

## Exhibit I - Mac Business Solutions (SLAs)

| Performance Standard                                    | Measurement                               | Measurement period | % Service Level | Notes  |
|---|---|--------------------|-----------------|--|
| Answer Time (M-F business hours 9am – 6pm)              | All Calls in 60 seconds by operator       | Monthly            | 100%            | Except Holidays  |
| Calls outside of regular hours, leaving VM.             | Between 2-4 hours from next business days | Monthly            | 100%            | Except Holidays, leaving call back number  |
| Email request during regular hours                      | Aprox. 30-90 minutes                      | Monthly            | 100%            | Emails after 5pm might roll into next business day   |
| Online contact request                                  | Aprox. 30-90 minutes                      | Monthly            | 100%            | Communication after 5pm might roll into next business day  |
| Order confirmation                                      | 10-30 minutes from placing order          | Monthly            | 100%            | Order confirmation might request for additional information (ex. Confirm ship to address, etc).  |
| Backorder Notice  | 24-48 hours                               | Monthly            | 98%             | Backorder notice will include an estimated recovery date (as provided per the manufacturer).   |
| Tracking Number   | 24-48 hours from packaging the order      | Monthly            | 98%             | System emails tracking info to a single POC from placing the order.  |
| Issues with orders (Follow-up Call)                     | 1 day                                     | Monthly            | 100%            | During this follow-up discovery call, we might ask for additional information to help resolve the issue.   |
| Items not delivered/missing or other issues with orders | 3-5 days                                  | Quarterly          | 100%            | Some issues might require additional time for research and to collect other information, start a claim. MBs will communicate next steps, identify timelines and propose options to resolve such instances. |
| Request for copy of Invoices                            | 1-2 hours                                 | Monthly            | 100%            |  |
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