

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/ Incomplete Shipment
Reporting Accuracy Rate	To be determined	Quarterly	99%	NA	TBD