

DIR-CPO-4439 Appendix F

SERVICE LEVEL AGREEMENT

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1) Performance Standards / Fleet Uptime

- a. Response time:
 - i. Service call telephone response shall be within one (1) business hour of receipt of the service call.
 - ii. Service call on-site response shall be within an average of four (4) business hours of receipt of call for all Customer locations serviced by a branch or within 50 miles of an authorized dealer.
 - iii. Remote locations outside this radius will be responded to, on-site, within an average of eight (8) business hours from call placement.
 - iv. Service call on-site for any KMBS printers shall be the next business day.
- b. KMBS service standards will provide an average quarterly fleet uptime of 95%.
- c. Konica Minolta's definition of uptime is based on full equipment availability producing quality output. Uptime Average is calculated as $[(\text{Availability Hours}) - (\text{Downtime})] / (\text{Availability Hours})$ with the product rounded down to the nearest whole number.
- d. "Availability Hours" shall mean the number of Business Hours per calendar month that the equipment is on-site, operating according to specifications, and fully available for use by the Customer. "Business Hours" include the time between 8:00 a.m. and 5:00 p.m. (local time), Monday through Friday, excluding KMBS holidays.
- e. "Downtime" shall mean the number of business hours in any calendar month during which an item of Hardware, maintained hereunder, is inoperative during the month and such inoperability is not due to misuse, fire, or using the Hardware in a manner other than its intended uses. Downtime is calculated from the point in time when KMBS receives the service request for Hardware that cannot perform its functions until such time as the equipment is operating per KMBS specifications. Downtime includes machine-repair time and response time when the Hardware is inoperative. Downtime excludes preventive maintenance, equipment move time, time consumed in producing usable copies, or maintenance service rendered due to user misuse or for non-payment.

2) Customer One Guarantee

- a. For equipment covered by this Guarantee under full continuous maintenance coverage from the date of installation, and for up to a maximum of five (5) years, KMBS shall offer a Customer One Guarantee which states:
 - i. Should covered equipment be out of service, due to maintenance needs, for more than sixteen (16) consecutive business hours, or if a production print unit is out of service for more than 24 hours, KMBS shall provide a loaner unit of similar capabilities upon your request.
 - ii. Any unit that KMBS determines cannot be properly repaired to manufacturer's specifications will be eligible for a replacement unit of substantially similar or greater capabilities, at no additional charge. Replacement shall be a new MFP device within the first two (2) years of installation and the replacement unit thereafter may be other than new.
 - iii. Customer owned non-KMBS assets, subject to a Managed Print Service contract supplement are not covered by this Customer One Guarantee.

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3) Preventative Maintenance

- a. All copiers placed under a maintenance contract will have preventative maintenance performed on them in accordance with Konica Minolta's prescribed schedule at a minimum of once per year. This service is done at or before the prescribed copy volumes are reached. By doing this service, Konica Minolta helps to ensure copy quality, as well as maintain machine performance.

4) Installation/Moves/Changes/Returns

- a. Cost for all handling, packing, transport, insurance, removal and installation and return charges, shall be the responsibility of the KMBS.
- b. KMBS shall perform all installations and shall verify proper operation of all equipment.
- c. For installation and removals that require special rigging, a price quote will be submitted to DIR Customer for approval prior to any work being done.
- d. KMBS shall provide de-installation (packing and handling) and removal of KMBS output devices, including providing a plan to coordinate these services, at no cost to the DIR Customer.
- e. Equipment relocation Services (including dismantling, packing, transporting, and re-installing Equipment) shall be provided at the following charges:

Service Zone	Distance from original placement of Device	Charge
1	Within the same building	No Charge
2	Up to 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee
3	More than 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee

5) Data Security and Hard Drive Sanitization

- a. At install, the bizhub SECURE option may be available per unit for new KMBS equipment acquired under this Agreement. Value-added security functions can be enabled to:
 - i. Hard drive encryption
 - ii. Hard drive lock password
 - iii. Automatic deletion of temporary image data
 - iv. Data overwrite of electronic documents on a timed
- b. At end of term, for KMBS equipment only, KMBS shall offer the following options, upon written request and authorization from Customer:
 - i. As-is disposal Equipment will be picked up according to the respective terms and conditions of your contract and disposed of accordingly in a responsible manner. The internal data of the machine will not be altered or modified in any way.
 - ii. In-place data cleaning where available, a KMBS field engineer will perform a "data overwrite" of the hard drive using built-in sanitization technology. The drive

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will be cleared of data and re-initialized in the machine before disposal.
Availability of this option depends on model and configuration.

- iii. Hard Drive replacement and return at the time of disposal, the internal hard drive will be removed and sealed in a container that will be returned to the Customer. A replacement hard drive will be installed and re-initialized with the generic device control programs. Availability of this option depends on model and configuration. Cost is prevailing hourly rate in effect at time of request plus the replacement cost for the hard drive for leased machines.

6) Account Management and Reporting

- a. Corporate review meetings are to be held quarterly with Customer and KMBS account management teams.
- b. KMBS will provide metric reporting to be agreed upon during implementation.
- c. Konica Minolta will maintain a Service log describing maintenance and repair Service which shall be available to Customer upon request.
- d. Customers have 24/7 access to equipment information through www.mykmbs.com. A user with a Fleet Manager role can run reports such as uptime, usage, number of services calls placed, and response time per device.

7) Available Report Specifics

- a. General Fleet Information- Provides an overview of the purchasing entities' entire fleet, including equipment installation dates and service contract coverage dates.
- b. Fleet Uptime Performance- Provides uptime and response time statistics for the purchasing entities' entire fleet, including the average monthly copy volume and copies between calls.
- c. Equipment by Location- A customized inventory report detailing the location of all machines
- d. Open Service Calls- View a list of all open service calls for the entire fleet, and monitor response times.
- e. 3 and 30 reports create a hotlist of problematic machines should a particular unit require more than three legitimate service calls in a 30-day period. In such cases the assigned technical manager is automatically alerted to escalate the service issue and all critical information on the account is turned RED throughout the system until resolution.

8) End-User Training

- a. One on-site training session and two (2) hours for phone/technical support to familiarize customers with new device installations.
- b. If technical support requests arise during the course of this contract, Konica Minolta's dedicated GCS support number 800-456-5664 is available for troubleshooting assistance.
- c. Additional product literature, user-manuals, and access to online resources are available to the Purchasing Entity via Konica Minolta's website.

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9) Customer Service

- a. General Service Call Center- All calls regarding equipment, supplies, consumables, software solutions, and help desk support will go through our Konica Minolta Global Client Services.
- b. Relationship Management for Escalation of Issues- The Printer Support Group will triage any issues with the following steps:
 - i. If Problem Resolved – Close service notification in SAP
 - ii. If Problem Escalated – On site support required
 - iii. Printer Support works with customer to make sure problem is resolved to customer satisfaction.
 - iv. Printer Support Advisor updates notes in SAP such as:
 - Describes Problem Resolution
 - TAP (Telephone Assistance) Priority
 - Updates SAP service notification information
 - v. Customer up and running – SAP updated and the service notification is closed
- c. Technical Representative- All first level technical support will be provided by our factory trained and authorized Konica Minolta service technicians. Konica Minolta technicians will be available to provide on-site support to troubleshoot contract related hardware, software, and network issues.