



Sales Rep. **Annalee Margheim**
 Date **12/10/2008**

CUSTOMER INFORMATION SHIP TO:		CUSTOMER INFORMATION BILL TO:	
COMPANY NAME Rapid City Headquarters Fire Department	COMPANY NAME Rapid City Headquarters Fire Department	ADDRESS 10 Main St	ADDRESS 10 Main St 300 6th St
Suite	Suite	CITY, STATE Rapid City, SD	CITY, STATE Rapid City, SD
Zip Code 57701	Zip Code 57701	PHONE # 605/394-4180	PHONE # 605/394-4180
FAX #	FAX #	CONTACT NAME Rick Lehmann	CONTACT NAME Rick
TYPE OF PLAN: <input type="checkbox"/> LABOR ONLY <input type="checkbox"/> LABOR & DURABLE PARTS <input type="checkbox"/> SERVICE & NO SUPPLY <input checked="" type="checkbox"/> SERVICE WITH SUPPLIES		LIST SUPPLIES EXCLUDED _____	
BILLING PLAN: <input checked="" type="checkbox"/> MONTHLY <input type="checkbox"/> QUARTERLY <input type="checkbox"/> ANNUAL <input type="checkbox"/> OTHER			
PERIOD COVERED: <input checked="" type="checkbox"/> 36 MONTHS <input type="checkbox"/> 48 MONTHS <input type="checkbox"/> 60 MONTHS <input type="checkbox"/> OTHER			

Equipment Covered

Equipment I.D.	Model /Accessories	Serial Number	Beginning Meter Reading	Base Charge	Copies/Developments		Overage	
					BW	Color	BW	Color
E-STUDIO2830C	E-STUDIO2830C			\$123.16	12,000	0	0.0102	0.0640

Machine Location _____ Operator/Email Address _____

Note: Maintenance Pricing for color prints or copies is based on an average of 15% coverage of an 8 1/2 X 11 page and 6% for black. If average toner usage exceeds what is necessary for 15% coverage, toner to support the additional coverage may be invoiced in addition to the normal contract charges.

- This agreement allows for an unlimited number of unscheduled maintenance calls, provided the calls are not a result of operator negligence or abuse. A & B Business Solutions responsibility with this agreement ceases if the equipment covered is repaired or adjusted by any person other than an A & B technical representative, or the supplies used are not authorized or approved by A & B Business Solutions.
- Service shall be provided without additional charge between 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding National holidays.
- The maintenance service plan includes all necessary parts, labor and supplies as specified with the following exceptions:
 - Cassettes, master units, exit trays covers or any item that is not related to the electro/mechanical operation of the equipment.
 - Parts damaged by fire, water, other acts of nature, misuse or negligence on the part of the customer or operators of the equipment.
 - Drum cartridges are considered supply items, not parts. Agreements include photoconductor units unless otherwise specified.
 - Connectivity support beyond the initial 2 hours of support provided with the hardware installation.
- "Service with supplies" agreements include toner and developer. Paper, staples and freight require additional charges. Freight = 6.9% of total monthly invoice. Monthly base invoice will add up to proposed amount of \$132.00 including the 6.9% freight.
- It is the customer/user's responsibility to provide power that meets the specific equipment needs as well as proper service access space around the equipment. If either one or both of these conditions are not met, A & B Business Solutions reserves the right to apply additional charges to compensate for deficiencies or to suspend this protection plan until the power deficiency is corrected and/or adequate service space is provided.
- This agreement is for the above-specified period of time and is subject to annual price increases due in part to inflation, increased cost of parts, labor or age of equipment. All agreements will be automatically renewed annually, unless written notice of cancellation is received 30 days in advance. Early termination will result in penalties equaling 50% of the value of the remaining period of the agreement based on an average monthly billing.

CUSTOMER SIGNATURE	DATE	ACCEPTED BY	DATE
PRINTED NAME	TITLE	TITLE	