



5/16/2017

To: AAA HP US Partner  
HP Managed Print Specialist

Subject: HP Managed Page Schedule for Customer Opportunity: Santa Cruz Co  
Quotation ID: 5707

Attached is your requested Schedule for the opportunity referenced above.

Please review this Schedule for accuracy and consistency per your request created in the HP Express Decision Portal. The HP pricing reflected in this document is unique to this customer opportunity, and will likely change should the printer fleet, service levels or other agreement items change during your proposal process with the customer. Once your customer proposal is complete, please sign and upload the Schedule to the Express Decision Portal as a confirmation of your acceptance.

If you have any questions or concerns relative to this Schedule, please contact your HP MPS Specialist.

This Schedule is a confidential document and is provided for the exclusive use of AAA HP US Partner and HP. It is not to be shared with other parties without prior consent from HP.

## HP MANAGED PRINT SERVICES SCHEDULE

This Managed Print Services Schedule (“Schedule”) defines the activities to be provided by the HP entity named below (“HP”) to the partner named below (“Partner”) and applies to Partner’s purchases and the provision of Managed Print Services (the “Services”) performed by HP for the benefit of Santa Cruz Co (“End User Customer”). The Parties agree that this Schedule and any Change Order or other ancillary agreement can be completed and executed with physical or electronic signatures and processes.

The governing agreements for this Schedule are the HP MPS Partner First Program Guide and HP Managed Page Terms and Conditions (the “Agreement”) that are in place on the Effective Date of this Schedule. Partner’s signature on this Schedule reaffirms Partner’s acceptance of those terms. This Schedule is not effective unless and until signed by Partner and accepted by HP. Capitalized terms not defined herein are defined in the Agreement. In case of conflicts between terms of this Schedule and the Agreement, the provisions of this Schedule shall prevail to the extent of the conflict.

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This Schedule must be signed by Partner before: 8/14/2017.

### Parties

Partner	HP
AAA HP US Partner 11311 Chinden Blvd Boise, Idaho 83714 United States	HP Inc. 1501 Page Mill Road Palo Alto, CA 94304
Contact Person: Craig Wood Phone: (208) 396-2457 E-mail: craig.wood@hp.com	Contact your HP MPS Specialist

HP and Customer may be individually referred to as “Party”, and collectively as the “Parties.”

### Schedule Term

36 months from Start Date.

### Billing Period

Monthly. Where allowed by law, Partner shall accept invoices sent by HP through e-mail.

## Pricing Schedule

### Product and Pricing Table

Location	Device Description	Product Number	Qty	Monthly Mono Page Volume per Device	Monthly Color Page Volume per Device	Mono Click Fee	Color Click Fee	Projected Cost/Month
SLC Warehouse	HP LaserJet Ent 600 M603n Printer	CE994A	1	1,622	0	0.0102	0.0000	16.54
SLC Warehouse	HP LaserJet Ent 600 M603xh Printer	CE996A	1	861	0	0.0102	0.0000	8.78
SLC Warehouse	HP Officejet Pro X476dw MF Printer	CN461A	1	1,115	760	0.0162	0.0706	71.72
Mesa AZ Office	HP LaserJet Enterprise 700 M712dn Prntr	CF236A	1	861	0	0.0094	0.0000	8.09
Mesa AZ Office	HP LaserJet Enterprise M606dn Printer	E6B72A	1	2,000	0	0.0102	0.0000	20.40
Corporate Office	HP Color LaserJet CP4025DN Printer	CC490A	1	963	912	0.0201	0.0671	80.55
Corporate Office	HP LaserJet Managed M605dnm Prntr	L3U53A	1	964	0	0.0086	0.0000	8.29
Corporate Office	HP Officejet Pro X551dw Printer	CV037A	1	1,115	1,013	0.0154	0.0715	89.60
							<b>Total</b>	<b>303.98</b>

### Service level definitions

HP will provide Services at the following Customer sites ("Sites"):

Customer Site	Address	City, State	Zip Code	Site Service Level
SLC Warehouse	555 61st St	Salt Lake City, Utah	84101	HP Priority
Mesa AZ Office	1234 Main St	Mesa, Arizona	85204	HP Priority
Corporate Office	1234 Idaho St	Boise, Idaho	83702	HP Priority

HP service levels are uniquely defined as:

Service Level SLA	Differentiated Service Elements
HP Premium	- 2 hr. onsite service response by an HP Authorized Service Technician - Toner installation by an HP Authorized Service Technician

HP Priority	- 4 hr. onsite response by an HP Authorized Service Technician - Toner delivery to customer location for installation by customer
HP Advantage	- Next business day onsite service response by an HP Authorized Service Technician - Toner delivery to customer location for installation by customer
HP Extended Reach	- Onsite service response by an HP Authorized Service Technician based on best availability. - Based on location, the response period may extend beyond next business day. - HP ships supplies for customer installation.

Additionally, all HP service level options include:

- Preventative maintenance at every service visit
- Cleanings at every service visit
- Parts and labor for all repairs
- Monochrome and color maintenance parts
- Genuine HP Supplies for HP devices; HP-branded compatibles for non-HP devices
- Printer usage reports via Express Decision Portal (where applicable)

Agreed to by **AAA HP US Partner**

Authorized Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_