

1 Appendix A – Service Level Agreement(s)

Performance Standard	Measurement	Measurement period	% Level	MCT Protocol / Activity to Fulfill Requirements and Avoid VITA Remedy
Answer Time	All Calls in 30 Sec	Monthly	95%	<p>In the lack of formal call center or measuring metric, all calls made to MCT are connected immediately to management with decision-making authority, either through direct phone number or transfer.</p> <p>Calls shunted to Panasonic are answered within thirty seconds of connection pursuant to standard Panasonic call intake procedure.</p>
Close Ticket Time	1 Hr. after Trouble Resolution	Monthly	90%	While MCT has proven its capability to independently resolve complaints and issues within the scope of our support for procurement operations, bottom-line responsibility for complaint resolution lies with Panasonic, which has in place a process to close trouble tickets well within the 60-minute window following formal resolution of a customer issue.
Problem Resolution Accuracy Rate	No. of Misdiagnosed Trouble Calls/Total Calls	Monthly	5%	Problem resolution tracking is performed at the manufacturer level by Panasonic. At present, their percentage of misdiagnosed calls/issues in relation to total calls is at or below 5%.
Customer Satisfaction Measures	As applicable	Monthly	95%	Processes for complaint resolution utilized by MCT are reviewed and approved or modified in accordance with State Participating Addendums as may be warranted. Panasonic has a process to ensure complaint tracking and resolutions managed directly by MCT are reviewed on a regular basis to identify any potential program management issues that can be resolved through more effective policy, procedure, or training.

EXHIBIT I – SERVICE LEVEL AGREEMENT (SLA)

Performance Standard	Measurement	Measurement period	% Level	MCT Protocol / Activity to Fulfill Requirements and Avoid VITA Remedy
				<p>Complaints escalated to Panasonic, or complaints originally directed to Panasonic, are resolved according to the following activity timeline:</p> <ol style="list-style-type: none"> 1. Complaints may be directed to Panasonic's designated contact via telephonic or electronic means. 2. Complaints are acknowledged upon receipt. 3. Complaints are reviewed immediately and action is taken to resolve each. 4. Panasonic's designated contact provides the complaint originator with a complaint resolution status within 24 hours of receiving the complaint detailing action taken or pursued, and an estimated time for resolution. 5. Complaints that can be resolved immediately or within 24 hours are done so; otherwise, Panasonic's goal is to achieve complaint resolution within 72 hours of initial notification.
Catalog Accuracy Assessment	As applicable	Monthly	95%	Items in the product catalog are updated regularly and continuously pursuant to availability, as are the accessories and upgrades available for each individual item.
Shipping Time Hardware Failures	Orders Received by 7:00 p.m. Shipped Same Day	Monthly	90%	Panasonic procedure dictates shipment of replacement items for verified hardware failures on the same day notification is received, provided it occurs before 7:00 PM local time.
Shipping Time	By 7:00 p.m. Next Business Day	Monthly	90%	Shipping times are expedited whenever possible based upon customer need and

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				preference. At present, all orders taken in are shipped by 7:00 PM the following business day at latest – most orders ship by 12 PM the following day as long as the requested items are in stock.
New Install	Schedule Installation Within 7 Days	Monthly	95%	MCT's close working relationship with Panasonic enables us to facilitate new installations well within the seven-day requirement in cases where an onsite MCT presence is required.
New Follow-up	Within 10 Days of Shipment	Monthly	90%	MCT follows up on customer purchases following the first day of purchase, and queries the customer again within seven (7) days if the initial follow-up garners no response. In the event either follow-up gesture is met with an issue or a request for additional support (such as an install), MCT works to resolve the situation within stipulated timeframes, as described above.
Complete Shipments	Number of Complete/ Incomplete	Monthly	95%	Incomplete shipments, such as those stemming from backordered and/or unavailable items (such as those under recall, for example), are followed up by MCT immediately upon notification of the issue. Our intimate knowledge of the product line being proposed enables MCT to suggest alternative items as may be needed to accomplish customer goals, and our close relationship with Panasonic ensures quick resolution to shipping issues within our control, thus keeping incomplete shipments to a minimum.
Reporting Accuracy Rate	To be determined	Quarterly	99%	Panasonic acknowledges that customers may require separate and unique reports covering

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				their procurement of Toughbook products to be sold under the contract resulting from this solicitation. Panasonic will work closely with MCT during Contract Implementation to clarify, define, and agree on reporting formats and mechanisms desired by the client (VITA) to ensure the desired level of accuracy in the data VITA ultimately chooses to track.