

Service Level Agreement Between Ubeo Business Services and (Customer)

SERVICES – Ubeo Business Services (“Ubeo”) agrees to service and maintain all equipment listed in under contract for the term of this associated work order except as follows: use of supplies, spare parts or paper that do not meet manufacturer’s specifications and cause abnormal service problems; and fire, accident, theft, or damage to the machine due to repairs or movement by someone other than an authorized Ubeo representative. A service call is defined when a customer notifies Ubeo of a mechanical failure. Operator errors and preventative maintenance calls are not considered service calls.

- a) Ubeo shall not be responsible for delays, inability to provide service calls due to strikes, accidents, Acts of God or any other event beyond its control. All Service under this agreement shall be rendered during normal working hours of 8:00am to 5:00pm. (Customer’s local time), Monday through Friday, exclusive of customer’s business hours, unless otherwise agreed upon by the parties.

SERVICE LEVEL AGREEMENTS (“SLAs”) - Customer requires that certain SLA targets are used to measure the performance of the Program. From time to time, these SLA targets may change, but only by the mutual agreement of the parties in writing. Any and all changes to these SLA targets will be documented and attached to this Work Order as an addendum. Under the terms of this Work Order, Ubeo agrees to the following SLAs:

- a) Uptime: Ubeo will maintain an overall uptime percentage of the technology fleet at Customer site(s) of 95%. Uptime is measured Monday through Friday 8:00am – 5:00pm excluding holidays.
- b) Service Response Time: Ubeo will respond to the end user’s request on all customer service requests for the equipment with an average 4-hour on-site response time. Average Response Time will be measured quarterly.
- c) 6-in-60 Report – If a Ubeo serviced device issues stand unresolved after six (6) service visits in a sixty (60) day period, that piece of equipment will be replaced with a comparable loaner and brought back to Ubeo’s facility for diagnostic testing. If the system is not able to be repaired or fails again when placed back in service, Ubeo will replace the system with a comparable unit with comparable capabilities.
- d) Ubeo will provide the reporting that tracks these SLA’s and review them as requested or scheduled.

Customer Signature

Ubeo Signature

Print Name

Print Name

Date

Date