

TERMS OF SERVICE

This Terms of Service Agreement ("Agreement") is entered into as of the date on which the Customer first uses the The Template Place, LLC. Services (as defined below) ("Effective Date") by and between The Template Place, LLC ("The Template Place") and Customer ("Customer").

R E C I T A L S

WHEREAS, The Template Place is a service provider that offers access to, and use of, certain applications including its fully integrated set of web-based modules ("The Template Place Services") and implementation support to initiate such access and use.

WHEREAS, Customer wants to retain The Template Place to allow Customer to access and use the The Template Place Services under the terms and conditions set forth in this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, and for other good and valuable consideration, Customer and The Template Place agree to the foregoing and as follows:

ARTICLE 1—GENERAL

1.1 Overview of Agreement. This Agreement represents the terms and conditions under which The Template Place shall provide Customer access to and use of the The Template Place Services package or packages subscribed to ("The Template Place Services Package"), which may be amended from time to time to reflect additional or amended The Template Place Services ordered by Customer. The Template Place Services shall be provided to Customer via the Internet's world wide web. Additional services and/or deliverables may be procured consistent with the terms of this Agreement. Any attempt to alter or amend the terms and conditions contained in this Agreement through conflicting or inconsistent terms in any other document shall be void and of no force and effect.

ARTICLE 2—THE TEMPLATE PLACE SERVICES

2.1 Equipment. Customer will be responsible for procuring, at Customer's sole expense, all equipment or other software (

including licenses necessary to use currently-supported versions thereof) , if any, required to use The Template Place Services. For such third party hardware or software, Customer shall only receive the manufacturer's warranty, if any, and shall receive no warranties from Licensor for any such third party hardware or software.

2.2 Access Rights. During the term of this Agreement, Customer will have a limited, revocable, non-transferable and non-exclusive license for Customer's employees ("Authorized Users") to use the The Template Place Services Package and related documentation solely for Customer's business purposes consistent with the terms and conditions of this Agreement. The Template Place will issue to one Authorized User ("The Template Place Administrator") an individual logon identifier and password ("Administrator's Logon") for purposes of administering the The Template Place Services Package. Customer acknowledges and agrees that only its The Template Place Administrator shall be authorized to bind Customer in connection with any service provided to Customer under this Agreement. Using Administrator's Logon, the The Template Place Administrator shall assign each remaining Authorized User a unique logon identifier and password and assign and manage the business rules that control each such Authorized User's access to the The Template Place Services Package. Customer shall use its reasonable efforts to see that each Authorized User will: (a) be responsible for the security and/or use of his or her logon identifier; (b) not disclose such logon identifier to any person or entity; (c) not permit any other person or entity to use his or her logon identifier; (d) use the The Template Place Services Package consistent with the assigned business rules; and (e) use the The Template Place Services Package in accordance with the terms and conditions of this Agreement. Customer will be responsible for: (f) advising each Authorized User of his or her obligations under this Agreement and of the license restrictions set forth in this Agreement; and (g) any and all costs and expenses incurred through the authorized use of Customer's Logon. The Template Place reserves the right to deny, suspend or revoke access to the The Template Place Services, in whole or in part, if The Template Place believes Customer and/or its Authorized Users are in breach of this Agreement or are otherwise using or accessing the The Template Place Services inconsistent with the terms and conditions of this Agreement.

2.3 Restrictions. The customer is expected to be familiar with and to practice good Internet etiquette ("Netiquette"). The customer will comply with the rules appropriate to any network to which The Template Place may provide access. The customer should not post, transmit, or permit Internet access to information the customer desires to keep confidential. The customer is not permitted to post

any material that is illegal, libelous, and tortuous, indecently depicting children or is likely to result in retaliation against The Template Place by offended users. The Template Place reserves the right to refuse or terminate service at any time for violation of this section. This includes advertising services or sites via IRC or USENET in clear violation of the policies of the IRC channel or USENET group.

Customer agrees that Customer and its Authorized Users will not: (a) sell, lease, license or sublicense the The Template Place Services; (b) modify, change, alter, translate, create derivative works from, reverse engineer, disassemble or decompile the The Template Place Services in any way for any reason; (c) provide, disclose, divulge or make available to, or permit use of the The Template Place Services by, any third party; (d) copy or reproduce all or any part of the The Template Place Services (except as expressly provided for herein); (e) interfere, or attempt to interfere, with the The Template Place Services in any way; (f) engage in spamming, mail bombing, spoofing or any other fraudulent, illegal or unauthorized use of the The Template Place Services; (g) knowingly introduce into or transmit through the The Template Place Services any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design; (h) remove, obscure or alter any copyright notice, trademarks or other proprietary rights notices affixed to or contained within the The Template Place Services; or (i) engage in or allow any action involving the The Template Place Services that is inconsistent with the terms and conditions of this Agreement.

2.4 Non-Exclusivity. The parties acknowledge and agree that The Template Place is providing access to and use of the The Template Place Services to multiple customers and those services are non-exclusive.

2.5 Availability. The Template Place shall use commercially reasonable efforts to keep the The Template Place Services Package available on a 24 hour a day, 7 day a week basis, subject to scheduled downtime for maintenance purposes, unscheduled maintenance and systems outages. The parties acknowledge that since the Internet is neither owned nor controlled by any one entity, The Template Place makes no guarantees that any given user will be able to access the The Template Place Services Package at any given time, and The Template Place shall not be liable to Customer for failure of accessibility to the The Template Place Services Package.

2.6 The Template Place's Licensors.

2.6.1 Terms and Conditions applicable to services provided by The Template Place's Licensors. Customer acknowledges and agrees that The Template Place Services are provided, in some cases, by third party Licensors to The Template Place (hereinafter "Third Party Licensors"). For all The Template Place Services contained in the The Template Place Service Package that are provided by Third Party Licensors to The Template Place, Customer agrees with and shall abide by all Third Party Licensor terms and conditions, if any. Such Third Party Licensor terms and conditions are available upon request (the "Additional Terms and Conditions"). Any Additional Terms and Conditions are in addition to and supplement the terms and conditions provided in this Agreement. Customer acknowledges and agrees that it will be subject to all Additional Terms and Conditions and that all such Additional Terms and Conditions shall be incorporated into the terms and conditions of this Agreement as if set forth fully herein. Customer further agrees that it will be subject to all Additional Terms and Conditions where Customer elects to add services to its The Template Place Services Package.

2.6.2 Changes to The Template Place Licensors. Customer acknowledges that The Template Place may, at its sole discretion, change any Third Party Licensors that provide services under this Agreement, or add or delete discrete services from the The Template Place Services. The Template Place agrees to use reasonable efforts to prevent any service interruptions associated with The Template Place's decision, if any, to change Third Party Licensors. In the event that The Template Place changes Third Party Licensors, The Template Place may provide Customer with notification of changes in Third Party Licensors and refer Customer to information posted on The Template Place's website relative to that change which shall become Additional Terms and Conditions for the purposes of this Agreement.

ARTICLE 3—FEES; PAYMENT TERMS

3.1 Application and Use Fee. Customer shall pay any application fees, user fees, including but not limited to monthly fees and any taxes according to the The Template Place's then-applicable fee schedule, which can be accessed at the following link <http://www.TheTemplatePlace.com> Fee amounts are subject to change at any time, at The Template Place's sole discretion. Customer shall pay all amounts due under any invoice to The Template Place within thirty (5) calendar days of due date.

3.2 Late Payments. If Customer fails to pay any fees by the

applicable due date, The Template Place will have the right to: (a) assess late charges in an amount equal to the greater of five percent (5%) per month or the maximum allowable under applicable law; and/or (b) suspend access to any or all of the The Template Place Services and/or performance of the services provided by The Template Place hereunder and/or terminate this Agreement. Any such suspension or termination will not relieve Customer from paying any outstanding fees plus interest and late charges. Customer will be responsible for any costs associated with collecting such fees including, without limitation, legal costs, attorneys' fees, court costs and collection agency fees.

3.3 Taxes. Customer will pay or reimburse The Template Place for all sales, use, transfer, privilege, excise and all other taxes and all duties, whether international, national, state or local, however designated, which are levied or imposed by reason of the performance by The Template Place under this Agreement, excluding, however, income taxes or gross receipts taxes which may be levied against The Template Place. Such taxes may be reflected on Customer invoices.

ARTICLE 4—LIMITED WARRANTIES

4.1 Customer Warranty. Customer represents and warrants to The Template Place that: (a) Customer has the authority to enter into this Agreement and perform its obligations under this Agreement; (b) Customer and its Authorized Users will only use the The Template Place Services for lawful purposes and will not violate any law of any country or the intellectual property rights of any third party; and (c) Customer warrants that it is not located in a country where export or re-export of the contents of information received via the Internet is prohibited. Should Customer receive notice of any claim regarding the The Template Place Services, Customer shall promptly provide The Template Place with a written notice of such claim.

4.2 The Template Place Warranty. The Template Place warrants that: (a) The Template Place has the authority to enter into this Agreement and perform its obligations under this Agreement; and (b) The Template Place will perform the services required under this Agreement in a professional and workmanlike manner.

4.3 Disclaimer. EXCEPT AS OTHERWISE SET FORTH HEREIN, THE TEMPLATE PLACE MAKES NO REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY REGARDING OR RELATING TO ANY OF THE SERVICES AND/OR ACCESS TO OR USE OF THE THE TEMPLATE PLACE SERVICES PROVIDED TO CUSTOMER

UNDER THIS AGREEMENT. THE TEMPLATE PLACE SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

ARTICLE 5—LIMITATION OF LIABILITY

THE TEMPLATE PLACE'S LIABILITY UNDER THIS AGREEMENT FOR ANY DIRECT DAMAGES OF ANY KIND WILL NOT EXCEED AN AMOUNT EQUAL TO THE AMOUNT PAID BY CUSTOMER TO THE TEMPLATE PLACE THROUGH THE DATE THE TEMPLATE PLACE'S LIABILITY TO CUSTOMER ACCRUES. IN NO EVENT SHALL THE TEMPLATE PLACE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOST PROFITS.

ARTICLE 6—INDEMNIFICATION

Customer agrees to indemnify, defend (at The Template Place's sole option and at Customer's sole expense) and hold harmless The Template Place, its managers, directors, officers, employees, independent contractors and agents, and defend any action brought against same with respect to any claim, demand, cause of action, debt or liability, including reasonable attorneys' fees, to the extent that such action is based upon a claim arising out of or relating to Customer's use of and/or access to the The Template Place Services or services provided hereunder, including but not limited to any claims arising out of the sale or offer for sale of any illegal, infringing, counterfeit products or services or any other misuse of the The Template Place Services by Customer or its customers. Customer specifically acknowledges that The Template Place shall not be liable to Customer for losses, if any, incurred as a result of fraudulent or unauthorized misuse of The Template Place Services.

ARTICLE 7—CONFIDENTIAL INFORMATION

"Confidential Information" will include the terms of this Agreement, any software provided by The Template Place under this Agreement, the logon identifiers and/or passwords provided to Customer and each Authorized User, the prices and fees charged under this Agreement, any other materials marked confidential by Customer or The Template Place and any other information conveyed under this Agreement that is identified in writing as confidential at the time of its conveyance. Each party acknowledges and agrees that: (a) the Confidential Information constitutes valuable trade secrets of the party owning such Confidential Information; (b) it will use Confidential Information solely in accordance with the provisions of this Agreement; and (c) it will not

disclose, or permit to be disclosed, the Confidential Information of the other party to any third party without the disclosing party's prior written consent. Each party will take all reasonable precautions necessary to safeguard the confidentiality of the other party's Confidential Information including, at a minimum, those precautions taken by a party to protect its own Confidential Information, which will in no event be less than a reasonable degree of care. Confidential Information will not include information that is: (d) publicly available; (e) already in the other party's possession and not subject to a confidentiality obligation; (f) obtained by the other party from any source without any obligation of confidentiality; (g) independently developed by the other party without reference to the disclosing party's Confidential Information; or (h) required to be disclosed by order of a court or other governmental entity; provided no less than ten (10) days written notice is given to the party owning such Confidential Information so that such party may obtain a protective order or other equitable relief.

ARTICLE 8—PROPRIETARY RIGHTS

No right (except for the license granted in Section 2.2), title or interest of intellectual property or other proprietary rights in and to the The Template Place Services and/or other products or services made available under this Agreement is transferred to Customer hereunder. The Template Place and its Third Party Licensors retain all right, title and interests, including, without limitation, all copyright, trade secret, intellectual property and other proprietary rights in and to the The Template Place Services and/or other products or services provided under this Agreement. Customer will retain all right, title and interest to the documents created by Customer using the The Template Place Services, subject to any rights of The Template Place in underlying works from which such documents were derived.

ARTICLE 9—TERM AND TERMINATION

9.1 Cancellation Procedure. Customer is responsible for all The Template Place Service charges up to and including the day client cancels The Template Place Services. To cancel The Template Place Service the customer must call our toll free number (listed on website) and ask for the cancellation department. A cancellation representative will verify that the person calling is the owner of the site and will issue a cancellation number to the customer. The cancellation number will serve as proof that the site and service has been cancelled. The customer is responsible for all outstanding charges up to the time the cancellation number is issued. For

security purposes, e-mail notice will be disregarded.

Cancellation of store front software does not release client from any long term contracts that client might have signed with The Template Place. If client has pre-paid for a year of service, cancellation does not result in a refund.

9.2 Term. This Agreement will commence as of the Effective Date and shall continue thereafter on a month to month basis unless terminated pursuant to Section 2.7.2, 9.2 or 9.3, OR UPON TELEPHONE NOTICE TO THE THE TEMPLATE PLACE BILLING DEPARTMENT. ANY EMAIL NOTICE WILL BE DISREGARDED. WRITTEN NOTICE MAY BE MAILED DIRECTLY TO THE TEMPLATE PLACE AT:

10035 Broadview Road
Inside Office A
Broadview Heights, Ohio 44147

9.3 Termination by The Template Place. The Template Place shall have the right, upon written notice to Customer, to terminate this Agreement if: (a) Customer fails to timely pay The Template Place any amount due to The Template Place under this Agreement; (b) Customer materially breaches any term or condition this Agreement, provided such breach is not cured by Customer within thirty (30) calendar days following The Template Place's notice to Customer of such breach; or (c) Customer (i) terminates or suspends its business activities; (ii) becomes insolvent, makes an assignment for the benefit of creditors, or becomes subject to direct control of a trustee, receiver or similar authority; or (iii) becomes subject to any bankruptcy or insolvency proceeding under federal or state statutes.

9.4 Termination by Customer. Customer will have the right, upon written notice to The Template Place, to terminate this Agreement if The Template Place is in material breach of this Agreement and The Template Place fails to remedy such material breach within thirty (30) calendar days of its receipt of such written notice.

9.5 Obligations upon Termination or Expiration and Non-Renewal. Upon the expiration and non-renewal or termination of this Agreement for any reason: (a) Customer's access to, and use of, the The Template Place Services will terminate; (b) Customer will return to The Template Place any and all The Template Place Services, equipment, software, documentation or other deliverables provided to Customer by The Template Place including any copies

thereof held by Customer; (c) The Template Place will deliver to Customer all Customer documents and other materials (which may be obtained using The Template Place's create export file function) stored by Customer on the The Template Place Network; and (d) each party shall return any and all Confidential Information in its possession to the party that disclosed such Confidential Information and provide written verification of same.

9.6 Survival. Any provisions of this Agreement that by their nature should survive termination of this Agreement will survive termination of this Agreement, including but not limited to Articles 6, 7, and 8.

ARTICLE 10—MISCELLANEOUS

10.1 Notices. Any written notice required or permitted to be delivered pursuant to this Agreement will be in writing and will be deemed delivered: (a) upon delivery if delivered in person; (b) three (3) business days after deposit in the United States mail, registered or certified mail, return receipt requested, postage prepaid; (c) upon transmission if sent via telecopier, with a confirmation copy sent via overnight mail; (d) one (1) business day after deposit with a national overnight courier, in each case addressed, in the case of Customer, the address listed in The Template Place's records, or in the case of The Template Place, 10035 Broadview Road, Inside Office A, Broadview Heights, Ohio 44147 (or to such other address as may be specified upon notice).

10.2 Assignment . Customer will not assign or otherwise transfer this Agreement, in whole or in part, nor delegate or subcontract any of its rights or obligations hereunder, without The Template Place's prior written consent, which consent may be withheld, delayed or conditioned in The Template Place's discretion. The Template Place will have the right to assign this Agreement, in whole or in part, to a third party at any time upon written notice to Customer.

10.3 Force Majeure. Neither party shall have any liability to the other or to third parties for any failure or delay in performing any obligation under this Agreement due to circumstances beyond its reasonable control including, without limitation, acts of God or nature, actions of the government, fires, floods, strikes, civil disturbances or terrorism, or power, communications, satellite or network failures.

10.4 Waiver. Any waiver or modification of this Agreement will not be effective unless executed in writing and signed by an authorized representative of The Template Place and Customer. The parties

expressly disclaim the right to claim the enforceability or effectiveness of: (a) any amendments to this Agreement that are not executed by an authorized representative of The Template Place and Customer; (b) any oral modifications to this Agreement; and (c) any other amendments that are based on course of dealing, waiver, reliance, estoppels or similar legal theory. The parties expressly disclaim the right to enforce any rule of law that is contrary to the terms of this Section. The failure of either party to enforce, or the delay by either party in enforcing, any of its rights under this Agreement will not be deemed to be a waiver or modification by such party of any of its rights under this Agreement.

10.5 Severability. If any provision of this Agreement is held to be unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement, unless The Template Place in good faith deems the unenforceable provision to be essential, in which case The Template Place will have the right to terminate this Agreement in accordance with Section 10.2.

10.6 Public Announcements. Customer grants The Template Place the right to use Customer's name in press releases, product brochures and financial reports indicating that Customer is a customer of The Template Place.

10.7 Counterparts. This Agreement may be executed in counterparts, each of which so executed will be deemed to be an original and such counterparts together will constitute one and the same agreement.

10.8 Third Party Beneficiaries. Customer acknowledges that some The Template Place Services may be provided by Third Party Licensors. Third Party Licensors are third party beneficiaries to this Agreement, and there are no other third party beneficiaries to this Agreement.

10.9 Governing Law; Jurisdiction; Dispute Resolution with Third Party Licensors. This Agreement will be interpreted and construed in accordance with the laws of the State of Ohio, without regard to conflict of law principles. All disputes arising out of this Agreement shall be brought only in the district and federal courts located in or for Cuyahoga County, Ohio. EACH PARTY CONSENTS TO THE EXCLUSIVE PERSONAL JURISDICTION AND VENUE OF THE COURTS, STATE AND FEDERAL, LOCATED IN OR FOR CUYAHOGA COUNTY, OHIO .

10.10 Non-solicitation. Customer acknowledges and agrees that the employees and consultants of The Template Place are a valuable

asset to The Template Place and difficult to replace. Accordingly, Customer agrees that, during the term of this Agreement and for a period of thirty (36) months after the expiration and non-renewal or termination of this Agreement, Customer will not solicit or attempt to solicit any employee or consultant of The Template Place.

10.11 Customer Security Responsibilities. The Customer is solely responsible for any breaches of security affecting servers under Customer are involved in an attack on another server control. If a Customer's server or system, it will be shut down and an immediate investigation will be launched to determine the cause/source of the attack. In such event, the Customer is responsible for the cost to rectify any damage done both to the customer's item and any other related area affected by the security breach. The labor used to rectify any such damage is categorized as emergency security breach recovery and is currently charged at \$250 USD per hour. Enquiries regarding security matters may be directed to Head of Security at webmaster@TheTemplatePlace.com

10.12 System And Network Security. Violations of system or network security are prohibited, and may result in criminal and civil liability. The Template Place may investigate incidents involving such violations and may involve and will cooperate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following:

- Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network.
- Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network.
- Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.
- Forging of any TCP-IP packet header or any part of the header information in an e-mail or a newsgroup posting.

Violators of the policy are responsible, without limitations, for the cost of labor to clean up and correct any damage done to the operation of the network and business operations supported by the network, and to respond to complaints incurred by The Template

Place. Such labor is categorized as emergency security breach recovery and is currently charged at \$250 USD per hour required. Enquiries regarding security matters may be directed to Head of Security at webmaster@TheTemplatePlace.com.

The Template Place is concerned with the privacy of online communications and web sites. In general, the Internet is neither more nor less secure than other means of communication, including mail, facsimile, and voice telephone service, all of which can be intercepted and otherwise compromised. As a matter of prudence, however, The Template Place urges its customers to assume that all of their online communications are insecure. The Template Place cannot take responsibility for the security of information transmitted over The Template Place's facilities.

10.15 Copyright Infringement - Software Piracy Policy. The The Template Place service may only be used for lawful purposes. Transmission, distribution, or storage of any information, data or material in violation of United States or state regulation or law, or by the common law, is prohibited. This includes, but is not limited to, material protected by copyright, trademark, trade secret, or other intellectual property rights.

Making unauthorized copies of software is a violation of the law, no matter how many copies you are making. If you copy, distribute or install the software in ways that the license does not allow, you are violating federal copyright law. If caught with pirated software, you or your company may be liable under both civil and criminal law and you may be liable for up to \$150,000 per infringement.

In compliance with the Digital Millennium Copyright Act (the "DMCA"), please send DMCA notifications of claimed copyright infringements to: Legal Department, The Template Place, LLC, 10035 Broadview Road, Inside Office A, Broadview Heights, Ohio 44147

The Template Place will cooperate fully with any civil and/or criminal litigation arising from the violation of this policy.

10.16 Network Responsibility. Customers have a responsibility to use the The Template Place service responsibly. This includes respecting the other customers of The Template Place. The Template Place reserves the right to suspend and or cancel service with any Customer who uses the The Template Place service in such a way that adversely affects other The Template Place customers. This includes but is not limited to:

- Attacking or attempting to gain unauthorized access to servers and services that belong to The Template Place or its customers (i.e. computer hacking), and/or
- Participating in behavior, which result in reprisals that adversely affect the The Template Place service or other customers' access to the The Template Place Services.

The Template Place will react strongly to any use or attempted use of an Internet account or computer without the owner's authorization. Such attempts include, but are not limited to, "Internet Scanning" (tricking other people into releasing their passwords), password robbery, security hole scanning, port scanning, etc. Any unauthorized use of accounts or computers by a The Template Place customer, whether or not the attacked account or computer belongs to The Template Place, will result in severe action taken against the attacker. Possible actions include warnings, account suspension or cancellation, and civil or criminal legal action, depending on the seriousness of the attack. Any attempt to undermine or cause harm to a server, or customer, of The Template Place is strictly prohibited.

Violations of this policy may be reported directly to the FBI's Infrastructure Protection & Computer Intrusion Squad at <http://www.fbi.gov/hq.htm> . The Template Place will cooperate fully with any civil and/or criminal litigation arising from the violation of this policy.

10.17 Lawful Purpose. All services may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any applicable law, regulation, or AUP is prohibited. This includes, but is not limited to: copyrighted material or material protected by trade secret and other statute or dissemination of harmful or fraudulent content.

Using any The Template Place service or product for the purpose of participating in any activity dealing with subject matters that are prohibited under applicable law is prohibited.

Any conduct that constitutes harassment, fraud, stalking, abuse, or a violation of federal export restriction in connection with use of The Template Place services or products is prohibited. Using the The Template Place network to solicit the performance of any illegal activity is also prohibited, even if the activity itself is not performed. In addition, knowingly receiving or downloading a file that cannot be legally distributed, even without the act of distribution, is prohibited.

Servers hosted within The Template Place network are open to the public. You are solely responsible for your usage of the The Template Place network and servers and any statement you make on servers hosted within the The Template Place network may be deemed "publication" of the information entered. Acknowledging the foregoing, you specifically agree not to use our service in any manner that is illegal or libelous.

10.18 Child Pornography on the Internet. The Template Place will cooperate fully with any criminal investigation into a Customer's violation of the Child Protection Act of 1984 concerning child pornography. Customers are ultimately responsible for the actions of their clients over the The Template Place network, and will be liable for illegal material posted by their clients.

According to the Child Protection Act, child pornography includes photographs, films, video or any other type of visual presentation that shows a person who is or is depicted as being under the age of eighteen years and is engaged in or is depicted as engaged in explicit sexual activity, or the dominant characteristic of which is the depiction, for a sexual purpose, of a sexual organ or the anal region of a person under the age of eighteen years or any written material or visual representation that advocates or counsels sexual activity with a person under the age of eighteen years.

Violations of the Child Protection Act may be reported to the U.S. Customs Agency at 1-800-BEALERT

10.19 Unsolicited Commercial Email/Unsolicited Bulk Email (UCE/UBE). Unsolicited commercial email (UCE) is defined by The Template Place as any electronic communication (e-mail, ICQ, IRC, Instant Messenger, etc...) sent for purposes of distributing commercial information of any kind, soliciting the purchase or sale of products or services or soliciting any transfer of funds to a recipient who has not agreed to receive such communication.

Unsolicited bulk e-mail (UBE) is defined by The Template Place as any electronic communication (e-mail, ICQ, IRC, Instant Messenger, etc...) to multiple recipients who have not agreed to receive such communication.

Use of the The Template Place network, servers or services to transmit any unsolicited commercial or unsolicited bulk-e-mail is expressly prohibited, as is hosting web sites or services on a server, which are advertised in any UCE/UBE. The Template Place also prohibits the sending of any fraudulent, malicious, harassing, false or misleading electronic communications, including, without

limitation, chain letters, pyramid schemes, or e-mails with forged headers. Posting off-topic advertisements to Usenet discussion groups, ICQ, Instant Messenger, etc., is also expressly prohibited.

Additionally, The Template Place customers are expressly prohibited from sending any UCE/UBE from our network or any email from another network that in any way references a document, image, or Web site that resides on the The Template Place network or in one of our data centers. Violations of this type may result in the termination of the offending The Template Place account. Our customers are ultimately responsible for any violations of the AUP by their clients, and any violation of the AUP by a client of a The Template Place customer shall be deemed a violation of the AUP by such The Template Place customer.

Customers whose actions directly or indirectly result in The Template Place IP space being listed in any of the various abuse databases may be subject to having the offending domain(s), server(s), or user(s) immediately removed from our service. In addition, if The Template Place in its sole discretion determines that a customer is in violation of our AUP, The Template Place may, at its sole discretion, restrict, suspend or terminate a customer's account. The Template Place will, in most cases, attempt to contact a customer prior to suspension or termination of a server(s), but can not guarantee prior notification.

Any server suspended or terminated for AUP violations will be reconnected only after the customer agrees to cease all activities that violate the The Template Place AUP and pays all applicable reconnect fees and related charges. Any server suspended a second time for AUP violations WILL be immediately and permanently removed from our network.

Customers that The Template Place determines in its sole discretion to be in violation of the The Template Place AUP may be subject to additional fees or fines including, without limitation, any applicable reconnect fees.

Violation of The Template Place's UCE/UBE policy may be reported to webmaster@TheTemplatePlace.com.

10.20 Guidelines for Permission-Based Email. While The Template Place prohibits the use of its systems or network to send unsolicited email (UCE/UBE) as described above, customers may send permission-based email marketing, subject to the guidelines provided herein. Permission-based marketing is defined as electronic marketing that an end user agrees to receive. This is

often referred to as 'opt-in' electronic marketing. All recipient information for such marketing conducted by The Template Place customers must be documented and cataloged by the customer. This information is to include date, time, originating IP and the location from which the email address or other recipient information was obtained. Additionally, a customer must at a minimum comply with the following guidelines, and any additional guidelines established by The Template Place from time to time in its sole discretion, to engage in permission-based email marketing without violating the AUP:

1. All commercial or bulk email originating from a The Template Place customer on the The Template Place network must have a working unsubscribe link. The customer must honor all requests to unsubscribe within 72 hours. Additionally, there must be text in the email stating that while all requests to unsubscribe are honored, it may take up to 72 hours to process.
2. All commercial or bulk email originating from a The Template Place customer on the The Template Place network must clearly list the email address to which the email was originally sent (the intended recipient's email address) in the body of the message OR in the 'TO:' line of the email.
3. All The Template Place customers sending commercial or bulk email must have a working abuse@domain.com address from EVERY domain associated with the email campaign. Additionally, the abuse@ address must be prominently posted on the front page of the associated web site. Customers must regularly answer any messages sent to the abuse@ address.
4. All The Template Place customers sending commercial or bulk email must register the abuse@ address for every domain associated with commercial email they send at abuse.net.
5. All The Template Place customers sending commercial or bulk email must have a Privacy Policy/AUP posted for each domain associated with the email campaign.
6. All commercial or bulk email sent must include information about where the email address was obtained in the body of the email. For example:

"You opted-in to receive this email promotion from our web site or from one of our partner sites."
7. All The Template Place customers sending commercial or bulk

email must answer all complainants' requests for details regarding where the complainant "opted-in" to receive electronic marketing within 72 hours. This information must include the date, time, originating IP and the location from which the email address or other recipient information was obtained. Instructions on how to get this information must be stated clearly in the body of the email. For example, a statement similar to the following must be present in the body of the email:

"If you would like to learn more about how we received your email address, please contact us at abuse@domain.com."

Requests for "opt-in" information must be responded to within 72 hours.

8. All The Template Place customers sending commercial or bulk email must be able to track and identify anonymous complainants. There are several software packages (such as RoboMail) that can help accomplish this.

9. If a The Template Place customer is using an affiliate program to send commercial or bulk email through the The Template Place network and the affiliate program becomes subject to repeated abuse by users, the customer must discontinue use of the affiliate program or be subject to immediate suspension or cancellation.

10. All customers of The Template Place are required to have up-to-date and valid contact information on file with their registrar for any domain hosted on the The Template Place network.

Disclaimer

- The Template Place reserves the right to test portions of any customer's email list in response to complaints and request opt-in information from a random sample of that list at any time.
- The Template Place reserves the right to determine in its sole discretion the validity of any customer's email list. Any list The Template Place determines in its sole discretion to be in violation of this AUP must be removed immediately or the customer will be subject to immediate suspension or termination. Repeated violations will result in permanent suspension.
- The Template Place reserves the right to test and otherwise monitor customer's compliance with the above guidelines and requirements at any time during the customer's term of service at The Template Place.

- If The Template Place determines in its sole discretion that the customer is not in strict compliance with the guidelines for permission-based e-mail marketing, then The Template Place may immediately suspend or terminate the customer's service.

10.21 IP Address Overlap. The Template Place administers the network on which customer servers reside. The customer cannot use IP addresses, which were not assigned to them by The Template Place staff. Any server found using IPs, which were not officially assigned, will be suspended from network access until such time as the IP addresses overlap can be corrected.

10.22 Suspension. If The Template Place in its sole discretion determines that a Customer's server has become the source or target of any violation concerning the The Template Place Acceptable Use Policy (AUP), The Template Place reserves the right to suspend network access to that server. While The Template Place will attempt to contact the Customer before suspending network access to the customer's server(s), prior notification to the Customer is not assured. In certain cases, The Template Place will contact law enforcement and other agencies regarding these activities. Customers are responsible for all charges, as well as any fees relating to the investigation, suspension, administration and handling of their servers before, during and after the suspension period.

10.23 Headings . The headings used herein are for reference and convenience only and shall not enter into the interpretation hereof.

10.24 Entire Agreement. This Agreement contains the entire agreement of the parties with respect to the subject matter of this Agreement and supersedes all previous communications, representations, understandings and agreements, either oral or written, between the parties with respect to said subject matter.

10.25 ShopTownCenterOnline.com. Inclusion in the The Template Place Directory is not guaranteed. The The Template Place directory team will review all The Template Place stores for compliance with minimum store criteria. All TM stores that meet the teams criteria will automatically be included in the ShopTownCenterOnline.com website. Store owners that do not wish to have their store included in the directory must email orders@thetemplateplace.com. The Template Place reserves the right to check authenticity of all email requests before acting on the requests. The Template Place reserves the right to remove your store from the Directory for any reason, in our sole discretion,

including but not limited to failure to meet the minimum criteria.

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