***Cover Page***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Equipment Location Address:** | |  |  |  | **Page 1 of** | \_\_ |
| **Customer Name:** |  | **Contract Start Date:** |  | **Install Date:** |  | |
| **Street Address:** |  | **Customer Contact:** |  | **Created Date:** | Click here to enter a date. | |
| **City, State, Zip:** |  | **Telephone No:** |  | **Created By:** |  | |
| **Active Master on file?** |  | **Email:** |  | **AE:** |  | |
| **SLX Opportunity #:** |  | **Contract Category** | Choose an item. |  |  | |
|  |  |  |  |  |  | **0** |

*NOTE: Support Services Agreement (“SSA”) and Pricing expires unless signed within 60 days from Created Date listed above.*

Customer requests services for the following products and locations as described in EXHIBITS A and B.

**NOTE:** Products in Exhibit B listed as **EXT SUP** will be supported under the terms of Extended Support listed in section 1.8 in Attachment C.

**NOTE:** ORIGINAL EQUIPMENT MANUFACTUTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF SIGNED AGREEMENT, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

**Exhibits** (not all exhibits pertain to all coverage offers)

* 1. Coverage Offer and Coverage Option purchased
  2. Covered Addresses, Products, Hours and Term Length
  3. Statement of Work
  4. List of Managed Vendors (Agency)
  5. Service Level Agreement (SLA)

**EXHIBIT A - Coverage Offer and Option Purchased:**

**Primary Offer:** Choose an item

**Coverage Option:** Choose an item.

**EXHIBIT B - Addresses, Products and Hours covered under this SSA:**

|  |  |
| --- | --- |
| B.1 – PRIMARY OFFER: Choose an item |  |

<PASTE MANAGED SERVICE PRICING HERE>

|  |  |
| --- | --- |
| B.2 - COVERAGE OPTION PURCHASED: Choose an item. |  |

|  |  |  |  |
| --- | --- | --- | --- |
| COVERAGE OPTION ELEMENTS INCLUDED OR BILLABLE | |  | |
|  | The cost of any **Parts/Equipment** and shipping charges during the coverage hours listed above. | | Choose an item. |
|  | The cost of an **Onsite Technical Resource** required to resolve a trouble during the coverage hours listed above. | | Choose an item. |
|  | The cost of shipping charges for any **Parts/Equipment** shipped **OUTSIDE** normal business hours (8am-5pm, Mon-Fri). | | Choose an item. |
|  | The cost for an **Onsite Technical Resource** that is dispatched **OUTSIDE** normal business hours (8am-5pm, Mon-Fri). | | Choose an item. |

***COVERAGE OPTION NOTES:***

|  |  |
| --- | --- |
|  | * *< INSERT OEM BACKEND SUPPORT DETAIL HERE >* |

<PASTE MAINTENANCE EXPORT HERE>

**EXHIBIT C – Statement of Work**

*The following section is designed to outline the scope of work that Carousel will deliver to the Client for the* ***Primary Offer*** *chosen****,*** *as listed in Exhibit B.1 and* ***Coverage Option*** *listed in Exhibit B.2.*

**EXHIBIT D - List of Managed Vendors (Agency)**

*If applicable*, the following is a list of 3rd party vendors for whom customer authorizes Carousel to act on their behalf. This list should include the 3rd party name, contact information, relevant support contract information, and identifying information on supported equipment or services (e.g. circuit ID's)

|  |  |  |  |
| --- | --- | --- | --- |
| **VENDOR NAME** | **VENDOR CONTACT #** | **VENDOR SUPPORT INFO** | **LIST ATTACHED OF CIRCUIT ID OR SERIAL NUMBERS COVERED** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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**EXHIBIT E – Service Level Agreement (SLA)**

## **Service Level Agreement**

This Service Level Agreement shall govern the performance of Services that Carousel shall provide to Customer under the ***Primary Offer*** chosen, in accordance with the terms set forth in this Statement of Work.

## **Response Interval Definition**

# Interval is from the time the Customer contacts the Carousel Services Center to report a trouble, to the time the technician/engineer begins diagnostics. Hours are stated in coverage period hours. Work will be performed during the Customer’s specified coverage hours. Carousel will attempt to clear all failures remotely before dispatching a technician to the Customer’s premises, if required.

## **Problem Condition Definitions**

**CRITICAL (Priority 1)** — the problem results in extremely serious interruptions to a production system. It has affected, or could affect, the entire user community. Tasks that should be executed immediately cannot be executed because of a complete outage of the system or interruptions in main functions of the production system. Data integrity is compromised and the service request requires immediate processing as the issue can result in financial losses.

**URGENT (Priority 2)** — the problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines or puts the system at risk. In a production system, important tasks cannot be performed, but the error does not impair essential operations. Processing can still continue in a restricted manner, but data integrity may be at risk. The service request requires timely processing, because the malfunction could cause serious interruptions to critical processes or negatively impact business.

**IMPORTANT (Priority 3)** — the problem causes interruptions in normal operations. It does not prevent operation of a production system, though there may be minor degradation in performance. The error is attributed to malfunctioning or incorrect behavior of software or hardware. The issue will affect users by degradation to performance with no interruption to service.

**MINOR (Priority 4)** — the problem results in minimal or no interruptions to normal operations (no business impact). The issue consists of "how to" questions or end user requests including issues related to operational awareness, installation and configuration inquiries, enhancement requests, or documentation questions.

The following table shows the targets of response and resolution times for each priority level:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Priority** | **Condition** | **Response Time** | **Resolution Time** | **Escalation Threshold** |
| **1** | **Critical** | < 15 Minutes | ASAP – Escalation to Tier 3 | **1 Hour** |
| **2** | **Urgent** | < 30 Minutes | ASAP – Escalation to Tier 2 | **2 Hours** |
| **3** | **Important** | < 1 Hour | ASAP – Escalation best effort | **4 Hours** |
| **4** | **Minor** | < 24 Hours | ASAP – Escalation best effort | **48 Hours** |

**Important note to Customer:** Although the terms of the Master Agreement will govern all transactions a **customer signature is required** for **each** SSA acknowledging and approving the specific contents of each exhibit per SSA.

|  |  |
| --- | --- |
| Customer signature below indicates customer has read and agrees to all terms within this Support Services Agreement. | Total Choose an item. Payment Due: $  **One Time Onboarding Payment Due: $** |
| By: (Authorized Customer Signature) | Business Partner:  CAROUSEL INDUSTRIES OF NORTH AMERICA |
| Printed Name On: (Date) | Accepted By: Voice:  (800) 401-0760 ext. 1109 |
| |  |  | | --- | --- | | Customer Bill To (if different than primary covered location) |  | | Typed Name: On: (Date) Fax:   |  |  | | --- | --- | | Eric P. Gardner | (401) 667-5492 | |
| ATTN: | Address  659 South County Trail |
| Address:  City: State: Zip: | City: Exeter State: RI Zip: 02822 |