



SERVICE LEVEL AGREEMENT (SLA)

between

Consumer

and

CLT, Inc. d/b/a Carolina Laser Technology

for

MFP, Copier, Scanner and Printer Services



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Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between the Consumer (hereinafter, the *Organization*) and CLT, Inc. d/b/a Carolina Laser Technology (hereinafter, the *Vendor*) to support services, at specific levels of support, and at an agreed-upon cost.

This SLA is intended to provide details of the provision of equipment and support services by CLT, Inc.

This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new devices and services into the support portfolio provided by CLT, Inc.

Scope of Agreement

The following services are provided in response to the proposal submitted by the Vendor to the Organization for the Repair of MFP, Copying, Scanning and Print Devices.

Services and Requests Covered Under This Agreement

The following services are provided by the Vendor to the Organization:

1. **Maintenance of Print Devices.** Maintenance shall be performed as the frequency determined by the Organization. Print devices covered under existing CLT, Inc.'s service contract, manufacturer's warranty, extended warranties from HP, Lexmark, and Xerox will be honored by the Vendor. If a call is billable the service charges charged to the Organization will be as follows

\$0.00 Machines covered under a service contract or manufacturer onsite warranty

\$75.00 when On-Site Labor not covered under Warranty

\$75.00 Desktop to Medium Workgroup Printers –

- Low End Color LaserJet w/ less than a \$500 Purchase Price.....
- Inkjets, Fax Machines, Office Jets, All Laser Jets (except listed below)
- MFP Units w/ less than a \$ 1000 Purchase Price
- Dot Matrix Narrow Carriage

\$95.00 Medium to Large Workgroup Printers –

- Color LaserJet w/ greater than a \$500 Purchase Price.....
- All Laser Printers that support 11X17 Paper and Above
- MFP Units w/ greater than a \$1000 Purchase Price
- Dot Matrix Wide Carriage

\$105.00 All Thermal Printers

\$145.00 Plotters & Design Jet Printers – All Design Jets and Plotters are \$145.00 for first hour, then



\$75.00 for each additional ½ hour or any part thereof.

Parts may also be billed to the Organization, if the part(s) needed for repair is considered by the manufacturer to be a consumable, the print device does not have an active service agreement, or the repair falls outside of the manufacturer's specified warranty terms.

2. **Guaranteed Service Response Time.** The guaranteed in-person response time following any service call shall be eight (8) business hours or less, normal business hours (8 a.m. - 5:00 p.m., Monday - Friday). The response time begins when the request is logged with the Vendor's problem-ticketing system and is stopped when the technician logs the arrival at the equipment site.
3. **After-Hours Support.** All requests for support for non-business hours shall be deemed to be After-Hours Support. After-Hours Support will be provided if Vendor is made aware during normal business hours (8 a.m. – 5:00 p.m., Monday – Friday). Additional service charges will apply.
4. **Expedite Fees.** Expedite fees will apply when the Organization request an item to be shipped outside of it normal shipping period. Expedite Fees will guarantee parts delivery within 1-2 business days when stock becomes available to the Vendor



Changes to Service Level Agreement (SLA)

Termination of Agreement

The Organization may terminate this agreement without penalty if the Vendor repeatedly violates the terms of this agreement. In such an event the Organization shall give the Vendor 15 days written notice of intent to terminate, delivered to the Vendor.

Amendment to Agreement

Any amendment to the Terms and Conditions of this agreement would require the approval of the Vendor and the Vendors primary contact for the Organization. The amendment of the agreement would take place through an addendum to this agreement and the recording of that addendum in an *Appendix* of this agreement.

There will be an opportunity on a yearly basis to make adjustments to this SLA. The Vendor and the Organization should work together to make changes at that time.

Processes and Procedures Related to This Agreement

Call Management Process

The Vendor's problem-ticket system will be used by all support team levels (where approval and technical access has been granted) to record and track all problem reports, inquiries, or other types of calls received by support. This provides the Vendor with the ability to provide metrics with regard to this SLA.

SLA Funding Agreement

Billing for services provided under this agreement will be accomplished through direct billing to the Organization under the terms and conditions of the appropriate Terms of Sale policy posted at <http://www.cltinc.com>.



Appendix A – Definitions

Support Request

For the purposes of this agreement, a *Support Request* is generally defined as a request for support to fix a defect in existing device or a request for support that involves functionality of the stated device.

Work Order

For the purposes of this agreement, a *Work Order* is generally defined as any request to make modifications to the functionality of an existing system or any request to add functionality to an existing system. Such requests are only covered under this agreement if under five (5) days of effort.



Appendix B – Roles and Responsibilities

The Vendor

The Vendor has the following general responsibilities under this agreement:

- The Vendor will conduct business in a courteous and professional manner with the Organization.
- The Vendor will obtain the Organization's approval before ticket closure.
- Once a support request has been submitted, the Vendor will make itself available to work with the Organization support resource assigned to the support request.
- The Vendor will attempt to resolve problems over the phone on first call.
- The Organization's end-users will not contact the Vendor's support resources directly to report a problem. All problem calls must be logged through the appropriate help desk.

The Organization

The Organization has the following general responsibilities under this agreement:

- The Organization will conduct business in a courteous and professional manner with the Vendor.
- The Organization will provide all information required to open a support request.
- The Organization will log all information from the Vendor required to establish contact information, document the nature of the problem and the Vendor's hardware/network environment (as applicable).