

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	Monthly	95%	100%	\$500 or 0.5% whichever is less
Close Ticket Time	1 Hr. after Trouble Resolution	Monthly	90%	NA	\$250 or 0.5% credit of monthly service cost whichever is less
Problem Resolution Accuracy Rate	No. of Misdiagnosed Trouble Calls/Total Calls	Monthly	5%	NA	\$250 or 0.5% credit of monthly service cost whichever is less
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 4:00 p.m. Shipped Same Day If In Stock	Monthly	90%	100%	\$250 or 0.5% credit of monthly service cost whichever is less
Shipping Time	By 7:00 p.m. Next Business Day If In Stock or if there are no problems with the customer order	Monthly	90%	100%	\$250 or 0.5% whichever is less
New Install	Schedule Installation Within 7 Days	Monthly	95%	NA	\$100 or 1% whichever is less
New Follow-up	Within 10 Days of Shipment	Monthly	90%	NA	\$100 or 1% whichever is less
Complete Shipments	Number of Complete/ Incomplete	Monthly	95%	100%	\$25/Incomplete Shipment
Reporting Accuracy Rate	To be determined	Quarterly	99%	NA	TBD

Please note that if Daly is not allowed to modify the SLAs as noted above that it will agree with the SLAs initially provided in the RFP.