

Silver 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.
- 95% up-time for equipment covered by this Agreement

3) Scope of Service

Corrective Maintenance

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
- Onsite support

Courtesy Calls

Periodic unscheduled courtesy calls will be performed on MFP equipment covered by this Agreement. Courtesy calls shall be performed by any sales or service staff. Courtesy calls may include one or more of the following:

- External and internal cleaning of equipment
- Retrieval of equipment meters, status, and logs
- Necessary repairs or placement of corrective maintenance call
- Consultation with Customer as to needs and issues
- A check of on-site supply levels and measures to correct overage or deficit

Courtesy calls commitment requires 8 a.m.-5 p.m. Monday-Friday access to the equipment.

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 4th
 Labor Day
 Thanksgiving Day
 Christmas Day

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 available at the prevailing rate under the Agreement
- 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

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 call

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

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 the customer's site(s).

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 limited 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 be 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 12 business hours after the initial response the service request cycle. 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 original ABS install 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 provided by ABS are 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 rates.


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 on-site 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

This 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 your office or at a new site
- Damage to machine that occurred during an equipment move if not performed by ABS
- 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 to resolve issues with file or application errors, driver incompatibilities, scanning configuration, etc.

ABS Signature: 

Title: CEO/President