

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-2678 Service Level Agreement

Terms and Conditions

Johnston Technical Services, Inc. (d.b.a. JTS) agrees to provide services, warranties, and support under the following document. This Service Level Agreement is executed and subject to the Terms and Conditions of the DIR Contract Number DIR-~~TSOSDD-xxx-x-2678~~ between JTS and the Customer. All inquiries for warranty or services will be made to the following address:

JTS
Service and Warranty Dept.
1530 S. Cockrell Hill Rd.
Dallas, TX 75236

Customer
Dept
Address 1
Address 2

1. Scope

This Service Level Agreement ('SLA') outlines the minimum service that a Customer may expect. This Agreement will serve as an addendum to JTS' existing Terms and Conditions. ~~DIR Contract No. DIR-SDD-xxx-TSO-2678~~ and Existing Terms and Conditions will have sole authority during time of installation. Thereafter, in the event that any provisions of DIR Contract No. ~~DIR-SDD-xxx-TSO-2678~~ or this addendum are in conflict, ~~DIR Contract No. DIR-SDD-xxx-TSO-2678~~ prevails.

2. Term

-This Agreement shall be effective from the date countersigned on JTS behalf (the "Effective Date") and shall be valid for one year. Additional years of manufacturer warranties, next business day replacements, maintenance and service agreements may be purchased at the end of the initial term.

3. Terms and Conditions

- a. *Initial Installation:* Customer agrees to purchase equipment from JTS. JTS warrants that technical, consulting, or installation service(s) furnished pursuant to this proposal shall be performed by trained and qualified personnel and shall, where applicable, meet the Customers specifications and/or the manufacturers or industries standards of workmanship and quality. This warranty shall be in effect for a period of one year from initial installation. Any service found, during the warranty period, to be nonconforming to the above stated warranty shall at JTS expense be re-performed to meet the warranty requirements. Any technical service ~~or consultation~~ performed beyond the scope of the initial proposal will be provided at prevailing time and material rates.
- b. *Commercially Reasonable Efforts.* During the Term of this Agreement, JTS will use its commercially reasonable efforts to maintain the Products in good operating condition by providing services and support at the Customer's request.
- c. *Service Response.* JTS' normal business hours are from 8:00 a.m. to 5:00 p.m. Monday thru Friday excluding company and state holidays. JTS shall provide response to all requests for service and support within one hour of Customer's notification to JTS during normal business hours. After hours response will be within four hours of notification to JTS Technical Support. JTS will provide field support within four hours of notification during normal business hours. After hours field support is available at JTS' published after hour emergency dispatch rates.
- d. *Parts and Labor.* Replacement parts and labor will be the responsibility of the Customer. Replacement parts are subject to the terms of the Manufacturer of each product and their warranties.
- e. *Repair and Replace.* If Next Business Day Advanced Replacement is purchased, replacement parts will be coordinated through the manufacturer's Technical Support Center after trouble shooting has occurred and verified the equipment is defective. If Manufacturer's Extended Warranty only is purchased, then the availability of replacement parts are subject to availability in JTS exchange stock and on-hand stock of the Manufacturer. JTS will install a replacement at the Customer's expense. In the event a replacement part is not immediately available in stock, JTS will notify the Customer and provide priority turnaround of suitable replacement equipment.
- f. *Force Majeure.* Force Majeure that causes damage to the equipment will be handled in accordance with Appendix A, Section ~~1140.C.~~ of DIR - Contract No. ~~DIR-SDD-xxx-TSO-2678~~.

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Service Level Agreement

g. *Notice*. Notice will be handled in accordance to Appendix A, Section ~~12.44~~ of DIR Contract No. DIR-~~SDDTSO-xxxx2678~~.

h. *Availability*. Customer agrees to grant JTS personnel access to the facilities 24/7 and will make arrangements with any and all necessary parties.

4. Service Limitations

-The following are not covered under this Agreement unless specifically accepted in writing by JTS:

a. *Unauthorized Repairs*. JTS is not obligated to service a Product that has been repaired, maintained or modified without prior written authorization by JTS or damaged due to the Customer's negligence. Furthermore JTS repair obligations will be rendered null and void if Product serial numbers, warranty data or quality assurance decals are removed or altered.

b. *End of Life*. This agreement does not cover any Products, or versions of Products which are no longer offered by JTS for general commercial availability. In the event any Products are withdrawn from general commercial availability JTS will make a recommendation for a suitable replacement.

5. Software

-At the Customers request, JTS will make available any new releases of software or firmware that is applicable to the Customer's product.

6. On-Site Services

-JTS offers assistance with the Products at the Customer premise locations.

a. *Exclusions*. Upgrade services or general troubleshooting efforts not associated with a specific performance issue that has been isolated to the initially installed equipment.

b. *Security and Safety Policies*. Customer's notice requesting On-Site services must include a description of any special security or safety policies which will apply to JTS personnel, or any third party assisting JTS. If any time is needed for JTS personnel, or any third party assisting JTS, for additional training or certification specific to site access will be charged in man hours to the Customer.

c. *Site Hazards*. Customer warrants a safe place to work for JTS On-Site personnel. JTS reserves the right to terminate or refuse service, when in its opinion, conditions at the Customer site(s) represent a safety or health hazard to any of its representatives.

7. Charges and Payments

All Payments will be handled in accordance with Appendix ~~AX~~, Section ~~8.JX~~ of DIR Contract No. DIR-~~SDDTSO-xxxx2678~~.

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JTS Representative

CUSTOMER Representative

Date

Date

JTS Signature

CUSTOMER Signature

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Title

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