

Springbrook Software, Inc.
Disaster Recovery Services Agreement Order Form
 Supplement to the Springbrook Software, Inc. Disaster Recovery Services Agreement

Client Information					
Client Name:	City of Jonesboro	Contact Email:			
Client Contact:	Jack Turner	Contact Phone:			
Billing Address:					
City:	Jonesboro	State:	AR	Zip:	
Service Term (Pursuant to terms and conditions of the master SaaS agreement)					
Term (24,36,48, 60 Months):	36 months				
Effective Date:	tbd				
Basic Products and Services					
Product Family	Type	One Time Set-Up Details	Unit Price	Qty	Fee
Springbrook Disaster Recovery Services	One Time	Setup Fee (Basic Service) <i>(Includes setup of all services, installation of backup agents on one server, warm site environment including one test of the Disaster Recovery Service; Test must be performed within 90 days of effective date. Note(1))Includes multiple daily back up settings</i>			\$800
Springbrook Disaster Recovery Services	One Time	Setup Fee (# of Users to access data in a recovery situation - Minimum - 1) <i>(1 user systems must have a minimum 3 year contract, 2 users minimum 2 years)</i>	\$600	8	\$4,800
	Total Set-up Fee	<i>(Due at contract signing)</i>			\$5,600
Product Family	Type	Annual Subscription Details	Unit Price	Qty	Fee
Springbrook Disaster Recovery Services	Annual Subscription	Recovery Services to Warm Site (Basic Service) <i>(Recovery of Vendor Software to Warm Site within 48 hours, 30 days Recovery Service during Disaster, one server, 10GB of uncompressed storage.)</i>			\$600
Springbrook Disaster Recovery Services	Annual Subscription	Recovery Fee (# of Users to access data in a recovery situation) (Minimum - 1)	\$600	8	\$4,800
Springbrook Evault Backup Services	Annual Subscription	Additional Server (1 Server included in standard service)	\$1,500		N/A
Springbrook Evault Backup Services	Annual Subscription	Additional Uncompressed Storage (10gb included in standard) <i>(5GB Storage blocks, additional Fees apply if storage limits are exceeded.)</i>	\$200	2	\$400
Springbrook Disaster Recovery Services	Annual Subscription	Additional Week of Recovery Service (30 days in standard service) <i>(Extends Recovery Service for an additional week)</i>	\$600		N/A
	Total Annual Fee	<i>(Due at contract signing and every 12 months after)</i>			\$5,800
Additional Fees					
Product Family	Type	Details			
Springbrook Evault Backup Services	Billed Monthly as required	Storage Limits Exceeded Fee <i>(Client is charged a fee each month for exceeding storage levels; fee is per GB over services purchased in annual subscription agreement)</i>	\$15.00 Per GB Per Month over purchased level		
Springbrook Disaster Recovery Services	Billed Monthly as required	Additional User Fee Requested During a Disaster <i>(Client is charged a weekly fee to setup an additional user that was not included in annual subscription.)</i>	\$4,800.00 Per User/Week		
Springbrook Disaster Recovery Services	Billed Monthly as required	Additional Week of Recovery Service Requested During a Disaster <i>(Client is charged a weekly fee to extend Disaster Service)</i>	\$4,800.00 Per Week		

- This order form is issued pursuant to the definitions, terms and conditions set forth in the Springbrook, Disaster Recovery Services Agreement. In the event there is any conflict in the conditions and terms of this Order Form and the applicable Springbrook Disaster Recovery Services Agreement, the Disaster Recovery Services Agreement controls.

Client agrees that services not specifically defined in this Order Form which are performed by Springbrook Software Company may incur additional costs to the Client as defined in the applicable Springbrook Software as a Service Agreement.

By signing below Client agrees to be bound by the terms of this order form and the agreement referenced above.

Vendor

By: Char Baumgardner
 Name (Print): Char Baumgardner 12-7-09
 Title: Contract Administrator