in oparating the Embedded Softwllre and identifying service problems, feciHtating conlllcl between you llnd the supplier of the Lisled Software ID rectify such problems llnd maintaining •log of such problems to asist Inlnlcking the same. Embedded Sollware •used herein does not include separately-priced application software supplied by CSA to you under 1111)' separllle acquilition egreanent, llnd support

therefor shall be IOlaly gowmed by the provlllions thereof. You acknowledge that CSA is not the dewloper *al* any of the Embedded Sollware or other software and other lhlln the foregoing, 11.ipport for IOllwln is not provided under this

4. NON.COVERED SERVICE. The following services, and any other wait beyond the scope

of this Agreement, shall be inYOiced in accordance with CSA's then current labor, psis lll1d

supply charges: (a) repl-.nent of 1111)' consumable supply ilem, including, without limitation,

paper, IDner, ink, waste containers, fuser oil or staples (except for toner inclusive service to the

exlent provided in Subparagraph 2(b) .00...), other media, print heeds and puncher dies; (b)

repairs necessitated by factors other than normal use including, without llmillltion, any wilful eel, negligence, abuse or misuse of the Equipment; the use of p1111S, supplies or software which are not supplied by CSA and which cause abnonnally frequent a.viee Clllls or MNice problems; service pefformed by personnel other thlln CSA personnel; accident; LIM of the Equipment with non-compatible hardware or software CX1111ponents; electrical *f10NfK* rnmfunctlon or healing, cooling or humidity ambient conditions; (c) de-installation, re-installllltion or relocation of Equipment (other than by CSA); (d) repairs to or realignment of Equipment, and relllled lnlining, necessitated by changes you made to your system configuration or networ1c environment; (e) wait which you request to be pelformed outside of CSA's regular bulineu houls; or (f) repair of any network/system connection device, except when llated on fllce page.

1. DATA. You acknowledge that the hard dri\18(1) on the Equipment. Including llllllched

devices, may relain images, content or other data during normal operalion of the Equipment r0ata/ and that exposure or access to the Data by CSA, if any, is purely incidentlll ID the services pelformed by CSA. Neither CSA nor any of their llllililllel tms an obligmtion ID -or overwrite Data upon your return of the Equipment to CSA or any lemling company. You are solely responsible for: Q) your compliance with applicable law and legal requirements pertaining to data privacy, security, retention and protection; and Qi) .iidecilionl relllled to .-ngor

overwriting Data. Without limiting the foregoing, you should, prior to return or other dispoeition of

the Equipment, utilize the Hard Disk Drive (HOO) (or comparllble) formatting function (which may

be ref9rred to• "Initialized AH Dllta/Setlings" function) if found on the Equipment to pelform a one pmOll9IWrile of Data or, ifyou hllw higher security requiremenll, you may purchaM from CSA at cumin! rates an llVllilllble option for the Equipment, which may include (•) an HOD Data Encryption Kit option which disgui- informlltion before it is wrillen to the hard dri.,. Uling encryption lllgorilhms, (b) •HOO Data Erau Kit 111111canpelformupID•3-pas Oll9IWrile of Data or (c) •repl-.nent hard dri.,. (in which case You should propally dllltroy the replaced hard dr1.,.). The lerml ofthis Section 51111111 solely gowm •to Data, notwlthll811dl11g lhllt any provisions of this Ag,.,-nent or any separate confldentiality or data security or other agreanent now or hereafter entered into you and CSA could be construed to apply to 01118.

* 1. EXCLUSION OF WARRANTIES AND LIMITATION OF LIABILITY. CSA EXPRESSLY

DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY ANO FITNESS FOR A PARTICULAR PURPOSE RELATING TO THE USE OR PERFORMANCE OF THE EQUIPMENT AND SOFTWARE OR ANY METER READ COLLECTION METHOD PROVIDED BY CSA. YOU EXPRESSLY ACKNOWLEDGE THAT THE FURNISHING OF MAINTENANCE SERVICE UNDER THIS AGREEMENT DOES NOT ASSURE UNINTERRUPTED OPERATION AND USE OF THE EQUIPMENT, SOFTWARE OR METER COLLECTION METHODS. CSA SHALL NOT BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE EXCEPT TO THE EXTENT CAUSED BY CSA'S NEGLIGENCE OR WILLFUL MISCONDUCT. CSA SHALL NOT BE LIABLE FOR EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OF REVENUE OR PROFIT, LOSS OR CORRUPTION OF DATA, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, STORAGE CHARGES OR OTHER INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE EQUIPMENT, SOFTWARE OR METER COLLECTION METHODS, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CSA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

1. DEFAULT. You shall be in defllultofthisAgreanent ifyoufllil ID pelform any ofyour

obliglltions under this Agremnent, inducing mllldng prompt undiaputad payments when due.

CSA may withhold 8llNic8 under this in whole or in part until any delinquent payment is recaiwd by CSA. CSA may termin811t this Agr9en18nt in whole or in part upon your d8f8ult with thirty (30) days notice to you, ooless such default iicured by you within the thirty (30) day period. If an owrdue payment iidilPl\*ld In good fllith within thirty (30) days after the due data theraof,

you 1111111 PllY all undlspu911 amounbl and promptly make •good fllilh -to rnolw such dispute with CSA. In the of your default, CSA may, without limiting Ila otherrtghll and remedies IMilable under llpplicllble law and this require you 1D pay 1111 charges then due but unpaid, includlng any llpplicllble INchllrges, plus an emty terml11111ion fee equal ID

three (3) tm. the 11V9111118 monthly bilHng to date and any .toner ch8rvea per Section 2(b).You agree that such ctwvea- reuonable liquidllled d8mllgel for Iola of bargain •nd not

•penalty.

* 1. GOVERNNG LAW. THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF NEW YORK. YOU CONSENT TO THE EXCLUSIVE JURISDICTION AND VENUE OF ANY STATE OR FEDERAL COURT LOCATED WITHIN THE CITY OF NEW YORK UPON SERVICE OF PROCESS MADE IN ACCORDANCE WITH THE APPLICABLE STATUTES AND RULES OF THE STATE OF NEW YORK OR THE UNITED STATES. ANY AND ALL SUITS COMMENCED BY YOU AGAINST CSA, WHETHER OR NOT ARISING UNDER THIS AGREEMENT AND REGARDLESS OF THE LEGAL THEORY UPON WHICH SUCH SUITS ARE BASED, SHALL BE BROUGHT ONLY IN THE STATE OR FEDERAL COURTS LOCATED WITHIN THE CITY OF NEW YORK. YOU HEREBY WAIVE OBJECTIONS AS TO VENUE AND CONVENIENCE OF FORUM. ANY SUIT BETWEEN THE PARTIES HERETO, OTHER THAN ONE SEEKING PAYMENT OF AMOUNTS DUE HEREUNDER, SHALL BE COMMENCED, IF AT ALL, WITHIN ONE (1) YEAR OF THE DATE THAT THE CLAIM ACCRUES. THE PARTIES IRREVOCABLY WAIVE ANY RIGHT TO A JURY TRIAL IN ANY SUIT BETWEEN THEM.

I. ENTIRE AGREEMENT. Tlis Agreement shall be binding upon your lignalure and upon the

installation of the Equipment by CSA or commencement of the cowred services if this

Agreement is for renewal of• prior mainlenllnce agreement or for equipment pnMoully

installed. Tlis constibHI the entire agre.nent belMen the partia with respect to the furnishing of mainlenance a.viee for the Equipment, supeneding 1111 previous proposlll1and agrwrnenls, oral or writlilln. All provllions of this Agre.nent including Section 5, which by their nature can be construed to survi\18 the explndion or termination of the Ag,.,-nent shall so survlw. Any purchaM order utilized by you shall be for your adminlllnlllw COIMlnience only, and any terms therein which conftict with, 1111ry from or supplement the provllionl of this Agreement 1111111 be demned null and wid. No re.,.\_,tation or -ernant not contmined on the

original of this Ag,.,-nent shall be binding upon CSA ...wmranty or otherwiM, nor lhall Iii•

Agreement be modified or amended except by a writing ligned by both you and an olll- of

CSA. If a court finds any provllion of this Agreement (or part thereof) to be .the

remaining provisions of this Ag,.,-nent shall remain in full force •nd elfect. Tlis Agremnent shall . ,.

not be asignable by you without CSA's prior written consent, and any llll8mptlld auignment without such con.it shall be void. You oprealy disclaim having relied upon 1111)' repreMnllllion or sta-.i concemlng the capability, condition, operation, pelformance or speciftcations of the Equipment and Sollware, llllC8pl to the exlent set forth on the original of this Agrwrnent. You

agree that CSA may accept en electronic image of this Agreement• an original, and 111111 electronic copies of your signalure will be treeted •an original for all purposes.

SER-223E January 2013 CSA (BPC) Page2 Customer Initials---- Date