IBM

PAPER INVOICE CHARGE

For purposes of this document, "Company" means International Business Machines Corporation including its applicable affiliates and subsidiaries ("IBM").

A \$40 monthly recurring charge applies to every paper invoice provided to a Customer (except invoices solely for intrastate telecommunications services) in lieu of, or in addition to, an online invoice. This charge does not apply where a Customer has established to Company's satisfaction, or Company determines on its own, that online invoicing is not a reasonable substitute for paper invoicing.