

BANCTEC
Home Wireless Installation Service Contract

PLEASE TAKE THE TIME TO READ THE FOLLOWING TERMS AND CONDITIONS UNDER WHICH BANCTEC (“PROVIDER”) AGREES TO PROVIDE LABOR ONLY SERVICES FOR INSTALLATION OF YOUR HOME WIRELESS NETWORK PRODUCT. THIS AGREEMENT IS BETWEEN YOU AND BANCTEC HERE ARE THE DETAILS OF YOUR CONTRACT (“AGREEMENT”):

Your Wireless Product. For purposes of this Agreement, a Wireless Product is defined as :(1) TrueMobile, Linksys, D-Link, or Netgear Wireless Broadband Router/Access Point and (2) as applicable, one (1) of the following per client system: (a) TrueMobile, Linksys, D-Link, Netgear, or Intel-branded mini-PCI card, (b) TrueMobile, Linksys, D-Link, or Netgear PCMCIA card, (c) TrueMobile, Linksys, D-Link, or Netgear USB WLAN adapter, or (d) TrueMobile, Linksys, D-Link, or Netgear wireless compact flash card.

This Agreement is valid on Wireless Product purchased in the United States only. The Services to be provided under this Agreement apply only to the continental United States, Alaska, and Hawaii.

Installation Services. The installation services in this Agreement are labor only services which are limited to the initial, first-time installation of a single: (1) Broadband Router/Access Point; (2) a single internal mini PCI card OR external PC Card; (3) additional single internal mini PCI card OR external PC Card on an incremental fee basis and (4) basic orientation. This service includes a single one (1) time on-site event at your location unless additional site visits and services are purchased by you. This service does not cover resolution of any hardware compatibility problems or any environmental restrictions, which inhibit the Wireless Product’s operation or your computer system’s operation on a wireless network. This Agreement assumes proper operation of all your equipment, your Wireless Product and your computer system at the time the technician arrives at your location and does not include any repair services.

Summary of Installation Services.

Home Wireless Set-up will include:

- Verification of receipt and condition of all boxes and components.
- Confirmation that physical site and power are adequate to properly run the system.
- Verification that all components are present.
- Verification of existence of Internet connection and proper operation.
- Unpacking of systems and components.
- Installation or verification of installation of Ethernet HW, drivers, and protocols on computer that will connect to the router/AP through wired Ethernet connection
- Physical connections of AP, USB adaptor and/or PCMCIA card per placement
- Connect Network to home Broadband service and verification of functionality
- Loading of hardware drivers
- Loading of software/drivers for PCMCIA card
- Enabling of file sharing between networked systems
- Enabling of printer sharing between networked systems

Customer Orientation will include up to a maximum fifteen (15) minutes orientation of the following:

- Location of major system/peripheral components:
 - On/Off switch
 - Reset button
- Orientation of wireless network:
 - Describe hardware functionality

- Network login
- Sharing files between client systems
- Printing files to networked printer
- Basic trouble shooting steps
- Wireless security issues
 - Demonstrate how to enable Dell-standard WEP/WPA security key and appropriate documentation procedures
 - Direct Customer to troubleshooting documentation (e-doc)
 - Complete installation with Customer reviewed checklist

Call For Assistance. If at any time during the installation you have questions or concerns, please contact your Dell Customer Care Office at the following toll free number. You should have available your original sales order number and/or system Service Tag Serial Number (7 digit alphanumeric number).

Technical Support 1-800-624-9897

Your Responsibilities Prior to Scheduling for Installation. Before scheduling installation services with the technician, it is your responsibility to ensure the following:

- **YOU ARE RESPONSIBLE FOR ENSURING THAT WIRELESS DOES NOT VIOLATE YOUR TERMS OF SERVICE WITH YOUR BROADBAND INTERNET SERVICE PROVIDER.**
- **YOU ARE RESPONSIBLE FOR ANY AND ALL CHARGES ASSESSED BY YOUR BROADBAND INTERNET SERVICE PROVIDER. YOU ARE RESPONSIBLE FOR CONTACTING YOUR BROADBAND INTERNET SERVICE PROVIDER TO DETERMINE WHETHER THEY IMPOSE ADDITIONAL CHARGES FOR CONNECTING MORE THAN ONE COMPUTER TO A SINGLE INTERNET SERVICE PROVIDER CONNECTION.**
- You are responsible for ensuring that your computer system is fully installed and functioning properly prior to the arrival of the technician unless you have separately purchased computer system installation services.
- You are responsible for ensuring that your computer system(s) meets the minimum hardware requirements for the operation of the Wireless Product.
- You are responsible for ensuring your Wireless Product and computer system and all items necessary for installation are available to the technician and are located in the immediate area where the installation is to take place.
- You are responsible for ensuring that the site is ready for installation. Service technician will not move, clean, modify, or set-up furniture.
- You are responsible for ensuring the physical installation site is adequate to properly run the computer system and the Wireless Product.
- You are responsible for ensuring availability and hook up to adequate power to properly run the computer system and Wireless Product.
- You must supply, as is appropriate for the broadband Internet service the computer system and the Wireless Product will be connected to, an accessible cable television jack, telephone jack and telephone cord to the technician.
- You are responsible for ensuring adequate wiring and cabling is available to the technician.
- You are responsible for ensuring your broadband Internet service provider connection is available and properly operating.
- If you chose to utilize your Broadband service to connect to any network behind a firewall (i.e.a corporate network), you are responsible for ensuring proper connection to that corporate network through the wireless home network. Provider will not establish this connection on your behalf.

- You must provide the technician with legally licensed copies of any software-drivers or minor applications required for installation of any external devices if different than those shipped by Dell or different from Windows Standard drivers.
- You must provide the technician with any system or Internet service provider passwords necessary to perform the installation.
- You are responsible for ensuring that connectivity to an Internet service provider is active before a technician arrives at your site to perform the wireless installation.
- Certain Internet service provider settings information is required in order to accomplish installation of your Wireless Product. This information should have been provided to you by your Internet service provider or should be readily available on your computer system. In PROVIDER is required to contact your Internet service provider to obtain this information, this will be considered an additional service and you may be assessed an additional charge.

IMPORTANT NOTICE. If any of the items you are required to provide are not immediately available to the technician upon arrival at the site location, the technician will accomplish as much of the installation service as possible and you will be responsible for any further installation of your Wireless Product. In no event will you be entitled to any refund for amounts paid by you or any additional service from Provider.

Contact for Installation. A technician will contact you to confirm receipt of your Wireless Product components and to schedule the installation services. You should receive this call within a few business days after receipt of your order from Dell.

Installation Service Hours. If you purchased installation during Standard Business Hours, service will be available Monday through Friday 8:00am to 8:00pm, excluding regularly observed holidays. If you purchased weekend installation, service will be available Saturday 8:00am to 6:00pm.

Summary of Your Responsibilities.

- You must review Internet service provider options that accompany your computer system and Wireless Product and provide selection to the technician. You will be responsible for confirming the dial-in options to the Internet service provider. In no event shall PROVIDER be liable to you or any third party for any communication charges (such as, but not limited to, long distance charges) as a result of establishing your Internet service provider connection.
- You are responsible for removal of any trash or storage of packing materials.

TERMS and CONDITIONS:

USE OF WIRELESS NETWORK

- You agree that the computer system and Wireless Product are for personal use within your residence, and that you will not use the equipment to permit unlawful or unauthorized access to online services.

USE OF WIRELESS NETWORK SUBJECT TO INTERNET SERVICE PROVIDER TERMS

- You acknowledge that your Internet service provider may prohibit you from hosting a dedicated server or providing network services to other computers unless you have subscribed to a service plan that permits wireless service. If you choose to use the wireless network we install to permit access from multiple systems and/or multiple users to their Internet service, you agree that it is your responsibility to verify that such use is permitted, or to contract with your Internet service provider as necessary to permit such use.

USER RESPONSIBILITY FOR SECURITY

- You acknowledge that you understand wireless networks are inherently less secure than wired networks. There is a risk that unauthorized persons may access your wireless network, even from outside your property. You agree to understanding this risk, and you are responsible for taking any

necessary security precautions, including, but not limited to, backing up any data and protecting your systems with robust and frequently changed passwords.

- You agree that although we are providing assistance by performing basic installation service, system and network security are not included in the services and are ultimately your responsibility.

ACCEPTANCE

- Upon completion of the Wireless Product installation, our technician will give you an “Acceptance Form.” By signing the Acceptance Form, you accept that the services have been properly performed and acknowledge that the computer system and Wireless Product are in good working order.

Holidays: Regular holidays shall include New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day, unless Provider notifies you otherwise.

Additional Services. Additional Services outside the scope of this Agreement are available for an additional fee. The charges for such Services will be quoted to you exclusive of any taxes. Payment for such additional services will be made by credit card and are due immediately upon completion of services by Provider. Provider will place authorizations/holds on amounts necessary to cover expected services with charges plus any applicable taxes being applied after services have been rendered.

An Adult Must Be Present At Residences: For installation services provided at a residence, an adult must be present at all times during the service technician’s visit.

Assistance You Must Provide. The service technician must receive full access to the computer system and the Wireless Product and (at no cost to Provider) have working space, electricity, and as appropriate for the broadband Internet connection to your Internet service provider, a cable television jack, or local telephone line. If these requirements are lacking, Provider is not obligated to provide installation services.

If You Miss The Service Visit. If you or your authorized representative is not at the location when the service technician arrives, we regret that the service technician cannot install your Wireless Product. The service technician will leave a card to let you know he or she was there. If this occurs, you will be charged an additional charge for a follow-up service call.

Notices.

Any written notices provided by you to Provider must be sent to both of the following addresses:

(1) **BancTec, Inc.**
Attn: Tag Team
c/o DELL USA L.P.
One Dell Way – RR2
Round Rock, TX 78682

(2) **BancTec, Inc.**
Attn: General Manager
4435 Spring Valley Road
Dallas, TX 75244

General.

Governing Law. This Agreement is governed by Texas law.

Assignment. Provider reserves the right to assign its rights and obligations under this Agreement to a qualified third party designated by Provider. In the event of such an assignment, you agree to look solely to the third party assignee for performance under this agreement.

Complete Agreement. THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN YOU AND PROVIDER AND IT SUPERSEDES ALL PRIOR ORAL AND WRITTEN PROPOSALS AND COMMUNICATIONS PERTAINING TO THE SUBJECT MATTER HEREOF.