

## 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 24 hours	Quarterly	90%	NA	To be mutually agreed upon by both parties
Problem Resolution Accuracy Rate	No. of Misdiagnosed Trouble Calls/Total Calls	Quarterly	5%	NA	To be mutually agreed upon by both parties
Customer Satisfaction Measures	As applicable	Quarterly	95%	NA	To be mutually agreed upon by both parties
Catalog Accuracy Assessment	As applicable	Quarterly	95%	NA	To be mutually agreed upon by both parties
Standard Shipping Time And Shipping Time for Hardware Failures	Orders delivered within 30 days utilizing standard shipping (excludes delays out of Vendor control) standard delivery	Quarterly	90%	100%	Negotiated if consistent non-performance within 2 quarters annually for State Departments only. Excludes Force Majeure and orders with a delivery timeframe as negotiated by the agency
New Install (if applicable)	Schedule Installation Within 7 Business Days or at a date	<u>NA</u>	<u>NA</u>	NA	N/A - installation is an option and

	mutually agreed by Authorized User				not included with each product purchased
Complete Shipments within the delivery timeframe (excluding Force Majeure)	Number of Complete/ Incomplete	<u>NA</u>	<u>NA</u>	<u>NA</u>	To be mutually agreed upon by both parties
Reporting Accuracy Rate	To be determined	Quarterly	99%	NA	To be mutually agreed upon by both parties

Authorized Users with concerns or issues are required to escalate performance items to the HP Contract Sales Manager listed as the point of contact in the contract first for resolution within the 30-day period. If resolution is not received to the User Agency satisfaction, the User Agency has ability to file a formal complaint with the State Procurement office. If the State procurement office receives a large volume of high-level non-performance complaints that were not addressed by HP within two quarters of a given year, excluding items beyond the Contractors control, the State will have the ability to provide the Supplier 30 day notice to address the remedies for the State determination of next step.