IBM Customer Agreement

Statement of Work for Project Support Services

Scope of Services, Completion Criteria, Charges, and other applicable terms:

<u>**FontPAC Plus (8902B-02)**</u>

1.0 SCOPE OF SERVICES

The *FontPAC Plus* service offering includes the following custom AFP font resources:

Postal Barcode Font	One size, available in 240 or 300 dpi. Postal reply and Facing Identification Mark (FIM) not included.
3 of 9 Barcode Font	Heights (in inches): 1/4, 3/8, 1/2, 5/8, 3/4, 1. Widths (in pels): 2, 3, 4, 5 (for 240 pel). Widths (in pels): 3, 4, 5, 6 (for 300 pel). Resolutions (in dpi): 240 and 300.
Image Font	Character-based or tiled image. Images as single characters limited to less than 1 inch square.
Type 1 to AFP transforms	Vector to raster type transform. Packaged in groups of 6 point sizes per typeface (i.e. Helvetica Bold).
Custom Fonts	Custom fonts can be created for special customer requirements.

FontPAC Plus resources are produced and delivered, on system media, in the system format specified on the *FontPAC Plus* Order Form. This service provides only the resources; assistance in implementation and/or tuning is not included as part of this offering.

1.1 Assumptions

1. For image fonts and 3800-3 to AFP font conversion, the quality of the electronic resources created is directly related to the quality of the source provided.

2. All signatures should be submitted on white paper using a fine tip, black felt pen. The signature must be in the exact size desired.

3. All other images should be submitted as "camera ready copy" or as a very high quality, high contrast original (black and white preferred).

4. All Type 1 fonts to be transformed to AFP fonts will be supplied by the customer.

5. Font character touchup, beyond that expressly defined in Section 8.0, "Charges", of this SOW, is available for an additional charge.

6. IBM Application Solutions Group (IBM ASG) does not guarantee any scanning rates for the barcode fonts.

    Note: Successful scanning of barcodes is dependent on the print quality of the printer used and accuracy of the scanning equipment.

7. None of the information to be converted is categorized as customer-confidential.

8. *FontPAC Plus* custom fonts are licensed to a single computer system. Additional charges will be applied to license additional systems. Fonts are priced per font density. If both 240/300 required the quantity is two.

9. No travel is required to complete this project.

If any of these assumptions change or become invalid, the Charges, Estimated Schedule, and/or other terms and conditions may change.

2.0 IBM APPLICATION SOLUTIONS GROUP RESPONSIBILITIES

1. Provide and deliver the resource(s) requested on the *FontPAC Plus* Order Form.
2. Arrange and contract for any subcontractor assistance required to perform the services defined in this Statement of Work (SOW).
3. Be responsible for the management of any subcontractors from whom we have contracted for services.

3.0 CUSTOMER RESPONSIBILITIES

1. Provide a Project Coordinator to:
   a. Act as technical contact with the IBM ASG.
   b. Ensure that all assumptions are met.
   c. Provide appropriate "sign off", where necessary.
2. Complete the *FontPac Plus* Order Form.
3. Provide the necessary resources to facilitate the services.
4. Be responsible for any required licensing of source materials (i.e. input fonts).
5. Install and test the provided resources.

   The customer shall have ten (10) business days from the delivery accept the resources. If the customer does not notify IBM ASG of any deficiencies, or of their acceptance, within the ten (10) business days, it will be deemed that the customer has accepted the Deliverable. IBM ASG will respond to any deficiencies within five (5) business days after notification.

4.0 DELIVERABLE MATERIALS

The Deliverable Materials expected to result from the successful completion of each project are the electronic resource(s) requested on each individual *FontPAC Plus* Order Form.

5.0 ESTIMATED WORK SCHEDULE

The start date for this SOW is one (1) business day after receipt of this signed *FontPAC Plus* SOW by IBM ASG. The completion date for this SOW is 31 December 2002.

The estimated start date of each project defined by a specific *FontPAC Plus* Order Form is two (2) business days after receipt of all required resources by IBM ASG. The estimated completion date of each specific project is fifteen (15) business days after the start of the project. Rush orders, subject to IBM ASG workload, are available at an additional charge.

Note: Work schedules are dependent on the number of resources requested.

6.0 WORK LOCATIONS

The support for this project is expected to be provided by the IBM ASG located in Boulder, CO.

7.0 COMPLETION CRITERIA

IBM ASG shall have fulfilled its obligations under this SOW when any of the following first occurs:

1. IBM ASG completes the tasks described in the *FontPAC Plus* Order Form, including delivery of any Deliverables
2. This SOW is terminated in accordance with the provisions of the *IBM Customer Agreement,* of which this SOW is a Transaction Document

8.0 CHARGES

The fixed charges for the Services described in this SOW, exclusive of applicable taxes, are as follows:

Postal Barcode Font	$1,000.00 for first system license (per one dpi) $200.00 for each additional system license
3 of 9 Barcode Font	$1,000.00 for first system license $200.00 for each additional system license
Image Font	$1,000.00 per each
Type 1 to AFP Transforms	$1,000.00 per typeface (6 sizes)

All orders will be assessed a $50.00 charge for shipping, handling, and electronic media. Rush charge is $75.00 minimum or 10% of the total cost. The customer agrees to pay the charges, as described above, and will be invoiced after completion of each individual project.

Prices are subject to change without notice. If you have any questions, please call 303-924-6700. WE ALSO OFFER OTHER FONT OPPORTUNITIES - PDF417, DATAMATRIX, INTERLEAVE 2 OF 5, CODE 128 AND MANY MORE.

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Both of us agree that the complete agreement between us about these Services will consist of 1) this Transaction Document and 2) the IBM Customer Agreement (or any equivalent agreement signed by both parties).

Agreed to: Agreed to:

Customer Name - _____   International Business Machines Corporation

By_____   By_____
<div align="center">Authorized signature</div>   <div align="center">Authorized signature</div>

Name (type or print):_____   Name (type or print):

Date:_____   Date:_____

Customer Number:_____   IBM Customer Agreement Number:_____

Customer Address: Contract Number: _____

          _____   IBM Services group address:
          _____   6300 Diagonal Highway, 003B
                                                                              Boulder, CO 80301-9191