

# Bronze Service Level Agreement

## 1) Overview and Objectives

This Service Level Agreement (SLA) defines the services and service levels between the service provider, Advanced Business Systems, Inc. (ABS) and the customers of that service (Customer). The objectives of the Service Level Agreement are to

- Provide clear reference to service ownership, accountability, roles and/or responsibilities
- Establish clear and measurable service expectations

## 2) Guarantees

- The full commitment of all ABS employees to provide you with the best service and experience of your new equipment
- Training on the operation and functions of your covered equipment during the installation and as needed during the life of your contract
- Optimum performance and proper operation within the manufacturer's specification upon the successful completion of each service request cycle
- Each service call will be completed using a 39-point checklist to verify the proper operation of each major function
- Automatic notification to management of any machine that has required excessive service within a 30 day period.
- On-site service will be performed by manufacturer trained and certified technicians.

## 3) Scope of Service

All service required to maintain optimum equipment performance as defined by this agreement and the Comprehensive Service Contract Terms and Conditions. The following services are available under this agreement:

- Live telephone and remote support. (Standard labor charges may apply for extended time spent resolving print, scan, and connectivity issues.)
- Monitored email support
- On-site support

## 4) Company Hours and Service Availability

### Company Hours

Company Hours are 8:00 a.m. to 5:00 p.m. Monday-Friday excluding holidays.

Holidays:           New Year's Day  
                          Memorial Day  
                          July 4<sup>th</sup> Holiday  
                          Labor Day  
                          Thanksgiving  
                          Christmas

### Service Availability

- Telephone Support
  - Live operator telephone support will be available during Company Hours. Phone calls received outside of company hours will be handled by the ABS virtual receptionist. The virtual receptionist will provide 24 hour access to ABS personnel.
- On-site Service
  - On-site service response within Company Hours will conform to response times and parameters defined in section 5 of this document.
  - On-site service response, outside of Company Hours, is not available under this Service Level Agreement. Premium Service Level Agreements that provide after-hours service are available.
- Email Support
  - A monitored email address for processing supply, service, and account management requests.

## 5) Service Requests

Service request cycles may be initiated via email or telephone. The preferred method of initiating the service cycle is via the ABS office telephone for your county.

### Telephone Service Requests:

- Jefferson, St Lawrence, Lewis counties: 315-788-7989
- Oswego, Onondaga counties: 315-313-4227
- All other areas: 315-788-7989

### Email Service Requests:

- [servicerequest@abscopiers.com](mailto:servicerequest@abscopiers.com)

### Service Request Response Time:

The initial response to service requests may be via telephone. Services to provide remote access to Customer computers may be employed to resolve print, scan, and configuration issues.

In support of services outlined in this Agreement, ABS will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- High Priority calls within 4 business hours based on a yearly average.  
High priority calls include, but are not limited to:
  - Machines designated as "down" by ABS
  - Machines that are unusable due to poor print quality, paper jamming, or other electrical or mechanical failure
- Medium priority calls within 16 business hours  
Medium priority call include, but are not limited to:
  - Service requests initiated in regard to device setting adjustment or re-configuration
  - Service requests initiated in regard to minor issues such as noises, needed cleaning etc., that do not affect machine performance
- Low priority calls within 5 business days  
Low priority calls include, but are not limited to:
  - Service requests initiated in regard to preventative maintenance indicators
  - ABS generated equipment update or modification service calls

## 6) Supplies

ABS guarantees all supplies provided to Customer. All labor and parts needed to resolve problems resultant of defective supplies are covered by this Agreement. All equipment sold as new will be provided OEM toner and supplies.

Supplies may be requested by:

- Telephone
  - Jefferson, St Lawrence, Lewis counties: 315-788-7989
  - Oswego, Onondaga counties: 315-313-4227
  - All other areas: 315-788-7989
- Email
  - [supplies@abscopiers.com](mailto:supplies@abscopiers.com)

ABS guarantees delivery of supplies within 4 business days of shipment.

Devices being monitored by the ABS data collection agent are eligible for the ABS automatic toner fulfillment program. ABS will ship toner for any device included in the automatic toner fulfillment program at 20% of toner cartridge capacity. When 20% toner cartridge capacity does not provide two weeks of use surplus toner will be kept at Customer's site.

## 7) End of Life and Legacy Status

### End of Life (EOL)

ABS may determine that a machine or model has reached its EOL due to the following factors:

- advanced age
- exceptional volume
- discontinued vendor support
- long-term exposure to a damaging operating environment

It is the sole responsibility of ABS to determine if EOL conditions have been met.

Machines or models that have reached end of life:

- May not be repairable or be able to be made fully functional.
- May have extended repair times due to the availability of parts.

Models approaching end of life will be identified during periodic contract reviews.

### Legacy Status

Any device with an initial equipment install date of 7 years or more shall be designated with legacy status. Devices with legacy status will subject to the following service limitations:

- Expedited shipping will not be available for non-stock parts
- Loaner devices will not be available

## 8) Device Monitoring

ABS will make available device monitoring to facilitate meter collection and supplies fulfillment. The ABS data collection agent shall be:

- Installed on a computer that maintains a 95% uptime, ideally a server.
- Configured to accept updates.
- Configured to send updates at least every 4 hours.

The guarantees and services associated with the ABS data collection agent and device monitoring are void if the device monitoring conditions are not met.

Devices installed via USB are excluded from the services offered by device monitoring.

## 9) Loaner

Loaners are available upon request for equipment that has been down for more than 16 hours after the service request cycle has been initiated. Loaners are intended as a short-term emergency provision, and loaner devices may not match installed equipment in speed and functionality. Situations where a machine is not down, but has limited functionality will be handled on a case-by-case basis.

Loaners are not available for machines with an ABS original installation date of 7 years or more.

## 10) Conditions

All services and deliverables outlined by this agreement are made based on the following conditions:

- All maintenance, upgrades, installations, and relocations of equipment are done by ABS personnel.
- ABS has Monday-Friday 8am-5pm access to contract equipment.
- All equipment is protected by an ABS supplied power conditioner.
- Only supplies of toner, toner waste tanks, and staples supplied by ABS are to be used in the equipment.

ABS will provide best effort service when these conditions are not met. Labor and parts may be charged at the prevailing rate.

## 11) Customer Obligations

- Place all service requests in a timely manner.
- Be available for and cooperate with attempts to resolve issue over the phone and via remote access
- Support ABS technician during onsite repairs
- Perform routine end user maintenance and upkeep including:
  - changing toner, replacing waste receptacles, and adding paper
  - cleaning exterior surfaces and scan glass surfaces
  - routine machine calibrations and adjustments
- Provide an operating environment that meets equipment specifications
- End user training
- Provide billing meters upon request
- Maintain a two week supply of toner and supplies

## 12) Exclusions

The following deliverables are not covered by this Agreement:

- Staples and paper
- Free service labor or parts damaged due to abuse, neglect, or equipment use contrary to training
- Moving or relocating of equipment within Customer office or to a new site
- Damage to machine that occurred during an equipment move if not performed by ABS
- After hours service
- Network and connectivity issues not related to hardware after 5 business days of the initial equipment installation. Our staff is fully committed to assisting your IT team resolve these issues, such as addressing, file or application errors, driver incompatibilities, etc.

ABS Signature: \_\_\_\_\_



Title: CEO/President