All of our data recovery projects start with a situation analysis. In that time we will be able to determine the extent of the data loss and if recovery is possible we will then provide you with a time and materials estimate for the completion of your data recovery.

If the project will take longer than 6 hours then we can provide an estimate of the cost to complete the data recovery. Data recovery services will be provided on an hourly basis at the following rate $150 per hour. Reimbursable expenses are charged in addition to fees and include actual expenditures such as electronic media, controller boards, replacement disks etc. as required.

We can place the recovered information on a new hard disk drive, another computer, a CD, DVD, a zip or jaz drive and on floppy disks.

Should you have any questions, please do not hesitate to call. We appreciate the opportunity to work with you.

Sincerely,

Matthew Joy, President
Bright Solutions Inc.
Data Recovery Service Agreement

The services you are requesting will be performed under the following terms and conditions. This is the complete agreement between you and Bright Solutions, Inc. (the Company). The Company must approve any modification of this Service Agreement in writing.

1. The Company will use the best efforts to determine the existence and extent of recoverable data on you media (Situation Analysis) and retrieve and/or provide access to your recoverable data (Data Recovery).

2. You will be charged according to the extent of the recovery required and you agree to be responsible for all media, shipping and handling charges, and the risk of loss during shipping.

3. No services are performed and no charges are incurred without your consent. The situation analysis fee (see below) will be charged regardless of success of data recovery efforts. If recovery phase of the project will take longer than 8 hours then we provide an estimate of the cost to complete the data recovery before we continue.

4. The Company will keep all data retrieved from your media confidential.

5. You represent to the Company that you are in lawful possession of any data, media and/or equipment made available to the Company, and that you have a lawful purpose to request the Company’s services.

6. You understand that the media/data/equipment that you are making available to the Company is already damaged, that data recovery efforts can result in further damage, and that the Company is not responsible for this or any other type of damage.

7. You understand that the Company does not offer any guarantees or warranties of any kind and that the extent of any Company liability to you is strictly limited to the fees you pay the Company for its services in this matter.

8. Any consent required of either party will be effective if provided in a commercially reasonable manner, which includes without limitation facsimile (fax), and/or verbal authorization if followed by written confirmation at the earliest possible opportunity.

9. In the unlikely event a dispute arises that cannot be settled informally, both you and the Company agree that such dispute will be resolved according to the laws of the state of Alaska, and in the courts located in the state of Alaska. In the event a judgment related to this contract is received against the Company, the judgment, including attorney's or arbitrator's fees and court or arbitration costs, shall not exceed the total amount paid by you to the Company for the specific project in dispute.

Service Fees

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Situation analysis</td>
<td>$300 Per disk (some computers have several)</td>
</tr>
<tr>
<td>Simple data recovery</td>
<td>$300 - $900*</td>
</tr>
<tr>
<td>Complex data extraction</td>
<td>$150 per hour (typically $900 to $9000)*</td>
</tr>
</tbody>
</table>

* Not including the situation analysis

Reimbursable expenses are charged at our cost for actual expenditures such as electronic media, controller boards, replacement disks etc. as required.

Situation analysis is due at the start of the project. Recovery Services and related expenses will be billed at the completion of the project and are to be paid immediately.

Visa, MasterCard, and American Express are accepted.

Signature: __________________________ Date: __________________________
Name: ______________________________ Phone: (W) __________________________
(H) ______________________________ (C) ______________________________
(F) ______________________________
Address: __________________________

______________________________ __________________________
______________________________ __________________________
To provide you with the best service and ensure the most successful recovery possible please do your best to complete this form.

Please include this form with your media. It is necessary for the Company to begin your diagnosis. Use additional sheets if necessary.

Is this media/data either involved, or potentially could be involved, in litigation?
- [ ] Yes
- [ ] No

If necessary, do we have permission to physically alter the media? (If the media is overwritten and data recovery becomes necessary, the media may be unusable)
- [ ] Yes
- [ ] No

Failure Information
What failure occurred and when did this happen? Please list any error messages. Attach additional sheets as needed.

What recovery attempts were made? What tools were used?

Data Information
What files are most important to the recovery? List path and filenames with extensions. Attach additional sheets as needed.

Passwords
Administrator: ____________________  User: ____________________
User: ____________________  Other: ____________________

Technical Information
Drive manufacturer: ____________________  Model: ____________________
Computer manufacturer: ____________________  Model: ____________________
Controller manufacturer: ____________________  Model: ____________________
Tape software and version: ____________________
Operating system and version: ____________________
Is the media compressed?
- [ ] Yes
- [ ] No

Customer’s Equipment Inventory (List all equipment and media you will be sending to the Company.)

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Manufacturer</th>
<th>Model Number</th>
<th>Serial Number</th>
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Signature: ____________________  Date: ____________________
Name: ____________________  Phone: ____________________