

AUSTRALIAN CERTIFICATION TRADE MARK NO. 712106(37)



BACKGROUND INFORMATION

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. is a company organised and existing under the laws of the State of Connecticut, United States of America, doing business at 450 East 22nd Street, Suite 230, Lombard, Illinois 60148, United States of America.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. is a non-profit association that promotes the interests of the computer industry through promoting and encouraging the highest standards of professional and business competence and ethics among its members and within the computer industry as a whole.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. is the owner in Australia of the certification trade mark A+ CERTIFICATION PROGRAM logo depicted above in respect of the services for which application for registration has been made.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. has established a non-exclusive, royalty-free licensing programme whereby those computer service providers that meet certain qualifications may become Licensees and display the A+ CERTIFICATION PROGRAM logo mark.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. is competent to oversee the testing and certification of the skills of others by virtue of the company's knowledge of the computer field and computing technology.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. educates the relevant public as to the benefits of employing certified computer service providers who use the certification mark in connection with computer services. This education ensures that the relevant public understands the nature of the certification.

Use of the certification mark is made in accordance with the A+ CERTIFICATION PROGRAM logo mark Rules of Use.

CERTIFIED TRUE COPY

A handwritten signature in black ink, appearing to be "M. R.", written over a horizontal dotted line.

for the
ACCC

23 / 05 / 2002

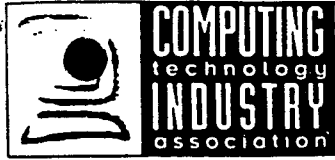
DRAFT RULES OF USE



1. The A+ CERTIFICATION PROGRAM logo depicted above is the subject of Australian certification trade mark 712106(37) and is owned by COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC., a company organised and existing under the laws of the State of Connecticut, United States of America, doing business at 450 East 22nd Street, Suite 230, Lombard, Illinois 60148, United States of America.
2. COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. may grant a Licence to computer service providers to allow them to display the A+ CERTIFICATION PROGRAM logo mark if fifty percent or more of their technicians are A+ Certified. A technician is A+ Certified when the person exhibits, through written examination, proficiency in computer skills, including configuration, installation, diagnosis, repair and upgrade and maintenance of microcomputers and associated hardware and software products.
3. A Licence is granted, and use by the Licensee of the A+ CERTIFICATION PROGRAM logo mark is controlled, by means of a Certification Mark Agreement made between THE COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC and the computer service provider in accordance with the attached copy with Schedules A (The Certification Requirements), B(The Certification Mark) and C(A+ Certification Name & Logo Usage Guidelines).
4. COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. will oversee Licensees to ensure that only those who conform with the certification requirements and the marking requirements use the certification mark.
5. COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC. or its duly authorised representative, will review at regular intervals:
 - (1) the Licensee's materials which use the certification mark; and
 - (2) the Licensee's list of employees who provide computer services and such employees' certification credentials; and
 - (3) any other materials that establish the Licensee's ability to use the certification mark.
6. The Licensee is in breach of the Licence if:
 - (1) the Licensee does not meet the certification requirements; or
 - (2) the Licensee does not use the certification mark in accordance with the marking requirements.

7. If there is a breach of the Licence agreement, the Licensor will give notice of the alleged breach and allow the Licensee thirty days to correct the alleged breach before terminating the Licence.
8. A computer service provider who is refused a Licence to use, and a Licensee who is denied the right to use or to continue to use, the certification mark may appeal to the World Intellectual Property Organisation.
9. The Licence is not assignable or transferable, and the Licensee shall not grant a sub-licence to others to use the certification mark other than as a successor to the Licensee's entire business and who also agrees to be bound by the terms and conditions of the Licence agreement.
10. All disputes shall be governed and interpreted in accordance with the laws of the State of Illinois, United States of America. Any dispute which cannot be settled shall be submitted for a binding decision to a single arbitrator designated by the parties under the auspices of the Arbitration Centre of the World Intellectual Property Organisation.

COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION, INC.
450 East 22nd Street
Suite 230
Lombard, Illinois 60148
United States of America



SCHEDULE C:



A+

Certification

Name & Logo

Usage

Guidelines





Identifying Yourself

How the A+ Certification name and logo is used is important. It reflects on the program itself and your organization. We urge you to use it proudly to signify your commitment to service quality and excellence. In addition, we encourage you to involve your entire organization in helping us to raise the profile and enhance the image of the computer service professional.

You have been provided with the general program logo as well as a customized logo to publicize and communicate your status in and/or relationship to the A+ Certification Program. The parameters for use of the A+ Certification name and logo are as follows:

Certified Professionals –

Are authorized to use the name and logo on personalized business cards and correspondence (e.g., letterhead, resume, etc.).

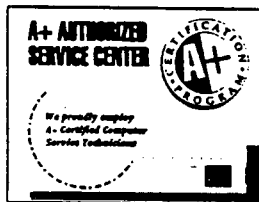


Cornerstone Funding Partners or Sponsors –

Are authorized to use the name and logo on advertising and other printed materials (e.g., letterhead, invoices, customer correspondence, brochures, billboards, etc.).

A+ Authorized Service Center –

Usage is similar to that of a Cornerstone Funding Partner/Sponsor. The words "XXX is proud to employ A+ Certified technicians" may be used in conjunction with the customized "Service Center" logo.



A+ Authorized Service Center

The words "XXX is proud to be a Cornerstone Funding Partner (or Sponsor) of the A+ Certification Program" may also be used in conjunction with the logo in printed advertising, as well as in television and radio ads.



Cornerstone Funding Partner



Cornerstone Funding Partner



Sponsor



Sponsor

All other wording used to identify a company and its relationship to A+ Certification must be pre-approved in writing by The Computing Technology Industry Association.



Using The A+ Certification Name & Logo

- The A+ name may only be used to denote the A+ Certification Program.
- The A+ logo may not be incorporated as part of a reseller, manufacturer or participant's name.
- If the name or logo is used on store signs, stationery, invoices or business cards, it must clearly communicate the affiliation with the A+ Certification Program. It must not be used in a fashion that makes it appear that the individual or organization is The Computing Technology Industry Association, the A+ Certification Program, or that the name and logo belongs to the individual/organization in question.
- Embossing of the name and logo is permitted for special events and/or invitations provided that it is printed in the specified colors.



A+ Certification Logo Requirements:

- The A+ certification logo must be accurately shown in proper proportion and orientation. Distorting or rotating the logo is not permitted.
- The logo must not be incorporated into any other mark or symbol nor be used as a border on or around any item.
- A+ must not be used in copy independently of the words "Certification Program".
- The A+ Certification logo may only be printed in the following ways:
 - Solid black, or
 - PMS 221 (a color similar to magenta; printed solid only), or
 - Reversed out of Black, PMS 221, or other solid color (logo appears white).
- When the words "The Computing Technology Industry Association" are used in conjunction with the A+ logo, they must be placed as shown below.



The Computing
Technology
Industry
Association

The Computing Technology
Industry Association

- The minimum clear space required on all sides of the symbol is .25 inch. This is to avoid distracting or confusing visual elements, such as copy, design elements or photos.
- The minimum scale for general usage of the A+ logo is: 3/4 x 3/4 inch; except for business cards (or when the logo is stripped in on advertising promoting something other than the A+ Certification Program), for which the minimum scale is: 3/8 x 3/8 inches.
- Any time the words "The Computing Technology Industry Association" are used in conjunction with the A+ logo, general Association guidelines must be adhered to. These general usage guidelines are:

For first usage: The Computing Technology Industry Association; thereafter, either "The Industry Association" or "The Association" – NEVER use initials preceding the name of the Association nor put any initials in parentheses after the name of the Association.





Trademark/Credit Line Requirements

The following trademark acknowledgment must appear on all printed advertising copy, and be included in any scripts, videos or audio recordings:

"The Computing Technology Industry Association and A+ are registered trade marks. All rights reserved."



Other Requirements

- It is recommended that there be at least one use of the following approved descriptive copy phrase for print advertising, brochures or other collateral materials:

"Computer Service Quality That You Can Trust"

- The following descriptive sentence must appear at least once on all advertisements, as well as be included in any scripts, videos or audio recordings:

"A+ Certification Program is an industry-wide, vendor-neutral program developed and sponsored by The Computing Technology Industry Association."



Usage/Activity Pre-approval

- Approval must be obtained prior to using the A+ Certification name and logo in any way and for any activity, other than what is described in this brochure. Such approval is ALWAYS given in writing.
- To obtain copies of the A+ logo slicks (or get the logo on disk), please contact the Certification Department at CompTIA. Mock-ups, scripts, plan/promotion outlines or other appropriate samples for approval must be faxed (or mailed) to:

Certification Department
The Computing Technology Industry Association
450 E. 22nd St., Suite 230
Lombard, IL 60148
FAX: (630) 268-1384
Web page www.comptia.org

- In addition to the samples, the following information should accompany each submission:
 - Contact name, name of organization, phone and fax number.
 - Verification of relationship with the Computing Technology Industry Association.
 - Scope of the planned use of the A+ name and logo.
- For individuals or organizations that meet the criteria, approval is usually provided within 5 working days.



450 East 22nd Street, Suite 230, Lombard, IL 60148
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