

# Managed Printer 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 responsive phone support, timely and efficient service, and transparent billing.
- Periodic equipment and document workflow reviews with the goal of lowering operating costs and optimizing Customer printer fleet.
- Same day service (based on 8 business hours).

## 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
- 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 covered under this Service Level Agreement. On-site service outside of Company Hours will be billed at \$150 per hour including travel time.

## 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.

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 8 business hours  
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

## **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.

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.

Managed printer devices shall be monitored by the ABS data collection agent and enrolled in 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. All regular supply requests shall be via ABS device monitoring and automatic toner ordering.

If a period of exceptionally high volume is expected extra toner may be requested by Customer.

## **7) End of Life**

ABS may determine that due to age, abuse, or other damage that equipment covered by this agreement has reached EOL.

ABS will notify Customer when equipment has reached EOL. Equipment that has reached EOL may remain on Agreement with limited functionality or ABS will supply replacement equipment at a discounted price.

## **8) Device Exemption**

Due to the frequency of needed repair or lack of available parts and support for some devices ABS has the right to exclude some models from the scope of Agreement. These devices shall be listed in the Device Exemption portion of the Schedule A. The device listed in the Device Exemption portion of this Agreement shall include one hour of covered service every twelve rolling months. Additional service shall be billed at the prevailing ABS labor rate.

## 9) Device Monitoring

ABS shall install the ABS data collection agent to enable 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 this Agreement.

## 10) 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.

For agreements that cover 8 or more devices ABS will keep a loaner on-site to maintain optimum up-time, when equipment needs repair.

## 11) 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.
- 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.

## 12) Customer Obligations

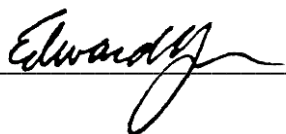
- Place all service requests in a timely manner.
- Be available for and cooperate with attempts to resolve issue over the phone and via remote access
- Support ABS technician during onsite repairs
- Perform routine end user maintenance and upkeep including:
  - changing toner, replacing waste receptacles, and adding paper
  - cleaning exterior surfaces
  - 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

## 13) Exclusions

The following service 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
- Network, driver, and connectivity issues

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



Title: \_\_\_\_\_ CEO/President