

APPENDIX F TO DIR-TSO-3042

TOSHIBA SERVICE LEVEL AGREEMENT

Toshiba will provide services to the Texas Department of Information Resources at the following Service Level Agreement (SLA). The designated service levels are calculated based on normal business hours which are Monday through Friday, 8:00 AM to 5:00 PM local time, excluding designated holidays. Service levels are measured against the entire fleet performance on a rolling quarterly basis.

TOTAL QUALITY COMMITMENT (TQC) PROGRAM

Free Replacement

If your new Toshiba manufactured Product or its accessories do not operate within Toshiba's product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, Toshiba will replace the Product or accessory at no charge with a model of equal or better features and specifications.

Free Loaner

If your new Toshiba manufactured Product is out-of-service more than two (2) consecutive business days after notifying your Authorized Toshiba Servicing Dealer or requires off-site service, a loaner Product will be provided by the Authorized Toshiba Servicing Dealer at no additional charge.

Term or Program

The term of this program is: a) for new purchased equipment, three years from equipment installation date or maximum number of copies as stated in the product specifications, whichever occurs first; or b) for new leased or rental equipment, three years or the length of the original lease starting from the equipment installation date, whichever is longer.

Equipment Uptime

Toshiba will maintain a 95% or better average fleet uptime calculated on a rolling quarterly basis.

On-Site Response Time

Toshiba will provide an average on-site response time of four (4) to six (6) business hours upon receipt of the call for all customer locations within a 70-mile radius of a Toshiba service center. For locations outside this area Toshiba will respond Next Business Day. Service is available from 8:00 a.m. to 5:00 p.m. local time, except on weekends and holidays.