**2040 Division Street
Evansville, IN 47711**

Section 1: Account Information

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

IT Support:

Name: _____ Phone: _____ Email: _____

Key Operator:

Name: _____ Phone: _____ Email: _____

Southern Business Machines Sales Representative _____ **Equipment Sold** _____

Section 2: Network Type

Active wired port distance from machine (15ft patch provided) _____   Port number (if applicable) _____

**There is an option for a wireless connection; with purchase of an additional accessory for this option.
If this option is chosen, network information will be gathered after sale of adapter has been solidified.
Network information will include Network SSID's, Passwords, and Network Protocol capabilities.**

Section 3: TCP/IP Addressing

Will you use Static or DHCP addressing to deploy the mail machine: ❏ Static *(recommended)*   ❏ DHCP

Static addressing please provide*(not needed for DHCP)***:**

IP Address _____   Gateway _____

Subnet Mask _____

Is the DNS server enabled for DHCP: ❏ Yes ❏ No

DNS Server _____   Alternate DNS Server _____

Section 4: Proxy & SSL

Is a Proxy Server enabled (not common): ❏ Yes   ❏ No

Proxy URL: _____Port #_____

Proxy Password: _____

Type of Proxy Server that is enabled(HTTP, SOCKS, etc):_____

Proxy Password:_____

Is the SSL/Port 443 open: ❏ Yes   ❏ No

If no provide alternate secure port: Port #_____

Section 5: Security Restrictions

Will security restrictions and/or Departments be required: ❑   Yes   ❑   No

NOTE: If we are replacing an existing postage machine currently set up for restrictions and/or departments that is of another brand. Please attach a Word or Excel document with the necessary information as S.B.M can pre-program this data into the new machine before delivery

Section 6: Server Communications Principle

IX LAN Security Overview

When the mailing machine needs to connect to the Neopost USA servers, it opens a secure communication based on the SSL protocol over the Internet between the mailing machine and the Neopost USA Servers using the same port used for HTTPS (HyperText Transfer Protocol Secured), which is port 443. It uses a DNS Look up of various URI's as listed in the Network Security Specifications sheets which are available upon request. The servers do not utilize IMCP and uses TLS 1.2 and any packet level inspection is not compatible.

The mailing system doesn't integrate, or embed, an email client/server.
Mail spamming is not possible from the mailing system because the mailing machine doesn't integrate an email client or server.

No remote access from the LAN on the mailing system is possible.
Outgoing Internet connections are always initiated by the mailing system. Communication from the Network toward the mailing system is not possible.

Communication ports are used only during communication with the Neopost Servers.
The ports used to communicate with the Neopost Servers are only opened during the communication. When the communication is finished, the port on the mailing system is closed.

No integrated Web server.
The mailing system does not include a Web Server. Thus, a connection with a Web browser on the mailing system is not possible.

The mailing system will not allow third-party applications to be loaded.
The IS/IM machines use a proprietary version of the Linux platform and therefore will not allow any programs, applications or drivers to be downloaded.

Dedicated LAN connection is required.
According to USPS IMI Restrictions, all machines will lockout within 72 hours if the machine does not make a successful nightly connection to the Atlas Funding Server.

1. Support Coverage.

During initial install support will be provided only for matters pertaining to this survey and current scope of work. All other support matters will be handled on a "per instance basis" – **Additional charges may apply**.

Limitation of Liability

The customer assumes all risk associated with the installation and use of the software (including without limitation to all associated administration). In no event shall Southern Business Machines be liable whether in contract, warranty, tort (including negligence (whether active, passive or attributed), product liability or strict liability or other theory), for cover or for any indirect, incidental, special or consequential damages (including without limitation any loss of profits or data, business interruption, computer failure or other monetary loss) arising out of the use or inability to use the software or performance of any related services, irrespective of, even if Southern Business Machines has been advised of the possibility of such damages.

Furthermore, the Southern Business Machines support team advises that, all precautionary network software that you deploy in your environment (i.e. Firewalls, Spyware and Anti Virus software) be applied to any workstations and/or servers that are existing or provided, that will be running our software solutions. Also, when plausible, any hardware (computers) used for specific Southern Business Machines software solutions should be used solely for that purpose and not as an extra, common workstation.

While we at Southern Business Machines make every effort to check and test material at all stages of implementation, it is always wise for you to run an anti-virus program on all material downloaded from the Internet and/or shared files on your network.

2. Network Service Scope of Work

In accordance with service contracts attached to installed machine, any network changes or network software deployed in your environment will be a responsibility of the customer. If those changes or software are deemed a cause for any machine functionality issues, attempts will be made to coordinate with customer IT department prior to any billable service on installed machine. In this event Southern Business Machines will communicate the information gathered in this survey to customer IT department via phone service. Customer IT departments will then be responsible for implementing any network changes needed.

If an onsite service for network diagnostics is necessary after phone services have been unsuccessful, the service call will be deemed billable according to Southern Business Machines IT labor rates provided. The service quote sent will be signed and returned to Southern Business Machines using methods described in the labor quote paperwork. Once received, a Southern Business Machines technician can then be scheduled for service. Southern Business Machines technicians will only be responsible for diagnosing the network connectivity issues, and any changes regarding customer network will be a responsibility of the customer IT department.

Furthermore, during onsite IT service calls a representative of the customer IT department will need to be present, and work in coordination with a Southern Business Machines technician to resolve network issues.

Customer Acknowledgement

This document is to be completed by an authorized network administrator for the listed company.

The system data gathered in this document is confidential and will be used to properly configure the newly installed Mail Machine.

This information is **required** *before* our technicians can connect equipment to your network and is intended for simple network integrations. If you have any questions filling out this form, feel free to contact our Service Manager, Vincent Altmeyer at 812-475-8895 or vincent@sbm-inc.com.

Survey Completed By: _____   Title _____
                                  Print Name

Customer Signature: _____   Date _____
                                  Sign Name

Please fax or email this questionnaire back to us at:
Southern Business Machines
Phone: 812-475-8895
Fax: 812-475-9598
Email: techsupport@sbm-inc.com