

|    | PROVISION  | SECTIONIN     | SUMMARY  |
|----|--|---------------|--|
|    | business   |               |  |
| p. | Death or Disability of You                                     | Section 11.6  | Franchise may be assigned to an approved buyer who must complete training.   |
| q. | Non-Competition Covenants<br>after the Franchise<br>Terminates | Section 10.3f | No competing business for 1 year within 25 miles of<br>former Business or of another TeamLogic IT <sup>®</sup><br>Business for 1 year; Non-solicitation of<br>clients/employees for 1 year.  |
| r. | Non-Competition Covenants<br>during Term of Franchise          | Section 6.18  | No involvement in competing business within 100 miles of Business.   |
| s. | Modification of the Agreement                                  | Section 13j   | Automatic conformance to state law; otherwise only<br>by signed amendment except that we may unilaterally<br>revise the Manuals.   |
| t. | Integration/Merger Clause                                      | Section 13j   | Only the terms of the Franchise Agreement, exhibits<br>and all agreements signed with it are enforceable<br>(subject to state law). Any representations or promises<br>outside of the disclosure document and franchise<br>agreement may not be enforceable. |
| u. | Dispute resolution by arbitration or mediation                 | Section 12    | Except for certain claims, all disputes must be arbitrated in Orange County, California (See Note 1)   |
| v. | Choice of Forum  | Section 13k   | Litigation (or required arbitration) must be in California (See Note 1).   |
| w. | Choice of Law  | Section 13k   | California law applies (See Note 1).   |

#### ITEM 18. PUBLIC FIGURES

We do not use any public figure to promote its franchise network.

### ITEM 19. FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide representations about the actual or potential financial performance of its franchised and/or franchisor-owned outlets if there is a reasonable basis for the representations, and if the representations are included in the disclosure document. Financial performance representations that differ from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing representation about performance at a particular location or under particular circumstances.

This item contains certain historical data as provided by our franchisees. Written substantiation for the financial performance representation will be made available to you upon reasonable request.

Some Businesses have sold or earned this amount. Your individual results may differ. There is no assurance you will sell or earn as much.

Importantly, the financial results of your franchise are likely to differ, perhaps materially, from the results summarized in this item.

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You should conduct an independent investigation of the costs and expenses you will incur in operating your franchised business. Franchisees or former franchisees, listed in the disclosure document, may be one source of information. The information presented in this item has not been audited to confirm its accuracy and we have relied on the information provided by each of the franchisees who reported sufficient 2014 financial statements to be included in this item. The characteristics of the included franchises do not differ materially from the franchises that are offered to prospective franchisees.

| Income Statement (average) (201 <u>5</u> 4)  |    |  |   |    |  |  |
|--|----|--|---|----|--|--|
| Businesses<br>Franchisees  |    | Total<br>Submitted<br>- Average -<br><u>41</u> 37<br><u>31</u> 29  | %<br>Net Sales  |    | Top 25%<br>NOC \$<br>- Average -<br><u>15</u> 12<br>7  | %<br>Net Sales   |
| Hourly Services<br>Managed Services<br>Product Resale<br>Project, Consulting, Other<br><b>Subtotal Sales</b> | \$ | <u>186.5</u> 224,3<br><u>308.1</u> 231,1<br><u>188.3</u> 217,7<br><u>47.2</u> 38,700<br><u>730.1</u> 711,7 | 25.631.5<br>42.232.5<br>25.830.6<br>6.55.4%<br>100.0% | \$ | <u>454.4</u> 435,90<br><u>688.2</u> 455,20<br><u>418.2</u> 430,00<br><u>73.5</u> 33,700<br><u>1,634.3</u> 1,35<br><u>4,800</u> | <u>27.8</u> 32.2<br><u>42.1</u> 33.6<br><u>25.6</u> 31.7<br><u>4.5</u> 2.5%<br><b>100.0%</b> |
| Gross Margin   |    | <u>528.5</u> 4 <del>97,4</del>   | <u>72.469.9</u><br>%                                  |    | <u>1,206.5</u> 959,<br>300   | <u>73.8</u> 70.8<br>%  |
| Tech Payroll & Related<br>Selling <u>ExpensesCosts</u> &<br>General & Admin<br><b>Subtotal SG&amp;A</b>      |    | <u>265.9221,1</u><br><u>46.242,100</u><br><u>111.6107,8</u><br><u>423.76372,</u>                           | <u>36.4</u> 31.2<br>6.35.9%<br>15.315.1<br>58.052.3   |    | 589.6402,60<br>88.465,300<br>211.8177,60<br>889.8645,50  | <u>36.1</u> 29.7<br>5.44.8%<br><u>12.9</u> 13. <u>0</u> 1<br><u>54.4</u> 47.6                |
| Net Owners<br>Compensation ("NOC")   | \$ | <u>104.8</u> 125,4<br>00   | <u>14.4</u> 17.6<br>%                                 | \$ | <u>316.7</u> 313,80<br>0   | <u>19.4</u> 23.2<br>%  |

On December 31, 20154, there were <u>8762</u> TeamLogic IT Businesses open and in operation in the United States. <u>2816</u> Businesses opened during <u>20152014</u>, including <u>2–5</u> Businesses opened by <u>an</u> existing Franchisees; the remaining <u>2611</u> Businesses that opened in <u>20152014</u> are not included in this financial performance representation. Of the <u>5946</u> Businesses that were open prior to <u>20152014</u>, <u>3129</u> franchisees representing <u>4137</u> Businesses reported sufficient <u>20152014</u> financial statements to be included in this financial performance representation. These <u>4137</u> Businesses represent <u>4873</u>% of the Businesses that were opened prior to December 31, <u>20152014</u>.

The "Total" financial representation is the average for the <u>3129</u> franchisees described above. Of these <u>3129</u> franchisees, 1 has been open <u>ten full</u>nine years, <u>121</u> open <u>nine full</u>eight years, <u>-323</u> open <u>eight</u> <u>fullseven</u> years, 3 open <u>seven fullsix</u> years, <u>3 open six full years</u> open five years, <u>36</u> open <u>five full</u> <u>yearsfour years</u>, <u>876</u> open <u>four full years</u> three years, <u>454</u> open <u>three fulltwo</u> years, <u>and 12</u> open <u>two full</u> <u>years</u>, and 4 open one <u>full</u> year.



Of the  $\underline{3129}$  franchisees whose financial statements were used in the "Total" financial performance representation,  $\underline{119}$ , or  $\underline{3631}$ % had sales that exceeded the average "Subtotal Sales" for the "Total" average of  $\underline{5730,100711,700}$ .

Of the 3129 franchisees whose financial statements were used in the "Total" financial representation, 12 - 29-or 39% - 731% had NOC (Net Owners Compensation) that exceeded the NOC average of \$104,800125,400.

-The "Top 25% NOC" financial representation is the average for the 2<u>3</u>5% of Franchisees (7) with the highest NOC. Of these 7 franchisees, 1 has been open <u>ten full</u>nine years, 1 open <u>nine fulleight</u> years, <u>2</u>2 open <u>eight full years</u> even years, <u>2</u>1 open four <u>full</u> years, <u>and 1 open 3 full years</u>. <del>1 open three years and 1 open three years and 1 open two years.</del>

Of the 7 franchisees whose financial statements qualified for the Top 25% NOC in the financial performance representation, <u>342</u> had sales that exceeded the average "Subtotal Sales" of \$1,<u>634,30354,800</u>. Of these franchisees, 2 ohave been open eight 8 full years; 1 for four full years; and 1 for three3 full years. These 2 franchisees have both been open for seven years.

Of the 7 franchisees whose financial statements qualified for the Top 25% NOC in the financial performance representation,  $\underline{23}$  had NOC that exceeded the average of  $\underline{316,700}$ ,  $\underline{316,700}$ ,  $\underline{31,800}$ . Of these  $\underline{23}$  franchisees, 1 has been open tens full9-years and  $\underline{12}$  open for eight 10-full7 years.

#### **ITEM 20.**

#### **OUTLETS AND FRANCHISEE INFORMATION**

| Column 1           | Column 2 | Column 3                | Column 4              | Column 5   |
|--------------------|----------|-------------------------|-----------------------|------------|
| Outlet Type        | Year     | Outlets at the Start of | Outlets at the End of | Net Change |
|                    |          | the Year                | the Year              |            |
|                    | 2013     | 51                      | 52                    | +1         |
| Franchised         | 2014     | 52                      | 64                    | +12        |
|                    | 2015     | 64                      | 88                    | + 24       |
|                    | 2013     | 0                       | 0                     | 0          |
| Company-Owned      | 2014     | 0                       | 0                     | 0          |
|                    | 2015     | 0                       | 0                     | 0          |
|                    | 2013     | 50                      | 51                    | +1         |
| Total U.S. Outlets | 2014     | 51                      | 62                    | +11        |
|                    | 2015     | 62                      | 87                    | + 25       |

# Table No. 1Systemwide Outlet SummaryFor Years 2013, 2014, and 2015

## Table No. 2Transfers of Outlets From Franchisees to New Owners (Other than Franchisor)For 2013, 2014 and 2015

| Column 1 | Column 2 |   | Column 3.           |
|----------|----------|---|---------------------|
| State    | Year     | , | Number of Transfers |

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