



PROPERTY MANAGEMENT COMPANY WEB SITE AGREEMENT

This Property Management Company Agreement (this "**Agreement**") is entered into effective as of _____ ("**Effective Date**") by and between PROPERTY MANAGEMENT SYSTEMS, Inc., a Maryland corporation whose address is 364-C Christopher Avenue, Gaithersburg, MD 20879 ("**TOPS**") and the party whose name appears in the space as "Management Company" on the signature page of this Agreement ("**Management Company**").

Background

A. PROPERTY MGMT designs and hosts web sites for communities.

B. Management Company would like TOPS to provide services to establish Management Company's web site (the "**Management Company Web Site**") and additional web pages ("**Community Web Sites**") for other parties and properties ("**Clients**") created by TOPS hereunder, all on the terms and conditions set forth herein.

The parties agree to the following terms intending to be legally bound.

1. Definitions.

Capitalized terms defined below or elsewhere in this Agreement, shall have the respective meanings ascribed to them for purposes of this Agreement.

"**Company Official**" means the individual agent of Management Company authorized to sign this Agreement and bind Management Company and act on its behalf.

"**Administrator**" the person responsible for setting-up, monitoring and maintaining the Management Company Web Site. As of the Effective Date the initial Administrator is the individual indicated on the signature page of this Agreement.

"**Client Address**" means (i) for any Community Web Site under the Premium Plan, the second-level domain name registered by TOPS from which such Community Web Site can be accessed; and (ii) for any other Community Web Site, the respective subdirectory within the Management Company Address from which such Community Web Site can be accessed.

"**Features**" mean each Web Site's specific features. The Features for the Management Company Web Site are specified on SCHEDULE A hereto. As of the Effective Date, the current list of Features available for Community Web Sites, are listed on the COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST in the form of SCHEDULE C attached hereto, provided, however, that individual Features may be deleted as selected by Management Company from time to time in the future.

"**Internet**" means the worldwide system of computer networks using the TCP/IP protocols.

"**Monthly Fee**" shall be (i) \$99.95 per month for the Management Company Web Site, and (ii) the respective fee set forth on item 1 of SCHEDULE B for each Community Web Site under the Management Company Web Site under the Preferred Plan.

"**Plan**" means the particular group of Features selected by Management Company for each Community Web Site, as indicated on its respective COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST. As of the Effective Date, there are two types of Plans for Community Web Sites—Preferred and Premium.

"Private Features" means those Features of each Community Web Site, as indicated on its respective COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST, accessible only to Residents allowed access thereto.

"Public Features" means those Features of each Community Web Site, as indicated on its respective COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST, accessible to the public.

"Management Company Address" that second-level domain name registered from which the Management Company Web Site can be accessed.

"Residents" means those persons living in any Client communities that Management Company provides log-in names and passwords to access the Private Features of the respective Community Web Site.

"Services" means those services provided by TOPS as described in Section 2.

"Web Site" means one or a series of web pages or frames all available from within the Management Company Address or their Client Community Address(es). Web Sites include the Management Company Web Site and each Community Web Site.

2. Services.

Subject to Management Company's performance of its obligations under this Agreement, TOPS shall:

- i. Submit a registration for the Management Company Address, create and configure the Management Company Web Site with the standard Management Company Web Site features, which are listed in SCHEDULE A, including any standard customizations, which are also listed in SCHEDULE A. TOPS will also spend up to 10 hours creating the Management Company Web Site at no additional charge except for specialized design and setup services which are included on Schedule E - Specialized Services attached. Beyond the 10 hours of non-standard customization, TOPS shall bill \$75.00 per hour for each hour spent performing non-standard customization.
- ii. Setup and configure each additional Community Web Site and submit a registration for any Client Community Address(es) (other than those contained in a subdirectory from Management Company's Web Site) that Management Company asks TOPS to register. Management Company shall submit a completed SCHEDULE A for the Management Company Web Site. Each Community Web Site shall require the Management Company official or the designated administrator to submit TOPS' then-current form of the Community Web Site feature/configuration list, the current version of which is attached hereto as SCHEDULE C, and a direct debit authorization or credit card authorization, the current version of which is attached hereto as SCHEDULE D.

TOPS cannot guarantee that any particular domain name specified on the feature/configuration list for the Management Company Web Site or any Community Web Site will be available, but will attempt to register an available address from those specified, or if none is available, one it believes is similar.

- iii. After any web site is available over the Internet, provide: (A) Management Company with web browser access to such Web Site; (B) Administrator with e-mail support during TOPS' regular business hours and days (inquiries should be sent to support@topsssoft.com) to assist with questions about the Web Site; (C) monitor the Management Company Web Site to confirm that it is available and functioning; and (D) update such Web Site with new features as may be added or deleted from time to time. Support does not include performing Administrator functions or

special design and setup services, which are included on Schedule E - Specialized Services attached.

3. Management Company's Duties.

In addition to its obligations under Section 5, Management Company shall at all times maintain an Administrator and update TOPS with changes to the current contact, telephone, and email information to reach Administrator. Administrator shall be solely responsible for monitoring and operating the Web Sites after each is made available on the Internet, including but not limited to: updating information on and monitoring usage of the Web Sites, compiling, editing, or deleting content on the Web Sites, and adding or deleting Residents and their log-ins and password access to Private Features, provide TOPS with original photographs and other requested information to be used in its initial design of the Web Sites, and otherwise assist TOPS with its deletion of Features and other matters relating to the design and creation of the Web Sites.

In addition, the Company Official or the Administrator, if so authorized by the Management Company, shall assist Client Communities who wish a COMMUNITY WEB SITE with the completion and submission to TOPS for each Community Web Site a separate COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST in which it shall: select the Plan for such Community Web Site, specify the Client Address for the Community Web Sites (including either the subdirectory off the Management Company Address or suggested possible second-level domain names for the Community Web Site, as applicable), and choose its color scheme.

Management Company shall ensure that all applicable laws and regulations are observed in conjunction with the Web Sites, their content and usage, and Management Company shall indemnify, defend, and hold TOPS harmless from and against any claims, liabilities, and damages threatened against or incurred by TOPS arising from any Web Site, its use, or content.

4. Term and Termination.

This Agreement shall become effective when signed by both parties and shall remain in effect until terminated. This Agreement may be terminated

- i by either party for no reason on any anniversary of the Effective Date, upon written notice given to the other party at least 60 days prior to such anniversary; provided, however, that if TOPS has not received at least one full year of Monthly Fees for any Community Web Site by the anniversary date for which Management Company has notified TOPS that it wishes to terminate this Agreement, this Agreement shall not terminate unless, prior to the effective date of such termination, Management Company shall have paid TOPS the amount necessary for each Community Web Site such that TOPS shall have received at least one full year of Monthly Fees for each Community Web Site, or
- ii by either party 30 days after giving written notice (three in the event of a failure to pay money) to the other breaching party reasonably describing the nature of such party's breach, provided the breach is not cured within such period.

TOPS may suspend delivery of the Services while Management Company is in breach of this Agreement. Upon termination of this agreement, or suspension of the Services, TOPS reserves the right to deny access, erase, or remove any data stored on TOPS' facilities or otherwise relating to the Web Site, all without prior notification. In the event of the termination of this agreement, any unpaid sums shall remain due and owing

and the provisions of Sections 6.c., 8, 9, 10, and 11 shall survive in accordance with their terms.

5. Payment of Fees, Expenses, Taxes and Collection.

Management Company shall pay TOPS:

- i. The Monthly Fees in advance in three-month (pro-rated initially on a calendar basis) increments payable at the time the respective Feature/Configuration List for the particular Web Site (in the form of SCHEDULE A or C hereto) is submitted to TOPS. There shall be credit from the Monthly Fee in the amount of five dollars (\$5.00) for each Community Web Site setup under the Management Company's Web Site for which TOPS has been paid as of the last Friday of the previous calendar quarter. Credits shall be applied to amounts not yet due or owing, not retroactively. Credits shall be used for the current quarterly period and may not be carried forward.
- ii. Initial setup fees due TOPS shall be paid at contract execution. Thereafter, all payments under this Agreement shall be made by Direct Debit or Credit Card, for both Management Company and Client Community Web Site fees, and Customer agrees to execute all necessary forms to authorize TOPS to invoke Direct Debit transfers for all payments due and owing to it.
- iii. All other amounts, fees or expenses specified herein or in any Schedule hereto, including fees and expenses associated with registration of Client Addresses or specialized services for design and setup of web pages. Unless otherwise agreed in advance, fees for any follow-on or additional work in addition to the Services, shall be performed on a time-and-materials basis at TOPS' then-current rates for such work.
- iv. Refund: In the event that the Customer is not satisfied with the Web Site within the first 30 days of its availability on the Internet, so long as it provides written notice to TOPS describing its dissatisfaction within 1 day of the end of such period, TOPS shall refund to Customer any Monthly Fees paid, upon which this Agreement shall terminate.

All fees, expenses, and reimbursements shall be paid on or before their respective due dates. TOPS reserves the right to increase Monthly Fees or any other fees or expenses hereunder upon 90 days' prior notice to Management Company, but TOPS shall not increase any fee or expense during the first year following the Effective Date. No taxes, duties, tariffs, customs, shipping, or other charges are included in any of the amounts described in this Agreement; where appropriate, they shall be the responsibility of Management Company. Sums not paid when due shall bear interest at the rate of 1.5% per month from their due date until paid in full. All prices are quoted in and shall be paid in United States Dollars. Management Company shall be solely responsible for collection and remittance of any fees, charges, taxes, or assessments under applicable laws. Management Company shall also be responsible for any and all attorneys' fees and costs of collection incurred by TOPS based on a breach or default of Management Company under this Agreement.

6. Usage.

- a. The Web Sites are to be used only for lawful purposes. Management Company shall not violate any applicable laws in its use, maintenance, or management of the Management Company Web Site. In the event that any Web Site usage shall become disproportionately heavy (relative to the web sites of similar TOPS

customers) or exceed 80 megabytes of disk space (including all content), TOPS may increase the Monthly Fee. **TOPS will not sell Residents' Name, address or phone number to third parties.**

- b. Management Company's Client Communities, and Residents' access to the Internet shall be through a third-party Internet service provider, or through their own Internet connection. TOPS is not responsible for the provision or operation of such services or connections. The Web Sites shall be hosted by TOPS or its designee. Once it is available on the Internet, Administrator shall be provided password access to monitor, operate, maintain and modify each Web Site (via the Internet) and otherwise discharge Management Company's obligations hereunder. Each party agrees and acknowledges that (A) TOPS shall be free to sell and insert advertising frames, banners, or other advertising on the Community Web Sites unless a waiver of advertising fee is paid for each Community Web Site where no advertising is to be displayed, (B) Management Company shall be free to sell and insert advertising frames, banners or other advertising on the Management Company Web Site, and (C) Management Company and Management Company Clients shall be free to sell advertising in the classified ads Feature of their respective Community Web Site. No party shall have any claim for advertising placed by any other party in accordance with this Section 6.
- c. Management Company shall be the registrant and owner of the Management Company Address and any Client Address(es). Management Company hereby grants TOPS an irrevocable royalty-free right and license to use, copy, display, and modify any photographs or information provided by or on behalf of Management Company or any Client for use on their respective Web Sites. Nothing in this Agreement shall be deemed to convey to Management Company any right or license in the Web Site, Management Company or Client Address(es), the hardware or software used to design, construct, or operate it, or the copyrightable works used on or designed for the Web Site.

7. Internet Connections and Use.

Management Company understands and agrees that use of or connection to the Internet, the Web Sites (including both Public and Private Features) are inherently insecure and that any connection or access granted thereto (including that granted to Residents and the Administrator) provides opportunity for unauthorized access to the Web Sites and any and all information stored therein.

Management Company further agrees that TOPS shall have no responsibility to provide or maintain Internet access for Management Company or its Clients, Residents or members. No information transmitted and received through the Internet can be expected to remain confidential. TOPS does not guarantee the privacy, security, authenticity, and non-corruption of any information so transmitted or stored in any system connected to the Internet, including the Web Sites.

TOPS shall not be responsible for any adverse consequences whatsoever of Management Company's or the Residents' connection to or use of the Internet or the Web Sites, and TOPS shall not be responsible for any use by Management Company or Management Company's Internet connection or the Web Site in violation of any law, rule, or regulation or any violation of the intellectual property or rights of others.

Use of any information transmitted or obtained by parties using the Web Sites is at such parties' own risk. TOPS specifically denies any responsibility for (i) the information or photographs provided by Management Company; (ii) any error, omission, interruption,

corruption, deletion, defect, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of information or facilities on the Web Sites; (iii) malfunction of any Web Site; and (iv) inability of Management Company or its Clients, Resident or members to obtain or maintain Internet access or obtain technical support relating to Internet access.

8. Indemnification.

Management Company, at its own expense, shall defend, indemnify, and hold harmless TOPS, its agents, affiliates, successors, and assigns with respect to any claim or action brought against TOPS, its agents, affiliates, successors, and assigns arising out of or in connection with (i) the operation, condition, use, or content of any Web Site, or (ii) any act or omission of Management Company, its agents, or any Client or Resident.

TOPS shall promptly notify Management Company of any such claim, shall provide reasonable assistance in connection with the defense and/or settlement thereof, and shall permit Management Company to control the defense and/or settlement thereof. If notified of any allegedly infringing, defamatory, damaging, obscene, illegal, or offensive use or activity, TOPS shall refer it to Management Company for investigation, and TOPS reserves the right to request the removal of the applicable content from any Web Site or any other text or item linked to the Internet.

If Management Company refuses such request, TOPS may, at its option, immediately remove such Web Site or other text or item from the Internet, suspend the Services, or terminate this Agreement. TOPS shall not be liable for any damages incurred by Management Company as a result of such action.

9. Warranty and Limitation of Liability.

The Services are delivered without warranty of any kind, including, without limitation, any warranty of title, merchantability, or fitness for a particular purpose. Management Company's sole remedy for TOPS breach of this Agreement shall be as set forth in this Section 9. In no event will either party be liable for indirect, special, incidental, or consequential damages, loss of profits, loss of use, or data or interruption of business arising in any way out of this Agreement, whether such alleged damages are labeled in tort, contract, or indemnity, even if such party has been advised of the possibility of such damages. Because some jurisdictions do not allow the exclusion or limitation of liability for incidental or consequential damages, the above limitations may not apply in all cases.

In no event shall TOPS be liable to Management Company for any losses or damages, whether direct or indirect, arising out of or relating to this Agreement or the parties' relationship with one another, exceeding the greater of (i) \$600.00, or (ii) the aggregate of sums paid by Management Company to TOPS during the six (6) month period immediately preceding the month in which such loss or damage was incurred, regardless of the form of action, whether in contract, negligence, strict liability, tort, products liability, or otherwise. The limitations of liability and damages set forth in this Section 9 shall not apply to (a) the bodily injury to or the death of any person, or (b) the damage to, or the destruction of any tangible personal property occurring as a result of the actions of one party, its employees, or agents while on the property of the other party.

10. Arbitration.

a. Except for seeking equitable relief (including but not limited to actions to protect proprietary rights) and to enforce an arbitrator's decision hereunder, all disputes,

controversies, and claims arising out of the terms, operation, or interpretation of this Agreement, or otherwise relating to or arising out of the relationship of the parties shall be resolved by binding arbitration under the Commercial Arbitration Rules of the American Arbitration Association ("**AAA**") then in effect. The proceedings shall be held in Montgomery County, Maryland, under the auspices of the AAA. As a minimum set of rules in the proceeding, the parties agree:

- i. The arbitration proceeding shall be held by a single arbitrator mutually acceptable to the parties. If the parties cannot agree on a single arbitrator within fifteen (15) days after the date written demand for the appointment of an arbitrator is made, each party shall identify one independent individual, and these individuals shall then meet to appoint a single arbitrator. If an arbitrator still cannot be agreed upon or if either party fails to timely participate in the appointment or selection of an individual to select an arbitrator or an arbitrator, within an additional thirty (30) days, one shall be appointed by the AAA. The arbitrator shall be knowledgeable regarding the personal computer and software industries.
- ii. The parties shall equally bear the costs and fees of the arbitration proceeding, and each party shall bear its own legal expense.
- iii. Any arbitration proceeding hereunder shall be conducted on a confidential basis.
- iv. The arbitrator shall specify the basis of his/her decision and the basis for any damages awarded. THE DECISION OF THE ARBITRATOR SHALL BE CONSIDERED AS A FINAL AND BINDING RESOLUTION OF THE DISPUTE, AND MAY BE ENTERED AS JUDGMENT IN ANY COURT OF COMPETENT JURISDICTION.
- v. The parties shall agree upon what, if any, discovery will be made available. If the parties cannot agree on the form of discovery within fifteen (15) days of the written demand for the appointment of the arbitrator, there shall be neither discovery nor the issuance of subpoenas. In no event, however, shall any such discovery take more than one (1) month.

Neither party shall sue the other where the basis of the suit is a disagreement arising directly under this Agreement except for (i) equitable relief including but not limited to infringement or misappropriation of proprietary rights, or (ii) enforcement of the arbitrator's decision in the event the other party is not performing in accordance with the arbitrator's decision.

11. Miscellaneous.

The provisions of this Agreement are intended to be enforceable in accordance with their terms, and whenever possible this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law. If any clause of this Agreement shall be prohibited by or invalid under such law, such clause shall be deemed ineffective to the extent of such prohibition or invalidity and such clause shall be severed from the remainder of this Agreement without invalidating the remainder of any provision containing such clause or the remaining provisions of this Agreement.

The laws of the State of Maryland shall govern this Agreement. The United Nations Convention on the International Sale of Goods and the United Nations Convention on the Formation of Contracts for the International Sales of Goods will not be applied to this Agreement. Any notices required by this Agreement shall be made in writing and shall be delivered in person or mailed certified return-receipt-requested or sent by overnight delivery by a nationally-recognized overnight carrier to the party's address as set forth in this Agreement. Notices shall be deemed received upon delivery or tender. Upon notice to the other parties, any party may change its address by giving notice to the other parties.

Any waiver of rights or remedies for breach of this Agreement shall not be valid unless made in writing and no previous waiver shall be deemed a waiver of any subsequent breach. This Agreement supersedes any other discussions, agreements, representations, or promises between the parties relating to the subject matter of this Agreement, whether written or oral. This Agreement cannot be amended, except by a written document signed by an authorized agent of the party to be charged with the amendment.

The rights and obligations placed on the Management Company under this Agreement may not be assigned; all successors and permitted assigns of the parties shall be bound by the terms hereof. Time is of the essence in this Agreement. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which shall constitute the same instrument. Any purchase order or other document issued by Management Company is for administrative convenience only. In the event of any conflict between this Agreement and any purchase order, this Agreement shall prevail.

The relationship of TOPS to Management Company under this Agreement is solely that of an independent contractor. Nothing herein shall be deemed to establish a partnership, joint venture, association, or employment relationship between the parties. TOPS is not to be considered the agent of Management Company or any third-party provider of goods or services with regard to the performance of their respective contractual or other legal obligations.

In witness whereof the parties hereto have caused this Agreement to be executed as of the date indicated above.

CUSTOMER:		TOPS SOFTWARE:	
Customer:		Company:	Property Management Systems, Inc.
By:		By:	
Name:		Name:	Jeffrey S. Hardy
Title:		Title:	President
Date:		Date:	
Address:		Address:	364-C Christopher Avenue
		Gaithersburg, MD 20879	
DESIGNATED WEB SITE ADMINISTRATOR:			
Name:			
Address:			
Phone:			
Fax:			
E-mail:			

SCHEDULE A
WEB SITE FEATURE/CONFIGURATION LIST
MANAGEMENT COMPANY WEB SITES

Management Company Name: _____

Directions: The Administrator should indicate below for each configurable Feature (which are indicated in green shaded) boxes in the "Delete Feature?" column), whether you prefer that such Feature be deleted from the Web Site. Features not marked as being "deleted" shall be enabled.

	<u>Delete Feature?</u>
1. Management Company Web Site Features include:	
i. Overall Company Information- Home Page	
ii. Services	
iii. Announcements	
iv. Documents & Newsletters	
v. Contact Us	
vi. Management Proposal Request Form	
vii. Calendar of Events	
viii. Maintenance Request Form	
ix. Accounting Request Form	
x. Request & Question Submission	
xi. Vendor Bid System	
xii. Community Web Sites Links	
xiii. Demo Community Web Site	
xiv. Homes for Sale	
xv. Homes for Lease/Rent	
xvi. Career Opportunities	
xvii. Classified Ads (revenue generator)	
xviii. Banner Ads (additional charge for deleting)	
xix. Web Site Listing on TOPS Management Co. Locator page	

2. Domain Name:

_____ **Transfer of existing domain** already registered to Management Company

Existing domain name: _____

Contact name of person who registered domain name _____

Contact Email address of person who registered domain name _____

Name of company where domain name registered _____

Account number (if applicable) _____

Account Password (if applicable) _____

OR

_____ **Specify a new domain.** Give three possible alternatives for a domain name

(i.e.: your-company.com).

First Choice: _____

Second Choice: _____

Third Choice: _____

(TOPS does not guarantee that any names are available)

SCHEDULE A
WEB SITE FEATURE/CONFIGURATION LIST
MANAGEMENT COMPANY WEB SITES

3. **E-Mail:** Management Company Web Sites come with 10 "real" email addresses and an unlimited number of "alias" e-mail addresses. Please indicate the set-up configuration for your email accounts.

If you have an existing domain name:

Do you currently receive email at this domain? Circle one: **Yes** **No**

If you or another company are hosting an Exchange mail server for this domain,

please provide IP address of this server: _____ . _____ . _____

(Setting up this mail forwarding will involve a one-time fee of \$25 and might result in a delay in receiving mail)

If you are not using an Exchange Mail Server, please list below the email addresses you want created. You get 10 real email accounts and an unlimited number of "alias" accounts.

If this is a new domain:

You can have your e-mail addresses set up as "real" addresses to be checked directly by an email program or "alias" emails forwarded to real accounts. Your site comes with 10 email addresses and unlimited aliases.

"Real" Email Accounts

#	Name	Email Account (everything before @)	Password
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Alias Accounts

Email Address	Forwarded To

SCHEDULE A
WEB SITE FEATURE/CONFIGURATION LIST
MANAGEMENT COMPANY WEB SITES

4. **Color Scheme:** Visit www.topshome.net/color_picker.asp and submit your color scheme.

5. **Fees and Expenses.**

Setup For	Fee Type	Amount	When Due
Management Company Web Site Service	Monthly Fee	\$99.95 per month (with appropriate credits and discounts as outlined in SCHEDULE C)	Payments due in advance. First payment of first three months' due upon execution of this Agreement,* next payment due on: _____, and on the 1st day of each calendar quarter thereafter
Management Company Web Site	Initial set-up fee	\$150.00 for each Web Site plus	Upon execution of this Agreement
Forwarding email to your Exchange server	Initial set-up fee	\$25.00 one-time setup fee	Upon execution of this Agreement
Management Company Web Site	Recurring domain name registration fee	\$ 70.00 for each domain name registered	Upon execution of this Agreement and on each second anniversary thereafter

The following will be submitted to TOPS Software via e-mail to websales@topssoft.com or US Mail to facilitate in the initial setup of the site:

6. Please visit the management company sample site at www.topshome.net, and provide TOPS with any desired changes to the various eforms^{**} available. For the Administrator's convenience, these revisions can be faxed to [301-869-4371](tel:301-869-4371).
7. Administrator will provide TOPS with graphics, wording and layout for the Management Company Web Site's home page content.
Most companies send a sample of the marketing materials indicating which information they would like included on the home page.
8. Administrator will provide TOPS with Management Company's logo.
9. Administrator will provide TOPS with content for the Management Company Web Site's Contact page.
10. Administrator will provide TOPS with content for the Management Company Web Site's services page.
Most companies send a sample of the marketing materials indicating which information they would like included on the services page.
11. Administrator will provide TOPS with e-mail address information needed for the Management Company Web Site's request & question submission Feature.

* This payment may be prorated, at the option of TOPS, through the end of the calendar quarter.

** Log in to the management demo site to preview Acctg Request, Maintenance Request, and Mgmt Proposal.

SCHEDULE A
WEB SITE FEATURE/CONFIGURATION LIST
MANAGEMENT COMPANY WEB SITES

12. Administrator will provide TOPS with Geographical Meta tags. TOPS will embed these Meta tags in the clients' site to enable search engines to more easily find the web site.

I have carefully reviewed and filled out the MANAGEMENT COMPANY WEB SITE FEATURE/CONFIGURATION LIST specifying: the deletions and edit changes to be made to the Features for the Management Company Web Site, several suggested possibilities for the Management Company Address, and the color scheme for the Management Company Web Site. In addition, I have provided the information requested in items 3-12 above.

Management Company Official:

Signature _____

Name/Title _____

Date _____

**SCHEDULE B
COMMUNITY WEB SITE MONTHLY FEES
& SETUP CHARGES**

1. **Monthly Fee** - The Monthly Fee for each Community Web Site shall be as follows:

Preferred Plan —Community Web Sites (web site under mgmt company)	\$49.95
Pointer Plan —Community Web Sites (community has registered domain name pointing to the community web site under the mgmt company)	\$59.95
Premium Plan —Community Web Sites (registered domain name)	\$89.95

2. **Monthly Credits** - The Monthly Credits for Community Web Sites are only given for Preferred and Pointer Plan Web Sites set up under the Management Company's Web Site.

Community Web Sites (web site set up under management company)	\$5.00
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3. **Setup Fees** - Setup Fees are due when a Client signs a Community Web Site Agreement and submits a Schedule C. The Setup fees for Community Web Sites are:

Preferred Plan Web Sites (web site under Management Company):

Setup Fee – one time*	\$100.00
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Pointer Plan Web Sites (community has own registered domain name directed to web site under Management Company's web site):

Setup Fee – one time*	\$150.00
Domain Name Registration – every 2 years	\$70.00

Premium Web Sites (web site under own registered domain name):

Setup Fee – one time*	\$150.00
Domain Name Registration – every 2 years	\$70.00

**There may be additional fees for specialized services for design and setup of web pages*

4. **Waiver of Advertising Fee** - If a community does not want advertising frames, banners or other advertising venues on their Community Web Site, an additional monthly fee shall be paid along with the normal Community Web Site hosting fees for that web site.

Waiver of Advertising - Monthly per Community	\$25.00
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Management Company Official:

Signature _____

Name/Title _____

Date _____

SCHEDULE C COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST PREFERRED PLAN

Management Company Name: _____

Contact at Management Company: _____

Contact Email Address: _____

Community Name: _____

Community City/State: _____

Directions:

The Administrator should indicate below for each Feature if they want it to be deleted from the Web Site. Features not checked shall be enabled.

Putting a check in the Resident Enabled Administration Column enables the feature so that every resident can add/edit/delete it. Leaving it blank means only the Administrators will be able to add/edit/delete and others will only be allowed to **view**.

Putting a check in the Feature Available on Public Menu means every person visiting your web site will be able to **view** this information.

Any feature can be Re-titled - indicate in the box next to feature any changes to title.

If you would like additional levels of security established - please email websupport@topssoft.com and they'll work with you to achieve the level of security and administration that best fits your association's needs.

I. Preferred Plan Features include:

Delete Feature?	Resident enabled administration	Feature available on public menu?	Re-title Feature to:	Feature Name
N/A				Public Home Page
				Facilities
				Garage sales
				Homes for sale
				Homes for lease
				Home sites for sale
				Eforms
				Map
				Job Bids
				Classified Ads
	Not Available	Not Available		Account Info (uploaded from TOPS 2000™)
		Not Available		Address Book
				Announcements
				Documents
				Board/Committee Listings
		Not Available		Live Chat
		Not Available		Message Board
				Request & Question Submission
				Events Calendar
		Not Available		Email Bulletins
				Volunteer Needs
		Not Available		Surveys
				Hot links

SCHEDULE C
COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST
PREFERRED PLAN

Delete Feature?	Resident enabled administration	Feature available on public menu?	Re-title Feature to:	Feature Name
		<i>Not Available</i>		Reviews
	<i>Not Available</i>	<i>Not Available</i>		What's new
	<i>Not Available</i>	<i>Not Available</i>		Board Only Documents
	<i>Not Available</i>	<i>Not Available</i>		Board Only Message Board
	<i>Not Available</i>	<i>Not Available</i>		Board Only Live Chat
	<i>Not Available</i>	<i>Not Available</i>		Board Reports (uploaded from TOPS 2000™)
	<i>Not Available</i>	<i>Not Available</i>		Admin Only - Vendor Database /Job Bids
	<i>Not Available</i>	<i>Not Available</i>		Admin Only – Export Address Info
	<i>Not Available</i>	<i>Not Available</i>		Admin Only – Feature Description Edit
	<i>Not Available</i>	<i>Not Available</i>		Admin Only – Web Site Statistics

Module Maker: You can create Features specific to your community. You can always create additional modules after your web site is completed. In that situation, you will need to contact us so we can provide a link on the navigation bar.

Include Feature?	Circle:	Module Name:
Yes	No	Photo Gallery
Yes	No	Recipe Exchange
Yes	No	Kids Play Groups
Add any unique modules here:		

2. Pointer Plan Features


Includes all Preferred Plan Features, some of which may be deleted at customer's request. In addition, Community web site can be accessed directly via the community's own domain, i.e. www.yourcommunityname.com. The community web site, however, is still hosted on management company domain.

3. Premium Plan Features

Includes all Preferred Plan Features, some of which may be deleted at customer's request. In addition, web site is hosted at a unique domain name i.e. www.yourcommunityname.com plus up to 10 individual e-mail accounts (smith@yourcommunityname.com) are provided.

SCHEDULE C
COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST
PREFERRED PLAN

4. Type of Plan: Please indicate choice below.

	Plan Name	Management Company
	Preferred Plan	
	Pointer Plan	
	Premium Plan; requires a separate web site agreement. (Please contact your management company for assistance.)	

5. If Choosing the Pointer Plan:

_____ **Transfer of existing domain** already registered to Management Company or Association

Existing domain name: _____

Contact name of person who registered domain name _____

Contact Email address of person who registered domain name _____

Name of company where domain name registered _____

Account number (if applicable) _____

Account Password (if applicable) _____

OR

_____ **Specify a new domain.** Give three possible alternatives for a domain name
(i.e.: your-company.com).

First Choice: _____

Second Choice: _____

Third Choice: _____

(TOPS does not guarantee that any names are available)

6. Color Scheme:

Visit www.topshome.net/color_picker.asp and register your color scheme

7. Maximum no. of homes in this community (whether or not built or occupied) _____

8. Community ID _____ Please enter the two or three digit community ID that you use in TOPS 2000™ to identify this community. (This is necessary to complete data uploads from TOPS to your web site.)

9. Waiver of Banner Advertising _____ Check here to indicate that you would like to have TOPS waive their rights to display banner advertising on your web site.

Note: There will be an additional charge of \$25.00 per month, \$75.00 per quarter, for each community web site that wishes us to waive banner advertising.

SCHEDULE C
COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST
PREFERRED PLAN

10. Technical Support

TOPS Software shall provide a reasonable level of technical support, free of charge, for the community web site listed on page one of this schedule. Support shall be limited to the setup and maintenance of the community web site, and shall only be provided to the following two designated individuals:

1. **Community Web Site Administrator** – the community web site administrator, as designated below, may contact TOPS Software to receive free technical support on the setup and maintenance of the community web site listed on page one of this schedule.
2. **Management Company Administrator** – the web site administrator for the management company web site, as designated in the management company web site contract, may also contact us for technical support on the setup and maintenance of all community web sites stored under the management company's web site.

11. Contacting Technical Support

To contact TOPS Software technical support, call 1-800-899-5689 or e-mail support@topssoft.com. Technical support will be administered Monday through Friday between the hours of 10:00am and 6:00pm EST. Please be advised that while e-mail support is free, an additional charge may result from telephone support.

12. Changing Administrators

TOPS Software must be contacted via email or fax within one week of a change in status of the community web site administrator, or the management company administrator. If TOPS Software is not contacted, a request for support from an unauthorized individual may be denied until proper notification has been received.

13. Community Web Site Administrator:

Community _____
Name _____
Address _____
Phone Number _____
Fax Number _____
E-Mail Address _____

SCHEDULE C
COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST
PREFERRED PLAN

I have carefully reviewed and filled out the above COMMUNITY WEB SITE FEATURE/CONFIGURATION LIST specifying the deletions and edit changes to be made to the Features for the Web Site, the Web Site's Plan, and to the best of my knowledge indicated the maximum number of single-family units in the community.

Because this Agreement includes special web site pricing through the Management Company, representatives from both organizations must sign below.

Community Officer:	Management Company Official:
Signature: _____	Signature: _____
Name: _____	Name/Title: _____
Date: _____	Date: _____

Management Company Web Site Agreement:

Please sign below to acknowledge that you have reviewed Schedule C—the Community Web Site Feature/Configuration List that needs to be signed and submitted for each Community Web Site under your Management Company Web Site along with Schedule D—the Direct Debit Authorization.

Management Company Official:

Signature _____

Name/Title _____

Date _____

SCHEDULE D

**SECTION A: DIRECT DEBIT AUTHORIZATION
Management Company Web Sites**

Please submit either A: Direct Debit Authorization OR B: Credit Card Authorization – not both

Management Company Name: _____

_____ hereby authorizes
(Organization Name)

Property Management Systems, Inc., hereinafter called "TOPS" to initiate debit entries to

_____ Checking Savings

account indicated below and the depository named below, hereinafter called **DEPOSITORY**,
to debit the same such account.

Complete this banking information

Quarterly Debit Amount

Debited 1st day of each calendar quarter

Management Company Web Site \$299.85 (\$99.95** per month)

Waiver of Banner Advertising may not apply 75.00 (See Schedule A #1xviii)

Additional e-mail addresses per pack of 10 40.00 (See Schedule A #3a)

Total Quarterly Fees _____ (To be debited each qtr)

Depository

_____ Your Bank Name

_____ City _____ State

Banking Transit / ABA #

_____ (9 digits)

Account No. _____

Attach to this form a **voided check** if a checking account, or a **savings deposit ticket** if a savings account. (Please Note: Savings deposit ticket may not include *depository* bank's transit / ABA number.)

This authorization is to remain in full force and effect until **TOPS** has received written notification from _____ (company name) of it's termination in such time and in such manner as required by the PROPERTY MANAGEMENT COMPANY WEB SITE AGREEMENT which both parties have signed. **TOPS** shall make reasonable efforts to act on the termination of the automatic payment promptly upon receipt of the written termination notice.

Authorized Signature for Above Account Printed Name Date

Authorized Signature for Above Account Printed Name Date
(If second signature is required)

** This is the initial amount but may be reduced by Community Web Site credits.

SCHEDULE D

SECTION B: CREDIT CARD AUTHORIZATION
Management Company Web Sites

Management Company Name: _____

_____ hereby authorizes
(Organization Name)

Property Management Systems, Inc., hereinafter called "TOPS" to charge the credit card, indicated below, for the following web site charges:

Management Company Web Sites





Check the boxes that apply:

One Time Setup Fees

Web Site Setup	\$150.00	
E-Mail Transfer (MX Record) may not apply	25.00	(See Schedule A #3a)
Domain Name Registration may not apply	70.00	(See Schedule A #2a)
Subtotal Setup Fees	\$220.00	
Prorated Charge for Current Quarter*	_____	
Total Setup Fees	_____	(To be charged one time)

Quarterly Hosting Fees

Management Company Web Site	\$299.85	(\$99.95** per month)
Waiver of Banner Advertising may not apply	75.00	(See Schedule A #1xviii)
Additional e-mail addresses per pack of 10	40.00	(See Schedule A #3a)
Total Quarterly Fees	_____	(To be charged each qter)

Cardholder Name: _____	Please charge my Credit Card: (Circle One)
Street Address: _____	   
City, State, Zip: _____	Credit Card #: _____
Phone Number: _____	Expiration Date: _____
Fax #: _____	Signature: _____

* To calculate, see http://www.topshome.com/topshome/setup_2.htm, or call for assistance - 1-800-556-7852

** This is the initial amount but may be reduced by Community Web Site credits.

SCHEDULE E
SPECIALIZED SERVICES
MANAGEMENT COMPANY WEB SITES

The following is a schedule of charges for special services and support not included in the normal setup fees or technical support:

1. Convert documents to PDF..... \$ 0.50 per Page
Or other web compatible format (Maximum charge per document - \$10.00)
2. Design E Forms * \$ 15.00 per Form
For converting existing documents and publications to e-forms, or for designing new e-forms from scratch.
3. Create Hot Links * \$ 5.00 per Link
For adding customized hotlinks with HTML formatting, text and graphics.
4. Design Classified Ads * \$ 10.00 per Ad
Note: This applies to Classifieds or Shoppers Classifieds. Involves creating high quality ads including HTML colors, fonts, tables, graphics, coupons and text. Charge may be passed on to vendors.
5. Graphical Design ** \$ 75.00 per Hour
Such as inserting clip art, photos, animation, movies, etc. to customize web pages. This is not included as part of the normal setup charges in Section 2 of the agreement. (Minimum charge 1/2 hour = \$37.50)
6. HTML Design \$ 75.00 per Hour
For customizing classified ads, home pages, image maps, custom web pages, etc. (Minimum charge 1/2 hour = \$37.50)
7. Revisions to Logo Design *** \$ 75.00 per Hour
After first logo design (Minimum charge 1/2 hour = \$37.50)
Note: If customer provides logo in a compatible electronic format, there is no need to make revisions.
8. Technical Writing \$ 75.00 per Hour
write copy for web pages (Minimum charge 1/2 hour = \$37.50)
Note: Customer is asked to submit the written content for their web pages describing their organization, policies, procedures and any other items of interest they wish to have on their web site. If the customer asks TOPS personnel to write this for them, this charge will apply.
9. Telephone Technical Support..... \$ 2.99 per Min.
(Minimum charge 10 min. = \$29.90)
Note: E-mail support is provided at no additional charge. This support charge applies when the customer requires assistance and help for questions and problems about the web site(s) by phone.

You will be advised if there are extra costs for a service or design you request and, where practical, an estimate of the time and costs for these special services prior to the work being performed.

Management Company Official:

Signature _____
 Name/Title _____
 Date _____

* This is a customization the customer can easily perform himself or herself. Instructions are provided in the manuals, and a walkthrough may be requested from support.
 ** If customer provides graphics in compatible electronic format, they can be included on the site for free.
 *** One free logo design is included in the setup fees. Additional designs and revisions will be charged accordingly.