

SERVICE LEVEL AGREEMENT (S.L.A.)

-D. Return

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
