



V-CARE[®]

Proposal For:

Hidalgo County

Versitec Service Management

Versitec is focused on delivering unparalleled service and support solutions for business IT equipment; specializing in solutions for Enterprise Content Management, storage, data center and peripheral business equipment.

With more than 20 years of experience and a dedication to understanding your unique business needs, we bring unsurpassed service and expertise.

We provide:

Account management – We help you determine the most effective service coverage for your equipment.

Contract management – We consolidate warranty uplifts into one service solution to fit your needs. You will experience a simplified billing process, predictable cash flow and consistent protection for your equipment.

Vendor consolidation – We align your business needs with the best providers in the industry, eliminating redundancy in services while ensuring the individual delivering on site service is qualified and prepared to handle your service requirements.

Call management – When you utilize our toll-free, award-winning Customer Support Center, you are greeted immediately and your problem is addressed with minimal wait time and no phone tree. Staffed by trained engineers, each case is reviewed to ensure the service we provide meets high standards; no case is closed until you say the problem is resolved.

Service Management Portal – Review details of your service contracts, renewal deadlines and service cases online.

Depot Repair Center – Our large inventory of refurbished equipment and spare parts has a wide variety of products to fit your needs and budget.

Product Life Cycle Management – From acquisition to end-of-life transition, we help you manage your infrastructure to reduce or eliminate downtime. We offer programs that allow your organization to scale for one-off or unique products, utilize existing equipment, dispense with outdated equipment, and deploy equipment in a distributed office environment over a geographically diverse area.

Why Choose V-CARE[®] ?

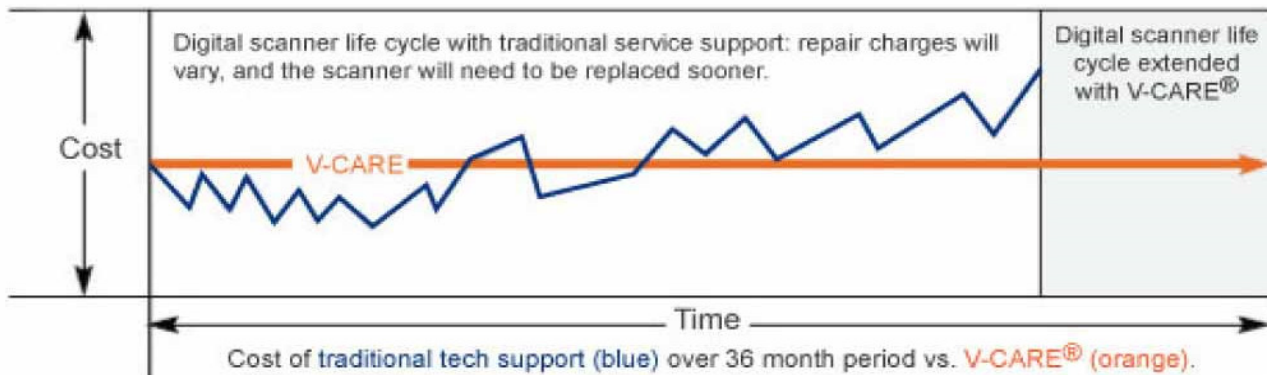
*Complete Scanner Service and Maintenance Care
for Longer Life and Easier Asset Management*

Simplify your life with one convenient program that covers everything you need.

V-CARE is a customized, all-inclusive scanner service and maintenance solution. A proactive and complete program, it extends the life of your equipment. V-CARE integrates your break/fix service, preventative maintenance and consumable parts needs to keep your scanners operating at peak performance.

Each V-CARE is Different

With V-CARE, we offer individual solutions that allow you to pick and choose what works best for you.



V-CARE Covers it all and Delivers Higher ROI

Your imaging system investment starts with hardware and software. Your break/fix contract is the foundation of your service and maintenance program. But to keep your investment producing for you requires additional investment in parts, consumables, service calls and other added expenses. Only about 50 to 60 percent of the true cost of owning and maintaining scanners is covered in your service contract. The other costs are "hidden" costs. V-CARE factors in and plans for these additional costs of maintaining your equipment to give you one comprehensive program. With proactive, scheduled maintenance, downtime, and its costs, are kept to a minimum, increasing your overall return on investment.

V-CARE[®] Advantages

Increased ROI

Higher Productivity with Less Downtime

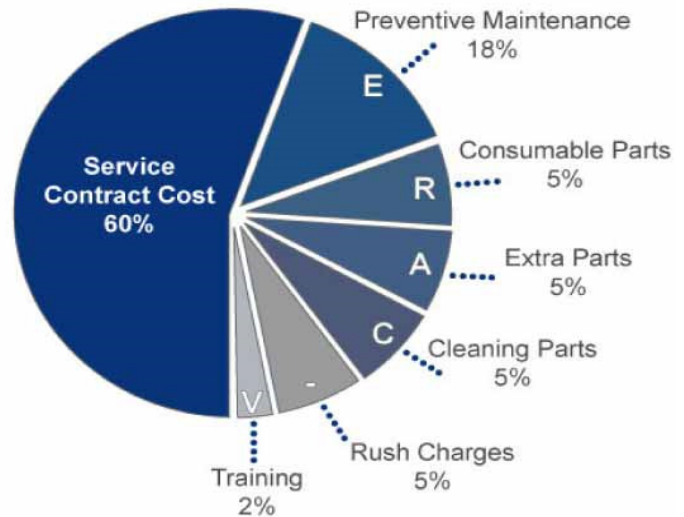
Preventative maintenance keeps your scanners up and running. It eliminates problems before they occur, keeping productivity high and avoiding downtime and repair costs.

Lower Capital Expense

V-CARE extends equipment life, giving you the financial flexibility to redirect capital to other business needs and defer your investment in new scanners until later.

Scheduled Care

V-CARE's scheduled maintenance and consumables replacement program keeps your scanners operating at peak performance.



Easier Ways to Manage Service

Streamlined Approach Saves Time and Resources

V-CARE brings together the parts, people and technical support you need to keep your equipment well-maintained. Scanner supplies and consumables kits are stocked at your location for immediate replacement.

Single Point-of-Contact

Your dedicated account manager knows your organization and needs, overseeing every aspect of your service.

24 x 7 Support

Our Customer Support Center is available 24 hours a day, seven days a week to give you the technical support you need with personalized care and minimal wait time.

Instant Account Visibility with Web Tool

Access your equipment data, contract information and service cases anytime via the Service Management Portal web tool.

On-site Break/Fix Options

Select the service level that's right for your business:

- 24 x 7
- Same-Day
- Next-Day

More Effective Cost Management

Simplified Budget Planning

Your payments are spread out equally, smoothing out any cost spikes from increased service activity, especially as the equipment ages. You'll have a predictable payment amount for easy budgeting.

Protection from Price Increases

With V-CARE, your pricing is locked in for 36 months, shielding you from price increases over the life of your agreement.

Flexible Payment Options

Depending on your business needs, select from quarterly, annual or term payment options.

Scheduled Delivery

- Consumables
- Preventative Maintenance Agreements
- Cleaning Supplies



Jim Glenn
District Sales Manager
jglenn@crael.com

Versitec Complete Support Solution for: Hidalgo County

Site

Location	Address	Address2	City, State, Zip
Hidalgo County	101 S 10th Ave		0 Edinburg, TX 78539

Contacts

Name	Address	Address2	City, State, Zip	Contact Type
Yvonne Ramon	101 S 10th Ave	0	Edinburg, TX 78539	Main

Products Covered

Program	Model #	Qty	Support Level	Total Kits	Total PM's	Serial Number	Service Coverage
	Canon G1130	1	Next Business Day On-site	3	3	GF305665	03/22/18 - 3/21/21

Break / Fix Support Levels

- 24 / 7 x 365 On-site support (4 hour response) 7 days a week / 24 hours a day / 365 days a year
- Same Business Day On-site (4 hour response) Monday - Friday 8:00am - 5:00pm local time (excluding holidays)
- Next Business Day On-site (24 hour response) Monday - Friday 8:00am - 5:00pm local time (excluding holidays)
- Advance Exchange Overnight replacement of "down" unit (M-F, 8-5) (excluding holidays)

All non-consumable parts, travel and labor are covered by the break / fix maintenance portion of the solution.

Consumable Supply and Cleaning Kits (V-CARE®)

A customized consumables and cleaning supply kit (as designated by the manufacturer's specifications) will be scheduled and shipped to your location based upon the above pre-scheduled quantities for preventive and proactive care of your equipment.

Preventive Maintenance On - Site Visits (V-CARE®)

A managed on-site technician will be scheduled to arrive at the equipment location to perform a thorough preventive maintenance visit to clean, inspect, and re-calibrate the unit as well as replace the consumable items (per unit) provided the Versitec Consumable Kit is with the document scanner.

24 / 7 Phone Support

Call Versitec's Customer Support Center (CSC) at: **(800) 224-3475**.

Access to Versitec's Online Service Management Portal

Access your service contracts and account information 24 hours a day via the web.

Additional Information

Jim Glenn
District Sales Manager
817-807-1649 phone
614-431-8388 fax
jglenn@crael.com

Proposal # HidalgoCo1217jgv1

Versitec Complete Support Solution Proposal Expiration Date: 2/28/2018

Versitec Complete Support Solution Program:

- * Upon receipt of signed proposal, an invoice will be generated at NET30 payment terms for customer to pay against
- * Pricing will be fixed for total of solution term (unless changes are made to content)
- * Consumables and applicable PM's will be scheduled and managed for you - where applicable for V-CARE® programs

Support Term: 03/22/18 - 03/21/21

Annual Payments: \$1,618.05 (3 annual payments over the term of the contract)

** Please advise of any tax exemptions for billings. All billings will otherwise include applicable taxes.*

Support Payment Options: Please choose payment option - NET30 payment terms on ALL options (subject to credit approval)

Please check one.

- Purchase Order for total contract amount will be issued. Invoicing against this PO # will occur as shown above.
- Separate Purchase Orders will be issued during the term of this agreement. Invoicing against the PO # will occur as shown above. Please indicate below how you would like to handle years two and three:
Contact Name: _____ Phone Number: _____
Additional Instructions: _____
- No Purchase Order will be issued. Contract will be invoiced referencing the Proposal # unless otherwise instructed.

Accounts Payable Contact Name: _____
Title and/or Department: _____
Email Address: _____
Phone No: _____

Your Purchase Order Number: _____ (Please reference proposal # HidalgoCo1217jgv1 on P.O.)
(Purchase Order must accompany this signed proposal for solution initiation)

Versitec Solution Accepted By: Hidalgo County

(Customer Name) (Date)

(Title) (Email Address)

This signed proposal will be considered your authorized approval to activate the Versitec solution as stated above. Upon receipt of this signed proposal and credit approval, Versitec will invoice for the the first payment, due upon receipt. Your next invoice (if applicable) will be due 30 days prior to the first day of each year until the solution end date.

All services performed within this proposal will be governed by the Master Service Agreement attached to this proposal and on file with Versitec.

Versitec Master Service Agreement

This Master Service Agreement is made by and between Versitec, a division of Cranel, Incorporated ("Versitec") and the company identified below ("Customer"). This contract is a Master Service Agreement and the terms of each attachment ("Attachment") hereto are subject to any and all conditions set forth herein as they may from time to time be amended. Each Attachment shall incorporate therein all of the terms and conditions of this Master Service Agreement and shall contain such additional terms and conditions as Versitec and Customer shall agree upon. Each Attachment is enforceable according to the terms and conditions contained therein. In the event of a conflict between the language in this Master Service Agreement and any Attachment hereto, the terms of the Attachment shall prevail with respect to that Attachment. This Master Service Agreement and all Attachments hereto are collectively referred to as the "Agreement."

This Agreement describes the terms and conditions upon which Versitec shall provide services to Customer in connection with certain equipment or software ("Equipment" or "Software") described in each Attachment executed by the parties concurrently herewith or hereafter and made a part hereof. Customer shall designate to Versitec in writing in each Attachment a primary contact person ("Technical Contact") who is fully trained in the day to day operation of the Equipment and/or Software related to the Attachment, along with a back up contact person ("Alternate Technical Contact") equally trained to act in the absence of the Technical Contact. The Technical Contact and Alternate Technical Contact must have full access and authority in the event Versitec needs the help of the Customer when researching or duplicating a reported problem. Whenever possible, all support inquiries should be made by the Technical Contact, or in his or her absence, the Alternate Technical Contact. Customer shall ensure that any change in the Technical Contact information is provided to Versitec at least two (2) Business Days prior to a newly designated contact requesting support services.

I. EQUIPMENT SERVICE

1. On-Site Maintenance Service. Versitec shall provide services in response to the Technical Contact's call to the Versitec Customer Support Center, pursuant to the following terms and conditions for the service level specified:
 - a. Next Day Service: Versitec shall respond by the end of the first Business Day following the Business Day on which Customer's call is received. Calls received by Versitec after 5:00 p.m. local time of the Equipment location shall be deemed to have been made on the next Business Day.
 - b. Same Day Service: Versitec shall respond during the same Business Day on which Customer's call is received, provided that Customer's call is received prior to 1:00 p.m. local time of the Equipment location. For calls received after 1:00 p.m. local time of the Equipment location, Versitec shall respond no later than 12:00 p.m. of the next Business Day.
 - c. 7 x 24 Service: Versitec shall respond within four (4) hours following the Customer's call to the Versitec Customer Support Center or to a subcontractor location agreed upon by the parties.
 - d. The response times and service hours described above are the minimum times applicable to all products. Service hours may be extended depending on the make and location of the Equipment. In the event the response times and service hours defined by the subcontractor used vary from those described above, the subcontractor's definitions will be in effect.
 - e. As used herein, "Versitec shall respond" shall mean the commencement of diagnosis, problem resolution, maintenance or repair services, whether on-site or remote. Versitec makes no representations or warranties regarding the time required to complete the services.
2. Advance Exchange Service. If the Advance Exchange Service is specified, Versitec shall ship a replacement unit to Customer pursuant to the following terms and conditions:
 - a. Customer shall notify Versitec of equipment failure by calling the Versitec Customer Support Center on Business Days between 8:00 a.m. and 5:00 p.m. local time of the Equipment location. If Customer's call is received by Versitec before 4:00 p.m. EST/EDT, Versitec shall ship a replacement unit to Customer on the same day. For calls received by Versitec after 4:00 p.m. EST/EDT, Versitec shall ship a replacement unit to Customer on the next Business Day. The replacement unit shall be of similar function to the Equipment, and the replacement shall perform pursuant to manufacturer's specifications.
 - b. Customer shall have five (5) Business Days from receipt of replacement unit to return the defective unit to Versitec. In the event the defective unit is not received by Versitec within five (5) Business Days of Customer's receipt of the replacement unit, Customer agrees to pay the replacement cost of a new product of similar make.
 - c. In the event Versitec determines that Customer's unit is not defective, Customer agrees to pay Versitec's then current "No Trouble Found" charge for that unit, in addition to any maintenance fees under this Agreement.
 - d. For any shipment of a replacement unit to Customer, Versitec shall pay all freight expenses, obtain adequate freight insurance, and shall bear the risk of loss during shipment. For any shipment of a defective unit to Versitec, Customer shall pay all freight expenses, obtain adequate insurance for replacement cost, and shall bear the risk of loss during shipment.
3. Definitions. As used herein, Business Day shall mean 8:00 a.m. through 5:00 p.m. local time of the Equipment location, Monday through Friday, excluding certain nationally observed holidays. Holiday schedules may vary according to manufacturer and Versitec's subcontractors.
4. Services Included. Services provided by Versitec pursuant to this Agreement include only those services required to restore the Equipment to satisfactory operating condition, including, but not limited to, the repair or replacement of parts and components determined to be defective. Replaced parts and components become the property of Versitec. Versitec uses new and reconditioned parts made by various manufacturers in performing repairs and providing replacement parts. Versitec's performance of services does not include updates or upgrades to the Equipment in the event that the manufacturer modifies, revises or updates the product or the product's specifications.
5. Services Excluded. The provision of services by Versitec is contingent upon proper use of the Equipment by Customer in the application for which it is intended. The services described herein do not include any of the following: i) the replacement of any "consumable" parts or components; ii) on-site services which are unnecessary because the equipment is functioning properly; iii) service of equipment which has been subject to alteration, modification, relocation, misuse, negligence, accident, or operation contrary to printed instructions, manufacturer's specifications or duty cycles; iv) services performed at the request of Customer at times or locations other than those specified by Customer; v) software support, system administration, engineering, or programming services of any kind; or vi) electrical services external to the Equipment. In the event Versitec provides services of a type described in this section, Customer agrees to pay for such services at Versitec's then current rates for parts, labor and expenses, in addition to any maintenance fees under this Agreement.

6. Customer Responsibilities. Customer represents and warrants to Versitec that all Equipment information (including make, model, serial number, and location) contained in any Attachment hereto is true and accurate. Customer shall provide Versitec written notice thirty (30) days in advance of i) any proposed modification or alteration to the Equipment or ii) any change in the location specified. Customer represents and warrants to Versitec that the Equipment is fully functional and has been at all times operated under site conditions, within the environmental range, and within the duty cycles specified by its manufacturer. Before accepting Equipment for service hereunder, Versitec reserves the right to inspect and, if necessary, repair Equipment that has not been subject to an original warranty or service agreement expiring immediately prior to the effective date of this Agreement. Customer agrees to pay for such inspection and any necessary repairs at Versitec's then current rates for parts, labor and expenses.

II. SOFTWARE SUPPORT

7. Software Support Services. During the term of this Agreement, Versitec shall use commercially reasonable efforts to correct any error in the Software which causes a significant nonconformity to the manufacturer's specifications, according to the severity of the nonconformity as determined by Versitec in its reasonable discretion and pursuant to the service hours for the service level specified:
 - a. 5x9 Service: Versitec shall provide support services to Customer's Technical Contact Monday through Friday between 8:00 a.m. and 5:00 p.m. local time of the Customer Location, excluding Versitec's nationally observed holidays as well as those of our subcontractors when applicable.
 - b. 7x24 Service: Versitec shall provide support services to Customer's Technical Contact 7 days a week, 24 hours a day, 365 days a year.
8. Software Updates. Versitec shall provide to Customer all revisions, updates, improvements, modifications, corrections, releases, and enhancements (the "Updates") to the Software as they become generally available. Versitec shall provide reasonable assistance by telephone consultation regarding the installation of Updates as part of the support services.
9. Scope of Software Support Services and Excluded Services. Versitec shall provide support services only by telephone, telecopier, or e-mail to the Technical Contact or Alternate Technical Contact identified by Customer in the Attachment. Support services are provided only with respect to the Software identified in the applicable Attachment, including the then current version and the immediately previous version; provided that Versitec shall not support the immediately previous version for more than 12 months after the release of a subsequent version. Support services do not include onsite services or system administration or system engineering services of any kind. Versitec shall have no responsibility to provide support services with respect to: a) modified or damaged Software or any portion of the Software incorporated with or into other software, b) problems or errors caused by Customer's negligence, abuse or misapplication, or Customer's use of the Software contrary to the manufacturer's specifications, or other causes beyond the reasonable control of Versitec, c) Software installed with any hardware or software not supported by the manufacturer of the Software. Versitec shall not be liable for any costs or expenses for modifications or additions to Customer's hardware or software which may be necessary for the operation of the Software, including Updates, workarounds, or patches.
10. Additional Services. In the event Versitec reasonably believes that a problem is due to one of the exclusions above or is not due to a problem in the Software, Versitec shall notify Customer, which may either: a) instruct Versitec, within five (5) Business Days of Customer's receipt of notice, to proceed at Customer's possible expense, or b) inform Versitec, within five (5) Business Days of Customer's receipt of notice, that Customer does not want Versitec to proceed at its possible expense, in which case Versitec may elect, in its sole discretion, to discontinue services without any liability therefor. If Customer instructs Versitec to proceed at Customer's possible expense, and Versitec subsequently determines that the error was not due to a problem in the Software, Customer agrees to compensate Versitec for the additional services performed at Versitec's then current rates for professional services, parts, labor and expenses. If on-site service is required or requested by Customer, Customer agrees to compensate Versitec for such services at Versitec's then current professional service rates plus reasonable travel and other expenses.
11. Customer Responsibilities. Customer represents and warrants to Versitec that all Software information contained in any Attachment hereto is true and accurate and that the Software has at all times been operated in accordance in all respects with the manufacturer's specifications. Customer shall ensure that the Technical Contact and the Alternate Technical Contact read, comprehend, and follow the operating instructions provided by the manufacturer of the Software prior to requesting support services and that the Technical Contact provides Versitec with a complete and concise description of the problem or error. In the event it is necessary for Versitec or the Software manufacturer to gain remote access to Customer's system, Customer is responsible for ensuring the security of its system following such access by taking all necessary security steps including, without limitation, immediately changing passwords or security codes. Customer acknowledges and agrees that in regard to any on-site damage (to person or property), Customer shall rely upon its own insurance coverage or that of the actual on-site service provider's insurance coverage, which may not be Versitec, and Customer shall defend, protect, indemnify and hold Versitec harmless from any actions, claims, or suits (and all related costs, fees, or expenses) arising in connection with or related to such damage in the event Versitec is not the applicable on-site service provider.

III. GENERAL TERMS AND CONDITIONS

12. Term. The term of this Agreement shall commence upon the acceptance of this Agreement by an authorized officer of Versitec, and shall continue thereafter so long as any Attachment entered into pursuant to this Agreement remains in effect or until this Agreement is earlier terminated in accordance with the terms herein. The maintenance term of the Equipment or Software described in each Attachment (the "Initial Term") commences on the date stated in the Attachment and continues for the term stated therein. The minimum Initial Term for any Equipment or Software is one year. Versitec shall send Customer a renewal quote 60-90 days prior to the end of the Initial Term and any renewal term of each Attachment. The renewal quote will be valid until the expiration date of the current term of the Attachment. Upon request, Versitec shall also send Customer a renewal invoice. Upon the earlier of Customer's written acceptance of the renewal quote, the Customer's issuance of a purchase order or full payment of the renewal invoice, the Attachment shall be deemed to be renewed in accordance with the terms provided therein. Versitec reserves the right to change the service fees and/or service terms and conditions upon renewal of each Attachment.

13. Versitec Warranties. Versitec warrants that all services provided under this Agreement shall be performed in a workmanlike manner in accordance with accepted industry standards. Other than the warranty set forth in the preceding sentence, Versitec makes no warranty, express or implied, whether statutory or otherwise, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose or intended use. The consideration hereunder represents that fact that the services to be provided hereunder are to be provided without any warranties other than those expressly set forth herein.

14. Limitation of Remedies and Liability. Versitec shall not be liable for performance delays or for nonperformance due to causes beyond its reasonable control, including but not limited to the inability, failure or refusal of our subcontractor or other third-party providers, as a direct or indirect result or consequence of insolvency, liquidation, failure or termination of business services at any time during this Agreement, to timely produce, provide or supply Products, materials or services necessary for Cranel's performance herein. Versitec's entire liability to Customer or any third party for damages from any cause whatsoever and regardless of the nature of the claim or the form or cause of action, whether sounding in contract or tort, including any action based on negligence shall be limited to a refund of related service charges paid during the period of breach, up to a maximum of twelve (12) months. The remedies provided herein are Customer's sole and exclusive remedies and the consideration hereunder is priced accordingly. In no event will Versitec or its subcontractors be liable to Customer or any third party for special, punitive, incidental, or consequential damages, whether based in contract, tort, or otherwise, including, without limitation, claims for loss or corruption of data or lost profit, even if it had been previously advised of the possibility of such damage.

15. Payment. Payment is due from Customer within thirty (30) days from date of Versitec's invoice. Versitec may assess finance charges as set forth in invoices or other billing statements of up to 1.5% per month of the aggregate amounts of delinquent payments and/or immediately terminate this Agreement and cease performance of all services hereunder without liability to Customer if Customer fails to pay charges when due. Customer shall pay any and all sales and/or use tax liabilities which may become due in connection with this Agreement.

16. Termination.

Standard Service Cancellation - Either party may terminate an Attachment upon sixty (60) days prior written notice to the other party. In the event of such termination by Customer, Versitec will only refund to Customer any pro-rated portion of the Equipment maintenance fees paid for the unexpired portion of the Attachment's term that is recovered from the subcontractor, provided that the refund shall not exceed seventy-five (75%) of the total Equipment maintenance fees for that term. A 15% penalty will be deducted from the prorated refund for early termination of any Attachment with a term of greater than one year. Under no circumstances shall Software support fees be refunded in the event Customer terminates in accordance with this section. Service Solutions Cancellation - Including, but not limited to, V-Care and Firstserve - This contract can be terminated at anytime prior to expiration of term. However, if said contract is canceled during year one Customer is responsible for the balance of that year and 50% of the balance of the contract. If said contract is canceled during year two or after, Customer is responsible for 50% of the balance of the contract. Versitec requires sixty (60) day notification of such change. Versitec, in its sole discretion, reserves the right to adjust pricing for any new equipment that becomes subject to this Agreement or any Attachment hereto. In the event that Versitec can no longer support the service levels agreed upon in this Agreement, Versitec will provide Customer with sixty (60) day notification of cancellation. In the event of such termination, Versitec will only refund to Customer any prorated portion of the maintenance fees already paid by Customer for the unexpired portion of the Agreement's term that is recovered from the subcontractor.

17. Software Rights; Intellectual Property Acknowledgements.

a. Customer acknowledges and understands that (i) Versitec may from time to time utilize ISOdx® or other software programs in connection with the provision of services hereunder and (ii) to the extent Versitec does utilize ISOdx® or other software programs, Customer's and Versitec's rights, interests and obligations in respect thereto will be subject to the terms and conditions of the applicable software license agreement(s), and (iii) Customer shall indemnify and save Versitec (and its affiliates) and, at Versitec's option, defend Versitec (and its affiliates) from and against any and all costs, expenses (including reasonable attorney's fees), liabilities, losses, damages, penalties, actions, claims, judgments, or demands of any kind arising out of or in connection with Customer's use or mis-use of licensed rights, unless caused by the gross negligence of Versitec (or its affiliates).

b. All right, title, and interest to any and all software or hardware owned, designed, or used by Versitec (or any affiliates) in providing any services hereunder is and will remain the property of Versitec (or its affiliate(s)). Except as may be expressly provided otherwise in this Agreement, no licenses, expressed or implied, under any patents, copyrights, trademarks, or other proprietary rights are granted to Customer. Any changes, corrections, improvements, modifications, or enhancements to the software or hardware made by Versitec as a result of the provision of any services hereunder to and consultation with Customer are the sole property of Versitec (or its affiliate(s)). Customer acknowledges that the services provided hereunder involve the use of valuable computer software and hardware and that in the event of a breach or threatened breach of the provisions of this section, in addition to damages, Versitec is entitled to injunctive or equitable relief. The covenants contained in this section will be construed as covenants independent of any other provision of this Agreement and will survive the termination of this Agreement.

18. Miscellaneous.

a. This Agreement, together with all Attachments or other attachments included herein by reference, contains the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous oral or written proposals, negotiations, conversations, and other communications between the parties. This Agreement may be modified only in a writing signed by Versitec and Customer which explicitly states an intention to modify this Agreement. The terms and conditions of this Agreement take precedence over any contrary terms contained in any invoice, purchase order, or other document exchanged by the parties in connection with this Agreement.

b. If any term of this Agreement is held to be invalid, the remainder of this Agreement will remain in full force and effect.

c. This Agreement may not be assigned or transferred by either party without the prior written approval of the other party; provided, however, that Versitec may delegate responsibilities to one or more subcontractors for the purpose of providing maintenance services hereunder. In the event of such a subcontract, all references to Versitec in this Agreement shall, where appropriate, include Versitec's subcontractor(s).

d. This Agreement, and any renewals or modifications hereof, may be signed and delivered by facsimile transmission, e-mail transmission or other electronic transmission, which delivery shall have the same force and effect as delivery of original signatures.

e. Unless Versitec notifies Customer in writing otherwise, all notices to Versitec shall be sent to:

Versitec, a division of Cranel, Incorporated
Contracts Administrator
8999 Gemini Parkway
Columbus, OH 43240

or to contracts@versitec.com.

Versitec Support

Versitec Service Management Portal

Instant Access to Contract Support

The Service Management Portal helps you manage all facets of your Versitec relationship. Access your equipment service information and contracts online anytime, day or night.

- Review details of contracts
- Track the status of service requests
- Preview upcoming renewals
- Manage your equipment portfolio across many sites

All the information you need is right there, available through a secure, online connection that's convenient to access and easy to navigate.



The screenshot shows the Versitec Service Management Portal interface. At the top, there is a navigation menu with links for Home, Customers, Contracts, Products, Cases, Reports, Profile, Credit Program, and VAR Bucks. A search bar is present with a dropdown menu for 'Search By:' containing options: Case Number, All, Open, Closed, and Credit. Below the search bar, there is a table titled 'All Cases' with columns for Case #, Synopsis, Serial Number, Product, Entered Date, and Status. The table contains 15 rows of case data.

Case #	Synopsis	Serial Number	Product	Entered Date	Status
127731	Fujitsu fi-5220c	2185483	FUJ-FI-5220C	March 03, 2008	Closed
121860	Fujitsu fi-5220c - has a u0 error o...	2185483	FUJ-FI-5220C	October 11, 2007	Closed
121858	Fujitsu m3099eh - Heater alarm ...	33333	FUJ-M3099EH	October 11, 2007	Closed
121858	Kodak i820 - front images are bl...	987621	EKC-135-0529	October 11, 2007	Closed
121857	Kodak i820 - vertical stripes on al...	34578	EKC-135-0529	October 11, 2007	Closed
121856	Fujitsu m4099d - Cover open alar...	23476	FUJ-M4099D	October 11, 2007	Closed
121855	STK L180 - Drive 1 has a tape rt...	345-0098	STK-L180-180	October 11, 2007	Closed
121852	B4H 8080d Images are skewing	4444-5555	BH-8080D-B-1	October 11, 2007	Closed
121847	Fujitsu m3099eh - multifeeding	33333	FUJ-M3099EH	October 11, 2007	Open
121841	Fujitsu 4990c - Can't get rid of C...	22222	FUJ-FI-4990C	October 11, 2007	Closed
121839	Fuji FI-5220c won't feed documents	2185483	FUJ-FI-5220C	October 11, 2007	Open
121838	Canon DR9080 is multifeeding	6845-778425	CAN-DR9080C	October 11, 2007	Open
121837	B4H 3600 images are becoming ...	875-56658	BH-3600-STD	October 11, 2007	Closed
121836	Kodak i250 needs a BM	904-123	EKC-805-8005	October 11, 2007	Closed

To sign up for access to the Service Management Portal or to set up a demonstration, call 800.224.3475 or e-mail us at support@versitec.com.

Versitec Customer Support Center

Best-in-Class Customer Support

The professionals in Versitec's best-in-class Customer Support Center are experts in understanding your business and delivering immediate resolution to your document imaging and data storage service needs.

You can Rely on Versitec

Versitec has built the best team in the business when it comes to service. They've successfully handled more than 100,000 service cases.

Why do companies choose Versitec for service?

- Dedicated technicians with over 20 years of experience in the document imaging/data storage industry
- You are greeted by a live technician with minimal wait time and no phone tree
- Technicians are trained by the manufacturers of your equipment
- Your issue is never resolved until you say it is

Need help with a contract or service issue? Our Customer Support Center is always available to help if you need personal assistance. Versitec gives you total contract support.