

## MAILSTREAM ON DEMAND VIRTUAL MAILROOM MASTER SERVICES AGREEMENT

Thank you for choosing Pitney Bowes. Please read these terms carefully. These terms, the Addendum, the executed order form (the "Order") and the Statement of Work (the "SOW") make up your agreement with Pitney Bowes (this "Agreement"). Let's start with a few definitions that should help you better understand your agreement. "PB", "we", "our" or "us" refers Pitney Bowes Inc. "You" or "your" or "Client" refers to the entity identified on the Order. "Effective Date" means the date you sign the Order.

1. **Scope.** During the term of this Agreement, we (or one of our affiliates or vendors) will provide one or more of the Mailstream On Demand Virtual Mailroom services (the "Services") to you as identified on the Order. New services may be added from time to time by the execution of a new Order. In addition to these terms, depending on the service, additional terms may apply. These terms will be set forth in an Addendum to the Order. Each of the Order and the SOW will become effective when signed by you.

2. **Performance Standards; Warranty.** We will perform the Services in a skillful and workmanlike manner consistent with the standards set forth in the Addendum. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, WE (ON BEHALF OF OURSELF, OUR AFFILIATES AND OUR VENDORS) MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED.

3. **Prices and Payment Terms.**

a. You agree to pay the fees for the Services, which are listed on the Order and applicable Addendum. You also agree to pay the fees for any other services selected on the Order. All fees are exclusive of any applicable sales, use, excise, withholding or other taxes. All fees charged to you are subject to an increase equal to any taxes PB may be required to pay, other than tax due on the net income of PB. If one or more Services are not implemented within 6 months of the date first specified above, we reserve the right to modify the fees specified in the Order or applicable Addendum for which Services have not been implemented.

b. Invoices are due net 30 days from the date of the invoice. Past due invoices are subject to a late fee of 1% per month. Pitney Bowes will submit invoices directly to the address you provide on the Order.

4. **Confidentiality; INDEMNIFICATION; Intellectual Property.**

a. In providing the Services, each party may have access to the other party's confidential information. Each party agrees to hold this information in confidence and only use it in connection with the exercise of its rights and the performance of its obligations under this Agreement. Confidential information does not include information that: (i) is already public or becomes available to the public through no breach of this Agreement; or (ii) was in the receiving party's possession before receipt from the disclosing party; or (iii) is lawfully received independently from a third party who is not bound by a confidentiality obligation; or, (iv) is independently developed by or on behalf of the receiving party without use of any of the disclosing party's confidential information.

b. You will be responsible for ensuring that you have the appropriate rights to (including the right to provide to us) all data, materials or other information that we may provide in connection with the Services, and you agree to indemnify and hold us harmless from and against all claims, costs, expenses, losses and liabilities resulting from a violation of the foregoing.

c. You grant to us (and our affiliates and vendors, if applicable) the right to use the data you provide to us as necessary to provide the Services. All rights in and to any intellectual property used or disclosed by us (or our affiliates or vendors, as applicable) to you in providing the Services, whether developed prior to, during or after the date of this Agreement, are and will remain the sole and exclusive property of us, our affiliates or vendors and our and their licensors, as applicable. You agree to maintain the confidentiality of this information and not use this information for any purpose not directly related to the provision of Services.

d. Each party will keep confidential the terms and conditions of this Agreement.

5. **LIMITS ON LIABILITY.** OUR TOTAL LIABILITY (INCLUDING ANY LIABILITY OF OUR AFFILIATES OR VENDORS) IS LIMITED TO THE FEES (EXCLUDING POSTAGE OR MATERIALS COSTS) PAID BY YOU TO US (FOR THE APPLICABLE SERVICES INVOLVED) IN THE 12 MONTHS BEFORE THE EVENT THAT GIVES RISE TO THE CLAIM. NEITHER PB NOR ITS AFFILIATES OR VENDORS WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING COMMERCIAL LOSS, OR LOST PROFITS, DATA OR GOODWILL, FOR ANY MATTER RELATING TO THIS AGREEMENT.

6. **Term; Termination.**

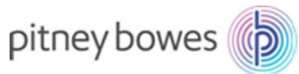
This Agreement will become effective as of the Effective Date and will continue on a month-to-month basis until terminated by you or us for any reason (the "Term"). Each Addendum will be effective on the effective date set forth in the associated Addendum and will remain in effect for the term set forth therein.

7. **Compliance with Laws.** Each party will comply with the provisions of all applicable federal, state and local laws, ordinances, statutes, rules and regulations.

8. **Miscellaneous.**

a. **Force Majeure.** Except for a party's payment obligations, neither party shall be responsible for delays or failure in performance resulting from acts beyond the control of such party, including without limitation, acts of God, governmental actions, transportation problems, strikes, lockouts, riots, acts of war, acts of terrorism, delays or errors in the United States mail or changes of laws or regulations, epidemics, fire, interruption or failure of internet, general internet or communication line failures, telecommunications or digital transmission links, power surges or failures, earthquakes or other disasters.

b. **Entire Agreement.** This Agreement (including all Addendum(s)) is the entire agreement and supersedes all prior written or verbal agreements, proposals, understandings and discussions between the parties. Neither party will be subject to



the terms contained on any pre-printed purchase order or other acknowledgement.

c. Governing Law. This Agreement will be governed and construed in accordance with the laws of the State of Delaware without regard to its conflicts of laws principles.

d. Assertion of Claims. Any claim or cause of action arising out of or relating to this Agreement not presented by Client within 1 year from the discovery of the claim or cause of action shall be deemed waived. Client shall have the duty to mitigate damages for which we may become responsible under this Agreement.

e. Assignment. You may not assign this Agreement without our prior written consent, which consent shall not be unreasonably withheld. Any purported assignment is void. We may subcontract certain of our rights and/or responsibilities hereunder to third parties without your prior consent.

f. Notice. Notices under this Agreement will be sent via a nationally recognized overnight carrier to the party's address set forth on the Order or to such other address as such party has specified most recently by written notice to the other party.

g. Survival. Our respective rights and obligations under Sections 3-6 and 8(c) survive termination of the Agreement.

**PRINT AND MAIL SERVICE ADDENDUM  
TO  
MAILSTREAM ON DEMAND VIRTUAL MAILROOM MASTER SERVICES AGREEMENT (“MASTER AGREEMENT”)**

If you are receiving Print and Mail Services under an Order, these terms will also apply. The meanings for some of the capitalized terms used in this Addendum can be found in the Master Agreement.

1. **Our Obligations.** Pursuant to the terms of this Addendum and the Agreement, you agree to purchase and we hereby agree to provide the services selected on the Order.

2. **Client Obligations.**

a. You agree to assist us (or our vendor) with implementation services, either by allowing access to your information system or by providing necessary data. Technical assistance during interface setup and custom programming development may be required. You will be charged a nonrefundable initial set up fee which will be set forth on your Order.

b. You agree to deliver to PB print ready PDFs of your documents (“**Data Files**”), in an agreed upon format. Major file layout changes may require an amendment to this Addendum, or issuance of a new agreement. We reserve the right to bill you at our then prevailing rate for any modifications to the original data file layout or other account maintenance performed by us after we receive your first live file data transmission. We will provide written quotation of any such modification fees. Variance from the agreed upon format may require manual intervention and lead to processing delays. You are responsible for backing up your Data Files.

c. Each Services engagement to be performed under this Agreement will be defined in a separate written SOW. Before we can start production of any data, you must first review, sign and return to us the SOW which will indicate to us that you approve the data file layout, graphics, data mapping, and other specific elements created for your application. We will not perform the work before we have your executed SOW. Each time your file layout changes, including graphics, data mapping, or other specific elements created for your application, an Addendum to your SOW will be required. Following the initial set up of the Services set out in a SOW, you will return the SOW to us signed within 7 days (“Acceptance Period”) which will indicate your acceptance of the installation. If you do not return the signed SOW to us within the Acceptance Period, and you do not inform us in writing of any reasonable reason why you do not accept the installation, you will be deemed to have accepted the installation.

d. You are responsible for compliance with all USPS regulations, including, without limitation, the Move Update requirements. You represent and warrant that you are in compliance with the foregoing obligations. In the event that you fail to comply with such obligations,

including but not limited to failure to use an appropriate endorsement and a Move Update compliant method to verify addresses, and such failure results in fines, penalties, additional payments, or increased postage rates (i.e., loss of pre-sort mail discounts) to us or our vendor, those amounts will be charged to you.

e. You will pay us for the Print and Mail Service in accordance with the pricing outlined on the Order.

f. In the event that any document received from you and processed through the Print and Mail Service is not accurate solely as a result of our failure to perform the Print and Mail Service in accordance with the terms of this Addendum, and such failure results in damage to you, then our sole obligation and liability to you for such event shall be limited to re-printing and, if applicable, re-mailing the inaccurate document. Any claim under this Section must be asserted in writing within 15 days after the mailing of the inaccurate information on which such claim is based. You further agree that neither we nor our vendor shall be liable in any way for any inaccuracy which can be attributed to or demonstrated as resulting from errors or omissions or negligent, wrongful or other acts of Client, Client’s affiliates or any of their respective employees, representatives or agents.

3. **Content.** PB reserves the right to refuse to print, mail or deliver any statement that, in our sole reasonable judgment, may constitute an invasion of privacy, be degrading, libelous, unlawful, obscene or an infringement on any trademark, trade name or copyright, or could otherwise damage or bring disrepute on PB or any other third party. We will notify Client if we determine to exercise our rights under this Section with respect to any statement, and Client will take prompt steps to remove any objectionable text or material specified by us from the statement and/or any future statements. If you do not remove such objectionable text or material, we will have no obligation to print, mail or deliver any such statement. Notwithstanding the foregoing, PB has no obligation to review the content of any statement.

4. **Modifications.** PB or its vendor may make modifications, enhancements or upgrades (“**Modifications**”) to the Print and Mail Service within its sole discretion.

5. **Term.** The effective date of this Addendum shall be the date you sign the Order and it shall continue until the end of the Term of the Agreement.