

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
See below					
Customer Satisfaction Measures	As Applicable	Monthly	95%	N/A	TBD
Catalog Accuracy and Assessment	As Applicable	Monthly	95%	N/A	All pricing inaccuracies will be corrected within 48 hours of notice
Reporting Accuracy	As applicable	Monthly	99%	N/A	Inaccuracies to be corrected within 48 hours of notice
Complete Shipment	Number of complete/incomplete shipment if shipping from ESI warehouse	Monthly	95%	N/A	\$50/incomplete shipment

- 1. Service SLA's – ESI provides SLA's for each of its services projects. These SLA's are incorporated within a Statement of Work (SOW) that both ESI and the end user sign off on. Thus, each SOW and SLA varies from customer to customer and project to project.***
- 2. Hardware SLA's – As a partner to its proposed manufacturers, we are often reliant upon each of the manufacturers for product delivery. Being at the highest level of both certification and sales with each of our proposed manufacturers, we have the ability to quickly escalate to resolve any possible delivery issues.***