



KONICA MINOLTA

Appendix I to DIR Contract No. DIR-TSO-3082  
3D Printer Support Agreement  
Konica Minolta Business Solutions U.S.A., Inc.

| Agreement Between Konica Minolta Business Solutions U.S.A., Inc. and: |                      |             |            |
|---|----------------------|-------------|------------|
| <b>Customer:</b>  | Customer Legal Name: | Sold To ID: | Sold to ID |
| <b>Address:</b>   | Physical Address:    |             |            |
| <b>City, St Zip:</b>  | City:                | State:      | Zip Code:  |

| Invoicing:  |      |       |       | Equipment Location:   |      |       |       |
|---|------|-------|-------|---|------|-------|-------|
| <input type="checkbox"/> Payer/Invoice address same as above. If different indicate below |      |       |       | <input type="checkbox"/> Equipment address same as above. If different indicate below |      |       |       |
| Address   | City | State | Zip   | Address   | City | State | Zip   |
| Contact:  | Name | Phone | Email | Contact   | Name | Phone | Email |
|   |      |       |       |   |      |       |       |

| Select Element                               | Service Description   |
|--|---|
| KMBS Remote and On-Site Support <sup>1</sup> | <p>Customer is eligible for support provided via expert 800-456-5664 which includes:</p> <ol style="list-style-type: none"> <li>1) Unlimited Expert helpdesk support.</li> <li>2) No-Charge repair parts.</li> <li>3) Discounted on-site support.</li> <li>4) Discounted hourly technical support engagements.</li> <li>5) Discounts on 3D print materials purchased from KMBS.</li> <li>6) KMBS can offer project based technical services.</li> </ol> <p>These projects can be custom defined to meet the specific needs of the customer and can include training on 3D printing products and software, workflow analysis, and business process reviews. <sup>2</sup></p> |



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|                            |   |
|----------------------------|---|
| Support Services and Parts | Customer is eligible for fee based support provided via 800-456-5664 which includes 1) Expert helpdesk support billed Hourly; 2) Repair parts billed at time of service, KMBS will attempt warranty claim on behalf of the customer; 3) On-site support billed hourly; 4) Technical service engagements billed hourly in accordance with Appendix C, Pricing Index of DIR-TSO-3082; 5) 3D print materials purchased from KMBS in accordance with Appendix C, Pricing Index of DIR Contract Number DIR-TSO-3082. |
|----------------------------|---|

**3D Service Support Definition**

**Support Fee Worksheet<sup>3</sup>**

| Selection:<br>KMBS Remote and On-site<br>Support –OR–<br>Support Services and Parts | Covered device(s) |               | Monthly Price |
|---|-------------------|---------------|---------------|
|   | Model             | Serial Number |               |
| Choose an item.   |                   |               | \$            |
|   |                   |               | \$            |
|   |                   |               | \$            |
|   |                   |               | \$            |
|   |                   |               | \$            |

All product and services sold under this Agreement will be priced in accordance with Appendix C, Pricing Index of DIR Contract No. DIR-TSO-3082. KMBS standard offering is Monthly billing. Invoicing will be in accordance with Section 8.1 of Appendix A, Standard Terms and Conditions, of DIR Contract Number DIR-TSO-3082.

**Comments:**



### Customer Approval

Customer’s signature acknowledges receipt of Appendix G, Maintenance and Support Agreement to DIR Contract DIR-TSO-3082, and acceptance of those terms. Customer agrees to provide resources required by KMBS to fulfill the services including physical space, network access and qualified personnel to assist where needed. Coverage listed on this agreement is contingent on acceptance by both Customer and Konica Minolta Business Solutions U.S.A., Inc.

|  |                       |                     |                       |  |
|--|-----------------------|---------------------|-----------------------|--|
| <b>Agreement Effective Date:</b>                               | <b>Effective Date</b> |                     |                       |  |
| <b>Purchase Order</b><br><i>Attach original PO if required</i> | <b>Not Required</b>   | <b>PO Number:</b>   | <b>PO Expiration:</b> |  |
| <b>PO Contact</b>  | <b>Name</b>           | <b>Phone Number</b> | <b>Email</b>          |  |

| <b>Customer Approval:</b> |  | <b>KMBS Management Approval:</b> |  |
|---------------------------|--|----------------------------------|--|
| <b>Name:</b>              |  | <b>Name:</b>                     |  |
| <b>Signature:</b>         |  | <b>Signature:</b>                |  |
| <b>Title:</b>             |  | <b>Title:</b>                    |  |
| <b>Date:</b>              |  | <b>Date:</b>                     |  |

<sup>1</sup> Full details of coverage are explained in the 3D Support Customer Expectation Guide.

<sup>2</sup> Initial or ongoing Technical Services projects must be in scope and in accordance with DIR-TSO-3082 and requests will be quoted at KMBS Technical Services rate(s) in accordance with Appendix C, Pricing Index of DIR Contract Number DIR-TSO-3082.

<sup>3</sup> Support coverage subject to periodic audit and annual review.



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| For KMBS Use Only:   |                  |                |                         |  |
|----------------------|------------------|----------------|-------------------------|--|
|                      | Sales Rep Number | Sales Rep Name | Sales Rep Email Address | Sales District   |
| <b>Originating:</b>  | Rep Number       | Rep name       | Rep email               | Rep Number:  |
| <b>Order Taking:</b> | Rep Number       | Rep name       | Rep email               | <b>Processed:</b><br>Windsor <input type="checkbox"/><br>Branch <input type="checkbox"/> |
| <b>Servicing:</b>    | Rep Number       | Rep name       | Rep email               |  |
|                      |                  |                |                         |  |