

August 18, 2008

Kent Bible
Sandia Laboratory FCU
3707 Juan Tabo NE
Albuquerque, NM 87111

Dear Kent,

Thank you for your interest in utilizing the Fuze Suite. Here is a proposal and supporting agreements for a hosted subscription, including the pricing and terms defined below. This offer is valid through September 30, 2008.

- **Month-to-month Term Agreement, effective upon signing**, will automatically renew unless terminated by you with thirty days' advance written notification.
- **The Fuze Suite base modules provided for \$500 per month**, including:
 - **Complete hosted application** as defined in Subscription Agreement (Attachment 1) along with product updates and support.
 - **Use by up to five concurrent staff** with "special privileges."
 - **7,500 monthly knowledge item views**.
 - **Up to 50 megabytes of storage** on Fuze servers for uploading images, documents, and attachments.
- **2-way secure communications, an optional module, is included at no extra cost** (\$100/mo. savings). Professional services and/or monthly fees for optional modules (Chat, eAlerts, Personal Finance content & calculators, Usage Analytics, and 3rd-party API) to be provided as requested and may be added at any time.
- **Monthly subscription fees will begin 9/1/2008**. The Fuze Suite instance will be provided within one week of receipt of signed agreements. Site can be accessed for training, set-up and review of seed items prior to 9/1/2008 at no additional cost.
- **One-time site set up fee of \$2,500** will be invoiced when site is provided.
- **One-time customization fee** for Fuze Suite instance to be invoiced upon your acceptance of customization. Professional service fees apply and will be pre-approved.
- **Professional service fees for data migration and single sign-on** will be determined based on your specific requirements.
- **Online training available at \$250/hour or in blocks of 4 hours for \$600**. On-site training available at \$1500/day plus expenses.
- **Fees paid at the beginning of each month of service**. All fees to be paid within 30 days of invoice receipt or will be subject to late charges of 1.5% per month.
- You can move to asset-based pricing for unlimited users with special privileges and unlimited knowledge item views at any time for an additional monthly cost. At that time, if you sign an agreement of 2 or more years, you will receive the Knowledge Packs, general eAlerts, and Usage Analytics modules at no additional cost for the life of the agreement. You can also move to a licensed model (run on your servers) at any time.
- **Adjustment to monthly fees may occur each year**, beginning on 1/1/2009, but cannot exceed annual changes to CPI + 5%.

Kent, in order to initiate service, please complete and sign the Subscription Agreement, and fax pages 2 and 3 to me at (866) 461-6220. We look forward to working with you and your team at Sandia Laboratory Federal Credit Union!

Dick Harris
Fuze Digital Solutions www.fuzeds.com
425-828-7895

Attachments: 1. Subscription Agreement 3. Privacy Statement
 2. Service Agreement 4. General Information

Attachment 1 Subscription Agreement

Before completing and signing the following Subscription Agreement, please make sure that you have read and accepted the terms outlined in the Fuze Service Agreement (Attachment 2).

This Subscription Agreement ("Agreement") is between Fuze Digital Solutions, LLC ("Fuze") and Sandia Laboratory Federal Credit Union ("Customer"). All terms in this Agreement supersede any contradictory language contained in the attachments. Your usage of the Fuze Suite is bound by the terms and conditions outlined in this Agreement. All information contained in this Agreement and the addendum are confidential and cannot be shared with anyone outside of Customer, its attorneys or its regulators; violation of this confidentiality will give Fuze the right to make this Agreement null and void. Privacy of data issues outlined in Attachment 3.

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Company Name: Sandia Laboratory Federal Credit Union	Purchase Order Number:	
Address: 3707 Juan Tabo NE	Primary Contact: Kent Bible	
City, State Zip: Albuquerque, NM 87111	Primary Contact Email: kbible@slfcu.org	
Phone: (505) 237-7133	Billing Contact: Kent Bible	
Fax: 505 237-3710	Billing Contact Email: kbible@slfcu.org	

Fee Description	One-Time Fee	Recurring Monthly Fee
Monthly Subscription Fees: (See Fee Schedule) Fuze Suite for 5 Concurrent User IDs with "Special Privileges" (Unlimited users during initial 60 day start-up period)		\$600
Additional staff may be added for \$100 per month and includes 2,000 additional knowledge item views. Additional KB views only can be purchased for \$100 and 5,000 views.		
Includes up to 350 megabytes of storage on Fuze servers for uploading images, documents and attachments. Additional megabytes of storage can be added at any time in blocks of 10 megabytes for \$10 per month.		
Includes up to 7,500 knowledge item views per month. Views over the allotment for pricing tier @ \$.05 per view.		
Optional Add-on Modules: (See Attachment 4)		
Personal Finance Knowledge Packs, including 26 calculators		Not included
Support Usage Analytics		Not included
e-Alerts		Not Included
2-way secure communications (\$100 per month)		Waived
Secure chat	Setup fees TBD	Not Included
Single Sign-on		No monthly fee
3rd-party integration		
One-Time Fees:		
Basic site setup	\$ 2,500	
Customization for integration into Web site	TBD	
Online Training (4 hours @ \$600)	\$ 600	
Total:	\$3,100	\$600

Please see Notes section on following page

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Notes:

1. **Complete hosted application** including all product updates and support.
2. **Month-to-month Term Agreement, effective upon signing**, will automatically renew unless cancelled by Sandia Laboratory FCU with thirty days' advance written notice. There are no termination fees to cancel the agreement. You can move to asset-based pricing for unlimited users with special privileges and unlimited knowledge item views at any time. At that time, if you sign an agreement of 2 or more years, you will receive the Knowledge Packs, general eAlerts, and Usage Analytics modules at no additional cost for the life of the agreement. You can also move to a licensed model (run on your servers) at any time.
3. **The Fuze Suite base modules provided for \$600 per month** for use by up to five concurrent staff with "special privileges." Unlimited users are allowed during the initial 60-day start-up period. Fee includes 7,500 monthly knowledge item views. Additional knowledge item views over the monthly allotment will be billed at \$.05 per view. Additional staff may be added at any time for \$100 per month and will receive an additional 2,000 knowledge item views. You can purchase 5,000 additional knowledge item views for \$100 without adding additional user ID's at the beginning of any given month.
4. **Special access privileges** are required in order to respond to inquiries, publish knowledge items, run reports, administer the system, assign user access rights, etc. Special privileges are **not** required to view the knowledge base, ask questions, set knowledge base alerts, rate knowledge items, or create draft knowledge items.
5. **2-way secure communications, an optional module, is included at no additional cost** (\$100/mo. savings). Other optional modules can be added at any time for an additional fee: General and account-specific e-Alerts, Personal Finance content & calculators, Support Usage Analytics, and Secure Chat.
6. **Monthly fees include file uploads** (attachments, images, documents, etc.) to Fuze servers, limited to 350 megabytes of allocated storage space to store these files. Additional megabytes of storage can be added in blocks of 10 megabytes for \$10 per month.
7. **No monthly fees associated with single sign-on or 3rd party integration** (if used) but professional service fees to set up will be determined based on your requirements.
8. **Pro-rated monthly subscription fees to begin 9/1/2008**. The Fuze Suite instance will be provided within one week of receipt of signed agreements. Site can be accessed for training, set-up, and review of seed items prior to 9/1/2008 at no additional cost.
9. **One-time site set up fee of \$2,500** to be invoiced once site provided.
10. **One-time customization fee of \$2,500** for Fuze Suite instance to be invoiced upon your acceptance of customization. Professional service fees apply and will be pre-approved.
11. **Online training provided at \$250/hour or in blocks of 4 hours for \$600**. On-site training available at \$1500/day plus expenses.
12. **Fees invoiced at the beginning of each month of service**. All fees to be paid within 30 days of invoice receipt or will be subject to late charges of 1.5% per month.
13. **Adjustment to monthly fees may occur each year**, beginning on 1/1/2009, but cannot exceed annual changes to CPI + 5%. Fees can be adjusted (up or down) annually, or upon an acquisition or merger event, based on the subscription fee schedule and asset size of the institution at the time of the annual adjustment.

Date	Company	Title	Printed Name / Signature
9/3/08	Sandia Laboratory FCU	VP IT/Systems	Kent Bible <i>Kent Bible</i>
9/4/08	Fuze Digital Solutions	President	Chuck Van Court <i>Chuck Van Court</i>