



Service Level Agreement (SLA)

for: Customer name

by: IAdea

Effective Date: August 28, 2019

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Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between IAdea and Customer for the provisioning of IADEA SUPPORT services required to support and sustain the product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IADEA SUPPORT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IADEA support services and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IADEA SUPPORT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IADEA SUPPORT Service Provider(s): IAdea. ("Provider")

IADEA SUPPORT Customer(s): Customer ("Customer")

Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.



The Business Relationship Manager ("IAdea") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. IAdea will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: IAdea

Review Period: Yearly (12 months)

Previous Review Date: August 29, 2019

Next Review Date: December 1, 2020

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Services provided only for players covered under warranty
- Basic IAdea training session (1) 1-hour training is available for Professional level customers
- Advanced training sessions by request for up to 4-hours is available for Enterprise level customer

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.

Service Assumptions

Assumptions related to in-scope services and/or components include:



- Changes to services will be communicated and documented to all stakeholders.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support: Monitored 9:00 A.M. PST to 5:00 P.M. PST Monday - Friday
- Email support guaranteed response within 24 hours or submission.
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
- Telephone support:
 - US region*: 9:00 A.M. PST to 5:00 P.M. PST Monday – Friday
 - Outside US region**: 9:00 A.M. (GMT+8) to 5:00 P.M. (GMT+8) Monday – Friday
- Calls received out of office hours will be forwarded to a voicemail and best efforts will be made to answer / action the call.

* Excludes US holidays

** Excludes Taiwan holidays

Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames based on Level of Service Agreement:

Support Level	Description	Cost
Standard	Provide standard support through phone call & e-mail during business hours. Device must be within warranty. Response within 48 business hours.	None (e.g. included in device price)
Professional	Includes all standard support items. In addition, includes request for remote assistance such as WebEx, GoToMeeting, etc for troubleshooting. Response within 24 business hours.	Please contact IAdea Sales

Enterprise	Includes all Professional support items. Also provides 1-hr training session for basic operation of IAdea devices. Can request additional advanced training session on specific topic up to 4-hrs per month. Response within 8 business hours.	Please contact IAdea Sales
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Service Requests Priority

In support of services outlined in this Agreement, the Service Provider will prioritize service-related incidents and/or requests submitted by the Customer within the following frames based on Level of Service Agreement:

Priority	Definition
P1 Critical	<ol style="list-style-type: none"> 1) The incident is causing immediate and significant productivity impact on: <ol style="list-style-type: none"> a) IAdea devices including media players and all-in-one displays. b) IAdea software (e.g. SignApps Express). c) IAdea SaaS (e.g. IAdeaCare™). 2) No reasonable workaround to remediate issue.
P2 High	<ol style="list-style-type: none"> 1) The incident is causing intermittent issues that causes non-critical function impact on: <ol style="list-style-type: none"> a) IAdea devices including media players and all-in-one displays. b) IAdea software (e.g. SignApps Express). c) IAdea SaaS (e.g. IAdeaCare™). 2) Security vulnerability that requires Google patch release. 3) No reasonable workaround to remediate issue.
P3 Medium	<ol style="list-style-type: none"> 1) Connectivity/usability issue with a single incident. 2) Defect of product or service which is not impacting the overall productivity. 3) Reasonable workaround is available. 4) Non production environment outages or product defects.
P4 Low	<ol style="list-style-type: none"> 1) Issues not impacting business transactions or business outcomes of the service, e.g., minor usability issues, configurations, cosmetic issues, etc... 2) Security vulnerability that requires a Google patch fix that has not been released.

Service Requests Priority Response Time

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames based the assigned priority on Level of Service Agreement:

Standard		
Priority	Response Time	Resolution Time
P1-CRITICAL	2 Days	10 Days
P2-HIGH	2 Days	10 Days
P3-MEDIUM	2 Days	10 Days
P4-LOW	5 Days	Determined by Queue

Professional		
Priority	Response Time	Resolution Time
P1-CRITICAL	1 Day	4 Days
P2-HIGH	1 Day	4 Days
P3-MEDIUM	2 Days	5 Days
P4-LOW	5 Days	30 Days

Enterprise		
Priority	Response Time	Resolution Time
P1-CRITICAL	4 Hours	1 Day
P2-HIGH	8 Hours	2 Days
P3-MEDIUM	2 Days	5 Days
P4-LOW	5 Days	30 Days



RMA Requests

All returns from customers must be authorized with an IAdea RMA (Return Merchandise Authorization) number. Any returns of defective units or parts without valid RMA numbers will not be accepted; they will be returned to the customer at the customer’s cost without prior notice.

An RMA number is only an authorization for returning a product; it is not an approval for repair or replacement. When requesting an RMA number, please contact IAdea service team at support@IAdea.com to obtain RMA application form. You need to fill out basic product and customer information and describe the problems encountered.

IAdea will only test and repair the fault explained under the “Failure Symptom” column, so please be very thorough with the account. An RMA unit will be treated as NTF (No Troubles Found) if IAdea service team does not see the described defect.

For within warranty RMA:

Support Level	Support Items	Advanced Replacement*		RMA	
		Within US ONLY**	Global Service	Within US**	Global Service
Standard	Ship to IAdea	N/A		Customer responsible to return RMA unit to IAdea	
	Parts & labor			Included	
	Return to customer			Included	
Professional	Ship to IAdea	Customer responsible to return RMA unit to IAdea			
	Parts & labor	Included	Re-stocking fee required	Included	
	Return to customer	Included		Included	
Enterprise	Ship to IAdea	Included		Included	
	Parts & labor	Included		Included	
	Return to customer	Included		Included	

* Enterprise level is limited to have up to 12 units advanced RMA unit.

** United States Mainland only.



DOA (Dead on Arrival) units are qualified for Advanced swap in the first 30 days of purchase for those direct customers of IAdea.

Service Charges for Out-of-Warranty Service

There are three parts of costs: Labor + Material + Freight.

Besides rework, all repairs, examination, and testing will have a flat \$70USD charge. This also applies to devices that are found to be NTF (No Troubles Found).

Rework will depend on the complexity of the procedures.

Note: The service charge is subject to changes.

Before we start out-of-warranty repairs, we will send you a quotation with the repair charges. Customer can choose either decline the repair and have IAdea discard the unit or pay the repair quotation the return shipping charge will be included in the quotation. IAdea will scrap defective products without prior notice if customers do not respond nor paid the repair fee within 3 months.

Repair Service for Phased-out Products

IAdea offers a continuous repair service for one more warranty period after the date of EOL (End Of Life) announcement. Product upgrades (no upgrade charge, inherit the warranty of old product) or partial credit (depends on remaining warranty) will be taken into consideration if IAdea cannot repair a defect within the warranty period.