

## Exhibit I – Service Level Agreements (SLAs)

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(To be effective 30 days following commencement of the Solution.)

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
Order Placement	2 hrs. upon receipt of purchase order during normal business hours 8:00am – 5:00pm, M-F	Quarterly	90%		\$150.00
CIF Catalog Creation	Within 60 days following execution of contract	90 Days	100%		\$500.00
Delayed Delivery Notification	NBD of order placement	Quarterly	90%		\$150.00
Order Report	NBD from authorized user request	Annual	90%		\$300.00
Service Reporting	2 business days from authorized user request	Annual	90%		\$150.00