

## Exhibit I – Service Level Agreements (SLAs)

(To be effective 30 days following commencement of the Solution.)

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
Answer Time	All Calls in 30 Sec or a call will be returned within 15 minutes	Monthly	95%	100%	\$1000/1%
Close Ticket Time	1 Hr. after Trouble Resolution	Monthly	90%	NA	\$500/1%
Problem Resolution Accuracy Rate	No. of Misdiagnosed Trouble Calls/Total Calls	Monthly	5%	NA	\$500/1%
Customer Satisfaction Measures	To be mutually agreed upon by both parties	Monthly	95%	NA	To be mutually agreed upon by both parties
Catalog Accuracy Assessment	To be mutually agreed upon by both parties	Monthly	95%	NA	To be mutually agreed upon by both parties
Shipping Time Hardware Failures	Case opened with manufacturer within one (1) hour of receipt of issue	Monthly	90%	100%	\$500/1%
Shipping Time	Shipped within 48 hours of receipt of purchase order for those units that are in stock as-is with no configuration required	Monthly	90%	100%	\$500/1%
New Install	Schedule Installation Within 7 Days	Monthly	95%	NA	\$100/1%
New Follow-up	Within 10 Days of Shipment	Monthly	90%	NA	\$100/1%

Reporting Accuracy Rate	To be mutually agreed upon by both parties	Quarterly	99%	NA	To be mutually agreed upon by both parties