

SERVICE LEVEL AGREEMENT

Req# 252328

Appropriate coverage **MUST** be Marked for processing

Tier _____ Marketing Code _____

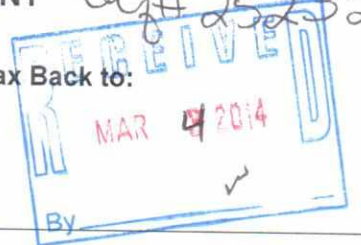
Standard SLA.....CSPNP

Standard SLA w/ Training.....NHSP

Standard SLA with Training and.....GRSP

Guaranteed 4-Hour Response Time

For Processing - Fax Back to:
(203) 617-6470



CUSTOMER ACCOUNT NUMBER
18023757869

Bill To	HIDALGO CO TAX OFFICE 2804 S BUSINESS HIGHWAY 281 EDINBURG TX 78539-6243	INSTALL AT IF DIFFERENT FROM BILL TO:	HIDALGO CO TAX OFFICE 2804 S BUSINESS HIGHWAY 281 EDINBURG TX 78539-6243
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DISTRICT NAME _____

IN ARREARS
 YES NO

ITEM CODE	MACHINE SERIAL NO.	ORG. INSTALL DATE (mm/dd/yyyy)	WRTY DAYS	MKTG CODE Void if Blank	DESCRIPTION	ANNUAL RATE
1250	0027945	11/30/2011		CSPNP	AUTO MAIL OPENER	576.00
03/01/14	03/28/2015					

AMOUNT PAID	EFFDATE MO YR	PRO-RATE MO YR	PURCHASE ORDER NUMBER <i>TO BE FILLED IN</i>	TOTAL ANNUAL CHARGE SUBJECT TO APPLICABLE TAXES	\$ 576.00
			TAX EXEMPT	TAX	
			CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> STATE <input type="checkbox"/>	TOTAL ANNUAL CHARGE	\$ 576.00

PITNEY BOWES SERVICE TELEPHONE NO. 1-800-522-0020	SERVICE HOURS IN ADDITION TO THOSE AS STATED IN EXHIBIT A (if any):
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ADDITIONAL CHARGES AND COMMENTS (if any):

SLA does not cover customer error, negligence, affliction, non PB compliant materials, after hours service, etc. Refer to attached Terms and Conditions.

IF YOU ARE IN AGREEMENT WITH THE TERMS AND CONDITIONS AS STATED IN EXHIBIT A PLEASE SIGN HERE ►

CUSTOMER	DATE	ACCEPTED AND AGREED TO:	
		FOR PITNEY BOWES	DATE
			02/27/2014
PRINT NAME OF SIGNER		PRINT NAME OF SIGNER	
		Vada m. Campbell	
TITLE OF SIGNER		TITLE OF SIGNER	
		Government Billing	