SERVICE LEVEL AGREEMENT (S.L.A.)

BETWEEN: AND	
TechSwap Concerns:	
1.definition:	
The aim of this service level agreement (S.L.A.) is of the service between c subcontrators on the other hand.	
A monthly meeting will be organised to analyse the encountered on either side.	ne quality level of the work, and problems
2.Validation:	
For TechSwap:	For:
Philippe Buck Administrateur délégué buck@techswap.be	Position:
3.Description of the service:	
-A. Sending an electronic file will send electronically (including the recipients. This list will contain all th the mission.	
-B. collection: TechSwap will collect the equipment according to The items will be prépared The collection will be carried out and signed for w	, and available on wooden crates.
-C. Swap/delivery: The TechSwap engineer will go to the specified act to meet the person mentionned on his "mission or	
List of tasks mentioned in the agreed process.	

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<u>-D. Return</u> TechSwap will return the old replaced equipment to, as the replacements are take care of.
4. General aspects:
Training: Each mission type will be subject to specific training by: - of TechSwap's engineers - of TechSwap's supervisor, who will train personally, if need be, new engineers.
Verifications: TechSwap will proceed to verifications of the quality of its missions, as well as the satisfaction of its end-users on work carried out by its engineers. A monthly report will be sent to
Reporting: TechSwap will send to, electronically, constant progress reports of ongoing missions, including encountered difficulties and potential solutions that were introduced.
Error codes: Here is the list of codes and actions they initiate in annexe 1
Stock inventory: A detailed weekly updated stock inventory by region will be sent weekly to