

## 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%	