

List of Acronyms:

Acronyms	Stands for
COTS	Commercial Off The Shelf
CTOP	Configure To Order Products
RMA	Return Merchandise Authorization
SLA	Service Level Agreement

1. Introduction:

EESICO Service Policy v.2.0 is the reference of this document.

This is a Service Level Agreement (SLA) between *[Customer]* and EESICO. This document identifies the services required and the expected level of services between *MM/DD/YYYY* to *MM/DD/YYYY*.

2. purpose

The purpose of this SLA is to specify the requirements of the service as defined herein with regards to:

- Requirements for service that will be provisioned to *[Customer]*
- Agreed service targets
- Roles and responsibilities of EESICO
- Duration, Scope, and Renewal of this SLA contract
- Supporting processes, limitations, exclusions, and deviations.

3. SLA Terms & Conditions:

- SLA renewal must be requested by *[Customer]* at least 60 days prior to the expiration date of this agreement.
- Modifications, amendments, extensions, and early termination of this SLA must be agreed upon by both signatory parties.
- *[Customer]* requires a minimum of 60 days' notice for early termination of this SLA.

4. Service Issue

- Repair and Technical support of EESICO-branded COTS Hardware products and third-party COTS Hardware products used to be assembled in EESICO CTOP.
- Repair and Technical support services don't include software updates or non-contracted renewal for expired software licenses.
- Repair and Technical support services don't include non-EESICO-branded software issues.

5. Sponsoring Office

5.1. Sponsoring Office Name

EESICO RMA Service Center.

5.2. Sponsoring Office contacts

Egypt for Embedded System & Industrial Computer (EESICO)

Factory No. 520, Industrial Park, Fifth Settlement New Cairo, Cairo, Egypt.

Phone: TEL/ FAX: (+202) 25736164 - (+202) 25736165

Hotline: (+02 01103002330 - 01103002660)

Email: rma@eesico.com

6. Customer Base

EESICO Customers owning EESICO branded off-the-shelf products and third-party off-the-shelf products used to assemble EESICO configure to order products

7. Days/Hours of Support

Sun to Thu From 9:00 AM to 5:00 excluding Egyptian National Holidays

8. Types of Support

8.1. By Telephone:

The Help Desk can support in below by telephone:

- Receive customer questions.
- Coordinate customer visits.
- Coordinate service quotation.
- Coordinate repair orders.

8.2. By Email:

- Receiving technical inquiries.
- Respond by technical advice.
- Coordinate customer visits.
- Coordinate service quotation.
- Coordinate repair orders.

8.3. EESICO Sponsor office:

- Creating RMA Repair Reference.
- Receiving defected devices.
- Delivery repaired devices.
- Delivery Un-repairable devices.
- Issue Technical reports.

8.4. Field service:

- Creating RMA repair reference.
- Receiving defected devices.
- Delivery repaired devices.
- Delivery Un-repairable devices.
- Issue Technical reports.

EESICO reserves the right to specify support type regarding to problem description, product category, and application.

Additional fees may be applied regarding to problem description or service type.

9. Reporting:

Help Desk statistics are available upon request. Contact the RMA Service center by mail rma@eesico.com

10. Technical feedback:

- EESICO should provide technical feedback (repair report or technical report or repair quotation...etc.) by Email or other ways within 10 working days after receiving of physical goods.
- Technical report should include problem description and defected part number and spare part/s availability time plan.
- In case of charged services customer ought to response such Quotation within following 10 working days, or such service claim might be disregarded and physical goods might be disposed at EESICO sole discretion.

11. SLA Review Schedule:

This agreement will be reviewed annually.