

## EXHIBIT I - SLA

### 1.1 Appendix A

| Performance Standard             | Measurement                                   | Measurement period | % Level | Service Price | Remedy                       |
|----------------------------------|---|--------------------|---------|---------------|------------------------------|
| Answer Time                      | All Calls in 30 Sec                           | 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   | As applicable                                 | Monthly            | 95%     | NA            | TBD                          |
| Catalog Accuracy Assessment      | As applicable                                 | Monthly            | 95%     | NA            | TBD                          |
| Shipping Time Hardware Failures  | Orders Received by 7:00 p.m. Shipped Same Day | Monthly            | 90%     | 100%          | \$500/1%                     |
| Shipping Time                    | By 7:00 p.m. Next Business Day                | 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%                     |
| Complete Shipments               | Number of Complete/Incomplete                 | Monthly            | 95%     | 100%          | \$25/<br>Incomplete Shipment |
| Reporting Accuracy Rate          | To be determined                              | Quarterly          | 99%     | NA            | TBD                          |
|                                  |   |                    |         |               |                              |
|                                  |   |                    |         |               |                              |
|                                  |   |                    |         |               |                              |