

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 |
|-------------------------------|---|--------------------|---------|---------------|----------|
| | | | | | |
| 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 |