



PHONE: (949) 830-1400
 ADDRESS: 4 A MASON, IRVINE, CA 92881
 WEB SITE: www.cbeofficesolutions.com

Meter Collection

This Addendum supplements the existing business relationship between CBE Office Solutions;

and _____ and is effective as of _____

In order for CBE to provide the best possible service to our customers and to provide 100% accuracy in our billing to our customers, CBE has developed a Managed Print Services program that enables CBE to remotely collect meter reads, automate supply fulfillment and report service information for managing fleets of copiers, printers, fax machines, and multi-function devices. 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: CBE provides cost recovery and remote meter collection solutions from Print Audit Inc. – Facilities Manager, part of the remote meter collection suite uses a small software program called the Information Collection Engine (ICE) to perform periodic scans in the environment in which it is installed. (ICE) creates a scan file in XML format, encrypts it and sends it to Print Audit’s secure server as a zipped file. No personal information is collected or sent from Facilities Manager. Only the following information is gathered and transmitted to Print Audit’s secure server:

- Make, Model, Location, Serial Number
- IP Address - MAC Address
- Page Counts
- Toner levels <option>
- Status / Alerts (e.g. out of paper, paper jam) <option>

2. Activation: CBE’s MPS technician and/or Customer will install Print Audit Facilities Manager (ICE) on a mutually agreed upon server or computer dedicated for this purpose. You will need to provide the location and name of the server / computer the software will be installed on. The designated computer must be connected to your network and have internet access. Additional information will be required for multiple locations / networks (Subnets, VLANs) Note: Print Audit Facilities Manager (ICE) 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 basic Print Audit Facilities Manager license provided by CBE. At any time you may request that the Print Audit Facilities Manager license be deactivated. We may deactivate the Print Audit Facilities Manager license if you attempt to use it for any improper use or use with another vendor.

4. Ownership, Use & Security of Data. CBE retains all rights and interest to the data collected by Print Audit Facilities Manager (ICE), which it may use or provide to third parties authorized by CBE to provide better service to you. CBE 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, CBE may "sanitize" the data and provide it to third parties for research, marketing and similar business purposes. Except for the limited data captured by Print Audit Facilities Manager (ICE), this Agreement does not grant CBE any rights to your documents or information. CBE may dispose of the data at any time when it is no longer necessary for CBE's own business purposes and without notice to you. CBE uses reasonable available technology and security procedures to maintain the security of Print Audit Facilities Manager (ICE) 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. Print Audit Facilities Manager (ICE) technology is confidential and proprietary information of Print Audit Inc. and/or its licensors protected by copyright, trade secret and other laws and treaties. Print Audit Inc. and/ or its licensors retain all right, title and interest in and all intellectual property associated with Print Audit Facilities Manager (ICE). CBE 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:		Authorization:			
Company:		Meter Request. This addendum will in no way prohibit CBE from requesting meters in an alternative method. Print Audit Facilities Manager (ICE) software requires the print device(s) to be connected to the network and turned on in order to collect the data. The computer hosting the Print Audit Facilities Manager (ICE) software will also have to be on at the time the software is set to collect the data. <i>If meter information cannot be obtained using our automated method the customer will be contacted for meters via email, fax and or by phone.</i>			
Address:					
City:	State:				
Contact:	Phone:	<i>Please Initial</i>	Accepted:	Declined:	
Email Address:		Server / Computer Location:			

Authorized Signature _____ Title _____ Date _____

Facilities Manager Security Overview

Scanning

- SNMP scanning is done within the internal network only, via the standard SNMP port (UDP port 161).
- The Information Collection Engine (ICE) uses unicast transmission to communicate to each IP address in the configured scan range. No broadcast packets are sent.
- A community string can be specified in the ICE configuration if required.

Data Storage

- Print Audit's server is located in a physically secure environment.
- Print Audit's server is located behind a dedicated hardware firewall that blocks all external access except that which is required for Facilities Manager to function.
- The server is kept up to date with the latest operating system patches, security patches, and anti-virus updates.
- Server administration logins are restricted to a very limited number of authorized personnel who require access only for routine maintenance and backup purposes.
- Facilities Manager is the only application running on this server and therefore there is no security threat posed by other programs.

Data Collection

No personal or user data is collected with the ICE. Only the following information is gathered and transmitted to Print Audit's secure server:

- Printer name, make and model
- Location
- Serial number
- IP Address
- MAC Address
- Page Counts
- Toner levels
- Status / Alerts (e.g. out of paper, paper jam)

Data Transmission

- The ICE connects to Print Audit's server via an outbound connection only. There is no reverse connection made from Print Audit's server to the ICE.
- HTTPS is the default send method in the ICE configuration window. This ensures that the data is encrypted during transmission using standard internet security protocols (128 bit SSL on TCP port 443). If HTTPS is not available, the ICE will use HTTP (port 80) as the send method.
- HTTPS (128-bit SSL) is the same security as is used in Internet banking or purchasing goods online from a merchant such as Amazon.
- The server sends a simple acknowledgement that the data was received, but no other data is sent back to the ICE in response to the transmission. This response is also encrypted in the same manner as the transmission itself.

Web Interface

- All external access is via secure login (username and password) and only through the secure web application at <https://fm.printaudit.com>
- Facilities Manager logins can be restricted to either a set of customers for a single dealer (a "dealer level" account) or a single customer (a "customer level" account). Advanced privileges can also be assigned to users.
- Access to the secure web application at <https://fm.printaudit.com> uses 128-bit SSL encryption.

