



Zeno Office Solutions, Inc. SERVICES ADDENDUM

This Addendum supplements the existing business relationship between Zeno Office Solutions, Inc. and _____ and is effective as of _____

In order for Zeno to provide the best possible service to our customers and to provide 100% accuracy in our billing of our customers, Zeno has developed a program to enable remote meter reading, supply usage, reporting of malfunction error codes and in-bound machine adjustments or firmware upgrades. To help us do this we need your agreement to the following:

BACKGROUND RECITALS:

Both parties desire to supplement their business relationship to include the provision of remote meter reading services and certain other functionality defined below. By mutual agreement both parties agree as follows:

1. Description of Zeno Office Solutions Inc Meter Solution. Zeno Meter Solutions is software that permits monitoring of office machines (for example, copiers and printers) in the environment in which it is installed. Current or future versions of Zeno's Meter Solution may provide the following types of functionality: remote meter reading, supply usage, reporting of malfunction error codes and in-bound machine adjustments or firmware upgrades. The date and information gathered by Zeno Meter Solution is sent to an off-site server maintained by Zeno Office Solutions, Inc. Data is encrypted and transmitted via your computer network or a stand-alone modem. Zeno Meter Solutions is Intended only for internal use by Zeno Office Solutions, Inc. personnel and **cannot and does not collect your document content or user information.**

2. Activation. We will have a Zeno employee install the Meter Solution on a mutually agreed upon server or computer. The designated computer must be connected to your network and have internet access. Zeno Meter Solutions is only available to customers that are covered by a valid maintenance agreement.

3. Cost of Services & Termination. There are no additional fees for the use of the Zeno Meter Solution. At any time you may request that the Zeno Meter Solution be deactivated. We may deactivate the Zeno Meter Solution if you attempt to use it for any improper purposes.

4. Ownership, Use & Security of Data. Zeno retains all rights and interest to the data collected by the Zeno Meter Solution, which it may use or provide to third parties authorized by Zeno to provide better service to you. Zeno may also use the data for its regular business purpose including but not limited to research, and marketing. So long as the information is not attributed or identifiable to you, Zeno may "sanitize" the data and provide it to third parties for research, marketing and similar business purposes.

Except for the limited data captured by the Zeno Meter Solution, this Agreement does not grant Zeno any rights to your documents or information. Zeno may dispose of the data at any time when it is no longer necessary for Zeno's own business purposes and without notice to you.

Zeno uses reasonable available technology and security procedures to maintain the security of the Zeno Meter Solutions and the data gathered from the solution: however, you acknowledge that no provider can absolutely prevent interception of data or guaranty security of information maintained on computers on the Internet.

5. Ownership of Intellectual Property. The Zeno meter Solutions technology is confidential and proprietary information of Zeno and/or its licensors protected by copyright, trade secret and other laws and treaties. Zeno and/or its licensors retain all right, title and interest in and all intellectual property associated with the Zeno Meter Solution. Zeno is an intended beneficiary of this Addendum.

6. No Other Modifications. Except as specifically modified by this Addendum the terms of the business relationship remain unchanged. Intending to be legally bound, both parties must have signed this Addendum, effective as of the date shown above.

CUSTOMER: _____ Zeno Office Solutions, Inc. _____

By: _____

By: _____

Title: _____

Title: _____