

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, at a minimum by an automated system	Monthly	95%	100%	TBD
Close Ticket Time	1 Hr. after Trouble Resolution; defective part must first be received, if applicable	Monthly	90%	NA	TBD
Problem Resolution Accuracy Rate	No. of Misdiagnosed Trouble Calls/Total Calls, subject to accuracy and thoroughness of information provided by the customer	Monthly	5%	NA	TBD
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 dispatch by 7:00 p.m. Shipped Same Day	Monthly	90%	100%	TBD
Shipping Time	Orders Received by dispatch sent by 5:00 p.m. Shipped to arrive By 7:00 p.m. Next Business Day, assuming parts availability; customer must be at the site to receive*	Monthly	90%	100%	TBD
New Install	Schedule Installation or Project kick-off Within 7 Business Days after processing the order, per	Monthly	95%	NA	TBD

	accuracy of customer contact information provided in the order and/or SOW, ability to reach the customer, and customer availability*				
				NA	
Complete Shipments	Number of Complete/ Incomplete; if customer does not specify orders to only ship as complete orders, they may ship as partial orders based on product availability	Monthly	95%	100%	TBD
Reporting Accuracy Rate	To be determined – All reports will be based on information provided by the customer to Dell	Quarterly	99%	NA	TBD

** Data provided above will vary based on the Service level purchased at time of RFQ. Service and Support requirements should be discussed with your Dell sales team to ensure SLAs will be met when a product / service is purchased.*

** All pricing included in Exhibit C includes Dell's "Basic Support" offering, which is 3 year Next Business Day support. Support upgrades are available and can be quoted upon request of Dell sales team. Additional support / services offerings are listed on the "Services & Warranty" section of Exhibit C. Detailed service descriptions can be provided by the Dell Sales team upon request.*