

Exhibit I – Service Level Agreements (SLAs)

(To be effective 60 days following commencement of the Services/Solution.)

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
Answer Time	All Calls in 60 Sec	Quarterly	95%	NA	\$100 per incident
Response Time for Sales Inquiry	All responses with 24 hours	Quarterly	90%	NA	\$250 per incident
Response Time for Sales Quotation-equipment	All responses with 72 hours	Monthly	95%	NA	\$250 per incident
Response Time for Sales Quotation-systems	All responses with 120 hours	Quarterly	95%	NA	\$250 per incident
Service Response call answer time	All calls Responded to within 1 Hour during normal business hours	Monthly	90%	100%	\$250 per incident
Time to respond on-site to customer request for service	All service requests logged, are given to service technician for servicing within 48 hrs if on-site service is required	Monthly	90%	100%	\$250 per incident
Order Processing Time-Equipment Only	All Orders received are processed in one (1) business day	Monthly	90%	NA	\$250 per incident
Order Processing Time-Engineered Solutions/Systems w/Professional Services	Per the agreed to Installation dates. Equipment ordered for Engineered Solutions are based upon the project Gantt Chart	Semi-Annually	90%	NA	\$250 per incident