



Dear Reseller and Service Provider,

Warranty Corporation of America (WaCA) is excited to have been selected as the service solutions provider for the Ingram Micro Product Protection Plan. For more than twenty years, WaCA has successfully provided service solutions to numerous clients in the form of Extended Service Contracts, OEM Support and Customer Service Programs sold throughout the U.S. and Canada on computers and peripherals, electronics and many other product categories. We look forward to working with you to deliver quality service to each customer.

Enclosed are the forms you will need to complete in order to enroll as a member of our international service network. Once accepted as a member of our service provider network, you will receive Preferred Servicer status in your geographic coverage area. With this status, you will be listed as a priority contact to service the equipment you sell and are authorized to repair under the Ingram Micro Product Protection Plan. You will also be eligible to receive service requests from other WaCA programs for products you are qualified to repair.

If you have any questions regarding the enclosed forms, please call 1-888-212-4822 from 9am-5pm ET or send an email to: ingrammicroservice@waca.com for assistance.

Regards,

WaCA Service Solutions Team

(Revised 11/29/2007)

SERVICE PROVIDER AGREEMENT

This Service Provider Agreement ("Agreement") is made and entered into as of the ____ day of _____, 200_ by and between Warranty Corporation of America ("Company"), with offices located at 3110 Crossing Park Road, Norcross, Georgia 30071 and _____ ("Service Provider"), with offices located at _____ State: _____ Zip: _____ Telephone: (____)_____.

WHEREAS, Company is the administrator of various repair programs on behalf of manufacturers, retailers, distributors and other entities;

WHEREAS, Service Provider is a provider of repair and maintenance services and is qualified to perform the repairs that will be requested by Company under the terms of this Agreement;

WHEREAS, the parties hereto desire that Service Provider perform certain repair services, as requested by Company;

NOW THEREFORE, in consideration of the promises, mutual covenants contained herein, and other good and valuable consideration, the receipt, sufficiency and adequacy of which is hereby acknowledged, the parties hereto, intending to be legally bound, do hereby agree as follows:

1. Services.

Service Provider agrees to provide certain repair services that are requested and approved by Company ("Covered Services") as set forth herein and further outlined in the applicable portion of the Scope of Work in Attachment "A". The Covered Services will be provided for certain designated consumer products ("Covered Products") on behalf of Company, by Service Provider as an independent contractor. This Agreement is not intended to, nor does it create, a principal/agent, employer/employee, partnership or joint venture relationship between the parties.

2. Equipment and Rates.

The parts reimbursement rates payable by Company for Covered Services is set forth on Attachment "B" of this Agreement. Attachment "B" also sets forth the labor rate payable by Company for labor to perform Covered Service. The products eligible to be Covered Products are set forth in Service Provider profile ("Service Provider Profile") in Attachment "C" hereto.

3. Term.

The initial term of this Agreement shall commence on the date hereof and continue for a period of twelve (12) months. This Agreement shall automatically renew annually unless either party gives the other party written notice of its desire not to renew this Agreement at least thirty (30) days prior to the end of the then current initial or renewal term, or unless sooner terminated pursuant to Paragraph 10 herein.

4. Service Area.

In the event that in-home service or on-site service is required, Service Provider will perform Covered Service at the end-user's premises where the Covered Product is located. Service calls to render Covered Service at end-user's premises shall be charged to Company at the rates mutually agreed by Service Provider and Company. The "Normal Service radius" from Service Provider to the end-user's premises is twenty five (25)+ contiguous land miles, or the usual service radius of Service Provider, whichever is greater. Service Provider shall not be reimbursed for mileage or time charges resulting from performance of Covered Services outside of the Normal Service

Radius unless Company has given its prior approval of such charges. Service Provider shall immediately advise Company of any request for a service call to perform Covered Service that is outside the Normal Service Radius.

5. Obligations of Service Provider.

Service Provider agrees to:

- a. Conduct business and perform Covered Service in a prompt, courteous, workmanlike, competent, professional, and ethical manner;
- b. Comply with all applicable state and federal laws and regulations (“Legal Requirements”) pertaining to background investigation for its employees and agents (“Employees”) who are tasked with performing work under this Agreement. Service Provider shall additionally meet or exceed industry standards relating to background investigations of its Employees (“Industry Standards”). Service Provider shall indemnify and hold harmless WaCA, its parent company and its subsidiaries, for all damages arising from Service Provider’s breach of the Legal Requirements and/or Industry Standards. Service Provider shall maintain the records pertaining to background investigation performed on Employees during such Employee’s employment or association with Service Provider, and for a period of six (6) years after Service Provider’s termination of said Employee’s employment or agency. WaCA reserves the right, upon 48 hours notice, to inspect all such background investigation records pertaining to the Employees;
- c. Perform Covered Service in accordance with this the terms of this Agreement or as otherwise requested by Company in writing. In performing Covered Service, Service Provider shall restore each Covered Product to its proper working condition as determined by its factory specifications or as otherwise required by Company;
- d. Utilize original equipment manufacturer (“OEM”) replacement parts or equivalent replacement parts, which have been approved by Company, for each Covered Product. Service Provider shall not use any other parts in performing Covered Services without approval of Company.
- e. Retain all invoices and records of parts and labor for Covered Service performed by Service Provider for two (2) years, or longer as required by law, following the date such Covered Services are completed;
- f. Maintain suitable repair facilities, service vehicles, test equipment, parts inventories and dress in accordance with professional service industry practices and Covered Product factory requirements. Provide pictures of service areas if requested by Company;
- g. Subscribe to or otherwise obtain all pertinent and current factory service literature;
- h. Comply with all federal, state and local license, or registration requirements, and comply with all other laws applicable to Service Provider’s business, including but not limited to all consumer protection laws. Supply Company with copies of requested documents, evidencing adherence to the above section, upon request by Company;
- i. Employ properly trained technicians who are otherwise competent to perform the Covered Services;
- j. Warrant from the date of Covered Service all parts and labor for Covered Service for a minimum of ninety (90) days. Service Provider will hold replaced parts, unless returned to manufacturer under manufacturers warranty, for inspection by Company for a period of ninety (90) days following the date of service;
- k. Company may require Service Provider to deliver replaced parts to Company’s facility for inspection;
- l. Permit Company, at all reasonable times during normal business hours, to inspect on Service Provider’s premises, including but not limited to: all books, records, invoices, and replaced parts related to Service Provider’s performance of this Agreement;

- m. Unless otherwise directed by Company in writing, obtain prior authorization from Company before performing any Covered Service;
- n. Prominently mark Company's Service Provider number for Service Provider and Company's claim authorization number or any other information reasonable requested by Company, on each claim for Covered Service submitted to Company;
- o. Submit claims for Covered Service, using forms provided by Company or using forms authorized by Company, bearing Service Provider's signature and any other information reasonable requested by Company; or submit claims to Company through an electronic format that is acceptable to both parties;
- p. Submit all claims for Covered Service to Company within thirty (30) days of the date on which such Covered Service was completed. Service Provider shall not submit any claims to Company for anything which does not constitute Covered Service;
- q. Not charge end-user for any Covered Service;
- r. Submit no claims to Company for any service (including warranty parts) covered by any expressed or implied guarantee or warranty made by Service Provider, or by any retailer, manufacturer, distributor, or other person or entity, unless otherwise authorized by the Company;
- s. Promptly notify Company of any complaints regarding Service Provider's performance of this Agreement;
- t. Not subcontract any service to be performed for Company without Company's written authorization;
- u. Notify Company if Service Provider is no longer under agreement with manufacturer or otherwise authorized to provide service on manufacturer's products;
- v. Where applicable, completely and accurately complete Appendices A hereto; and
- w. When dispatched by the Company for in home service the service provider will use their best efforts to contact the customer to arrange a service appointment no later than the next business day.
- x. Notify the Company of the completion of Covered Services or any delay in providing service, no later than the next business day.
- y. Service Provider will notify Company in the event that any data in the Service Provider Profile set forth in Attachment "C" changes.

6. Obligations of Company.

Company agrees to:

- a. Reimburse Service Provider for the cost of replacement parts and for labor costs as set forth in Attachment "A" hereto only for Covered Service performed by Service Provider in accordance with this Agreement. Service Provider shall be reimbursed in accordance with the approved current labor and parts and shipping rates;
- b. Submit payment, in the manner agreed upon by the parties, of non-disputed Covered Service claims made by Service Provider no later than thirty (30) working days from date of receipt and approval of such claims; and
- c. Provide repair service requests to Service Provider in a form agreed to by the parties.

7. Non-Disclosure of Confidential Information.

In conjunction with the performance of this Agreement, Service Provider may acquire certain information concerning Company, which is either non-public, confidential or proprietary in nature, including without limitation systems design for administering claims, all information related to failure rates of Covered Products, pricing, personal consumer data, lists of end-users and customer names and any other information designated as confidential by Company, including the terms of this Agreement. Service Provider agrees that all such information shall be kept confidential and shall not, without the prior written consent of Company, be disclosed by Service

Provider, its agents or employees, in any manner whatsoever, in whole or in part, except as required by subpoena, similar court order or regulatory authority so empowered, and such information shall not be used by Service Provider, its agents and employees who need to know such information for the purpose of performing the terms and conditions of this Agreement, who are informed by Service Provider of the confidential nature of the information and agree to be bound to respect the confidential nature of such information. Additionally, Service Provider shall prevent any breach of this Section by its agents or employees.

Notwithstanding the foregoing, such confidential information shall not include information or materials which is (i) in the public domain through no fault of Service Provider, (ii) already in Service Provider's possession or known to Service Provider prior to Service Provider's receipt of such information from Company, or (iii) obtained by Service Provider as a matter of right from sources other than Company or Company's agents and representatives.

If Service Provider is required by law or court order to disclose in which case Service Provider will immediately provide Company notice of such law or court order and the opportunity for Company to obtain a protective order. This provision shall survive termination of this Agreement.

8. Indemnity.

Service Provider shall indemnify and hold harmless Company, its parent company and its subsidiaries from and against any and all claims, costs including court costs and attorneys' fees, actions, losses, damages or other liability whatsoever arising out of any express or implied warranty or guaranty by Service Provider or its affiliates or their officers, directors, shareholders, employees, agents, or independent contractors (the aforesaid, "Service Provider's Affiliates"), or arising out of any claim of negligence, intentional tort, misconduct, misrepresentation or defective workmanship of any Service Provider's Affiliates or for Service Provider's breach of any Legal Requirements and/or Industry Standards as defined in Section 5(b) herein.

9. Termination.

This Agreement may be terminated by either party, at any time for any reason, by giving at least thirty (30) days written notice of termination to the other party.

10. Insurance.

- a. Service Provider will procure and at all times maintain in force and effect insurance to cover general liability, property damage including bodily injury, broad form including vehicular damage, workers compensation, and employee dishonesty/criminal acts and errors and omissions. Minimum coverage of \$1,000,000 for each occurrence shall be confirmed (prior to the provision of any services hereunder) in a Certificate of Insurance naming Company as an additional insured. Service Provider shall cause its carrier to assume primary responsibility notwithstanding that Company may also have its own insurance coverage. Such certificate will contain a statement to the effect that the insurance company will not cancel or reduce such insurance without first sending a written notice by certified or registered mail to Company at least thirty (30) calendar days before such cancellation or reduction.
- b. If any portion of the Covered Services covered under this Agreement is subcontracted, Service Provider shall require each subcontractor to maintain and furnish satisfactory evidence that such subcontractor has Worker's Compensation and Employer's Liability and such other forms and amounts of insurance as Service Provider deems reasonably adequate.

11. Non-Exclusive Agreement.

This Agreement is non-exclusive. Nothing herein contained shall be deemed to provide Service Provider with any exclusive rights with regard to any territory, customer, service, or product. Service Provider agrees that Company may retain others to provide Covered Services. Service Provider acknowledges that Company has not promised to provide Service Provider with any minimum amount of Covered Service work or billings.

12. Assignment and Subcontractors.

This Agreement cannot be assigned by Service Provider. Service Provider cannot subcontract the performance of any of its duties and obligations hereunder, unless approved by the Company.

13. Notices.

All notices hereunder shall be in writing and shall be deemed to have been given when personally delivered, or deposited in the U.S. postal system, certified or registered, return receipt requested, postage prepaid to the address first stated above. Notices to Company must also be marked "Attention: Service Manager."

14. Severability.

If any provision, or portion thereof, of this Agreement is determined by a court of competent jurisdiction to be invalid, illegal or unenforceable, such determination shall not impair or affect the validity, legality or enforceability of the remaining provisions of this Agreement, and each provision, or portion thereof, is hereby declared to be separate, severable and distinct.

15. Amendment.

This Agreement may be amended only in writing (on other than a preprinted form) and executed by both parties.

16. Waiver.

All waivers must be in writing and executed by the party making the waiver.

17. Entire Agreement.

The Agreement and the Attachment hereto, constitutes the entire agreement and understanding between the parties with respect to the subject matter hereof and supersedes all prior understandings and communications (oral or written) concerning the subject matter hereof.

18. Governing Laws.

This Agreement shall be construed in accordance with and governed by the laws of the State of Georgia and any legal action taken regarding this Agreement shall be filed in the State or Superior Courts of Gwinnett County, Georgia or the United States District Court, Northern District, Atlanta Division.

19. Survival.

Sections 7, 8 and 18 above shall indefinitely survive any expiration or termination of this Agreement.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized officers as of the date and year indicated herein.

Warranty Corporation of America

Service Provider

By: _____

By: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

ATTACHMENT “A” COVERED SERVICES

Program: Ingram Micro

Effective Date: June 4, 2007.

Description of Services:

On-Site Repairs:

Diagnostic Services

- Customers will be instructed in their Terms and Conditions to call 1-800-320-2783 to request service for the covered product (desktops, certain peripherals and servers). Technician will run through diagnostics and determine if a hardware failure has occurred. If a dispatch is required, appropriate service provider will be contacted to meet on-site service level requirement based on plan rules.
- If customers contact the reseller first, the reseller may opt to perform the diagnostic step as well as determine the parts to be replaced.
- Service providers will call 1-800-320-2783 to get authorization for all repairs.
- The program covers the cost of replacement parts and labor for on-site service.
- Customers must notify technicians prior to the scheduled appointment to cancel or reschedule service calls.

Hardware Repairs

Repair service includes parts, labor and on-site for the repair of the covered product based upon the specific needs of the individual item of hardware. Repair shall be considered completed when the hardware has been restored to good working order in accordance with the manufacturer's guidelines.

Service Providers must guarantee their work for 90 days.

In the event replacement parts are required, WaCA will be responsible for providing those parts. WaCA may purchase parts from the service provider or if unavailable, WaCA may use other parts vendors. Parts may or may not be manufactured by the OEM and may be new or reconditioned to perform as new. Parts that are provided by the reseller and/or service provider that are still under manufacturer's warranty will be provided by the reseller and/or service provider free of charge.

Service Response Times

4-Hour (Same Business Day) On-Site – For plans that include 4-Hour (Same Business Day) On-Site Service, the following rules will apply. A technician will be dispatched within four business hours of the customer's call. Normal business hours and business days are as follows: 8am – 5pm Monday through Friday. A technician may be dispatched to perform diagnostics and/or to replace parts. Parts will be provided by WaCA (in some cases the technician may have the part in stock and WaCA will reimburse the technician for the cost of the part along with the labor). If the part is not on-site by the time the technician arrives, the technician will be dispatched a second time once the parts arrival at the repair location has been confirmed.

24-Hour (Next Business Day) On-Site – For plans that include 24-Hour (Next Business Day) On-Site Service, the following rules will apply. A technician will be dispatched the next business day after the customer's call. A technician may be dispatched to perform diagnostics and/or to replace parts. Parts will be provided by WaCA (in some cases the technician may have the part in stock and WaCA will reimburse the technician for the cost of the part along with the labor). If the part is not on-site by the time the technician arrives, the technician will be dispatched a second time once the parts arrival at the repair location has been confirmed.

ATTACHMENT “A” (Cont’d) COVERED SERVICES

Repair Exceptions

BER (Beyond Economical Repair) – Some repairs may not be completed due to the cost of the repair exceeding the cost to replace the product. At WaCA’s discretion, the product may be replaced.

Non-Covered Failures - Every effort will be made to determine the cause of the hardware failure. If however, the technician determines that the failure is caused by product use other than what is recommended by the OEM, or damage that has been caused by accident, fire, flood, lightning, or other catastrophic causes, unauthorized modifications, unsuitable physical or operating environment, or service performed by someone other than the manufacturer, the failure will be determined as non-covered and the customer will be subject to a diagnostic fee and any repair costs.

Parts Unavailability – When proprietary parts are no longer available and generic parts cannot be used to complete a repair, at WaCA’s discretion, the product may have to be replaced.

No Problem Found – Once on-site, if the technician cannot find any problem with the product, the customer may be subject to a diagnostic fee.

Additional Exclusions

Some additional coverage exclusions include but are not limited to, installation of software; upgrades to existing hardware or software; customer misuse or abuse; changes to the original product specifications; regular maintenance such as removal of dust or dirt from internal components.

Depot Express Repairs:

Diagnostic Services

- Customer will call 1-800-320-2783 to request service on their product (all laptops and some peripherals). Technician will run through diagnostics and determine if a hardware failure has occurred. If the product qualifies for service, a box and shipping label will be shipped to customer through an overnight (next business day) courier service.
- Service providers will call 1-800-320-2783 to get authorization for depot express repair. (Note: College resellers will take possession of the defective laptops, arrange for depot service, package the unit for shipment and notify the customer for pick-up upon delivery of repaired laptop.)
- The program covers the cost of replacement parts, labor, 3-way shipping and a carton.
- The customer (or college reseller) will be responsible for properly packaging the covered product with the materials provided in order to avoid damage during shipping. If damage should occur during shipping, WaCA will facilitate damage claims with the carrier and the customer whenever necessary.

Hardware Repairs

Hardware repair services cover the cost of parts and labor for the repair based upon the specific needs of the product. A repair shall be considered completed when the product has been restored to good working order in accordance with the manufacturer’s guidelines.

Service Providers must guarantee their work for 90 days.

Accidental Damage from Handling (ADH) is offered for all laptops sold through college resellers. This Plan covers unintentional and accidental damage to the product that results from normal and customary use and handling of the product, such as drops and liquid spills that render the product inoperable.

The type of service offered for peripherals is related to the Type of product and weight of product to be repaired. All other peripherals will be serviced as on-site plans. WaCA may choose to purchase replacement parts from the service provider or from other parts vendors. In the event replacement parts are required, the depot facility will be responsible for providing those parts. Parts may or may not be manufactured by the OEM and may be new or reconditioned to perform as new.

ATTACHMENT “A” (Cont’d) COVERED SERVICES

Repair Exceptions

BER (Beyond Economical Repair) – Some repairs may not be completed due to the cost of the repair exceeding the cost to replace the product. WaCA will be the final decision maker.

Non-Covered Failures - Every effort will be made to determine the cause of the hardware failure. If however, the technician determines that the failure is caused by product use other than what is recommended by the OEM, or damage has been caused by accident (unless ADH coverage has been purchased), fire, flood, lightning, or other catastrophic causes, unauthorized modifications, unsuitable physical or operating environment, or service performed by someone other than the manufacturer, the failure will be determined as non-covered and the customer will be subject to a diagnostic fee and any repair costs.

Parts Unavailability – When proprietary parts are no longer available and generic parts cannot be used to complete a repair, the product may have to be replaced. WaCA will be the final decision maker.

No Problem Found – Once on-site, if the technician cannot find any problem with the product, the customer may be subject to a diagnostic fee.

Additional Exclusions

Some additional coverage exclusions include but are not limited to, installation of software; upgrades to existing hardware or software; customer misuse or abuse; changes to the original product specifications; regular maintenance such as removal of dust or dirt from internal components.

Claims Procedures

1. Before we can provide any authorizations for repairs, we must be in receipt of a completed Service Provider Agreement.

The completed forms can be mailed, emailed or faxed as follows:

Warranty Corporation of America
Attn: Service Solutions – Agreements
3110 Crossing Park Rd.
Norcross GA 30071
Fax #: (770) 729-2305
ingrammicroservice@waca.com

2. If the information you supplied in the Service Provider Agreement meets all of WaCA’s service network and legal requirements, you will be assigned a user name and password. This user name and password will be sent to you along with a “How-To Guide” for submitting authorized work orders online for payment.
3. Before initiating a repair where you are contacted directly by the contract holder, contact the WaCA claims department at 1-800-320-2783, 8am – 8pm ET. We will need to validate the following information: Contract #, Contract holder name and address, model and serial numbers of the item needing service. You will be provided with a 10-digit verification number which verifies that the contract is valid and pre-authorizes a repair amount.

For work orders dispatched to you by WaCA, the Contract information as well as the authorization number and authorized amount will be sent to you via email or fax by WaCA.

ATTACHMENT "A"
(Cont'd)
COVERED SERVICES

4. If the actual repair amounts exceed the authorized amount, you must call WaCA at 1-800-320-2783 to get approval for the additional charges. If you submit a claim in excess of the authorized amount, you will only be reimbursed up to the amount authorized.

NOTE: CLAIMS SUBMITTED WITHOUT AN AUTHORIZATION NUMBER WILL NOT BE PAID. ALL WORK ORDERS ARE TO BE SUBMITTED ELECTRONICALLY WITHIN 30 DAYS OF THE REPAIR OR THE AUTHORIZATION IS VOID. IF THIS IS NOT POSSIBLE DUE TO PARTS PROBLEMS, PLEASE CONTACT WaCA.

ATTACHMENT "B"
PARTS AND LABOR REIMBURSEMENT SCHEDULE

Effective 6/4/07

Hourly Rate Matrix/Table	A+ Certified Tech	A+ Certified Tech	Network Engineer	Network Engineer	Systems Engineer	Systems Engineer
	Suggested	Your Rate	Suggested	Your Rate	Suggested	Your Rate
	Level I	Level I	Level II	Level II	Level III	Level III
Type of Repair (Low and Medium End Equipment)						
Onsite Repair - Desktop						
Onsite 24 Hour Response Desktop Repair	\$50.00					
Onsite 4 Hour Response Desktop Repair	\$75.00					
Onsite Diag/Repair - Peripherals (Printer, Scanner, etc.)						
Onsite 24 Hour Response Printer Diag	\$50.00					
Onsite 4 Hour Response Printer Diag	\$75.00					
Onsite Diag/Repair - Server						
Onsite 24 Hour Response Server Repair	\$50.00					
Onsite 4 Hour Response Server Repair	\$75.00					
Onsite Diag/Repair - Network (Switch, Router, Hub, etc.)						
Onsite 24 Hour Response Switch, Router, Hub Diag	\$50.00					
Onsite 4 Hour Response Switch, Router, Hub Diag	\$75.00					
Type of Repair (High End Equipment)	Level I	Level I	Level II	Level II	Level III	Level III
Onsite Diag/Repair - Peripherals (Printer, Scanner, etc.)						
Onsite 24 Hour Response Printer Diag	\$50.00					
Onsite 4 Hour Response Printer Diag	\$75.00					
Onsite Diag/Repair - Server						
Onsite 24 Hour Response Server Diag					\$110.00	
Onsite 4 Hour Response Server Diag					\$130.00	
Onsite Diag/Repair - Network (Switch, Router, Hub, etc.)						
Onsite 24 Hour Response Switch, Router, Hub Repair			\$80.00			
Onsite 4 Hour Response Switch, Router, Hub Repair			\$110.00			

**ATTACHMENT “B” (Cont’d)
PARTS AND LABOR REIMBURSEMENT SCHEDULE**

How to use this matrix

In the matrix above are a set of suggested rates. In the adjacent cell enter the suggested rate if you accept it or enter your proposed rate. If you are proposing a rate other than the suggested, please keep them as reasonable as you can. Reasonable rates are an integral component relating to the success of the program. Skill sets required, quality of work, and rates are the determining factors in choosing a service provider to be dispatched.

Equipment/Skill Set Definitions

Low/Medium End

Small office and home office equipment: PC's, Laptops: (A+)

Small office and home office equipment: network gear usually costing less than \$1000 (A+)

Personal printers, scanners and other equipment usually costing less than \$1000 (A+)

Hi End - Business class equipment

Commercial grade Servers (Systems Engineer)

Commercial grade Network Gear (Network Engineer)

Commercial grade Printers, Scanners, etc. (A+)

Parts Reimbursement Schedule

Parts mark-up for parts supplied by the service provider will be 25% for items \$75 or less and 15% for items above \$75. Total price may not exceed manufacturer's suggested retail.

Rules and Guidelines

1. All requests for service must be called into the Ingram Micro call center (1-800-320-2783) by either the end user or the service provider prior to service being performed. This is required in order to validate the service plan, verify that the problem is covered by the plan, and to obtain an authorization number for billing purposes.
2. All the rates listed above are hourly; service calls will have a one hour minimum.
3. Service time that is deemed excessive for the job performed will be reviewed and may be challenged.
4. Service call rates start when the tech arrives on-site. Repairs that require more then one hour will be billed in quarter hour increments.

ATTACHMENT "C"
SERVICE PROVIDER PROFILE

Date: _____

Your Business Name: _____

Ingram Micro Reseller ID # _____ (If Applicable)

Service Provider ID #: _____ (Administrators Use Only)

DBA (Doing Business As): _____

Type of Business: Corporation () Partnership () Sole Proprietorship ()

Federal Tax I.D. # (FEIN): _____

Mailing Address:

Billing Address

Hours/Days of Operation: (Please specify Time Zones)

Monday – Friday _____ **Saturday & Sunday** _____

Owner's Name: _____

Service Manager: _____

Contact person: _____

What kind of work can your service facility complete? (Please check all that apply)

- () On-Site Service
- () Customer Carry-In Service
- () Customer Ship-In Depot
- () Shipper

What is your preferred method of receiving a service dispatch?

(Please check your preferred method and fill in the contact info beside each selection)

- () E-mail _____
- () Fax _____
- () Phone _____

Company Website Address _____

Credit Cards Accepted? () Yes () No (If Yes, check box(s) below)

() VISA () MasterCard () AMEX () Discover () Other _____

Do you currently sell Service Contracts? () Yes () No

If so which programs? _____

**ATTACHMENT "C" (Cont'd)
SERVICE PROVIDER PROFILE**

Product Brands Matrix

Date _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Ingram Reseller ID#: _____ (If Applicable)

PRODUCTS									
Laptops									
Desktops									
Servers									
Monitors									
Commercial Ink Jet Printers									
Laser Printers									
External Storage									
Scanners									
Modems									
Multi Function									
Switches									
Hubs									
Routers									
Add Equipment									

(Place the names of the brands you service in the blanks across the top of the page, if you service more brands than spaces provided, make a copy of this sheet.)

I = In Warranty; O = Out of Warranty; B = Both

Please indicate in each box above whether you perform repairs for the products and brands indicated. Are these repairs performed In (I) or Out (O) of the manufacturer's warranty or Both (B)? If you do not repair a particular product at all, please leave the box blank.

**ATTACHMENT "C" (Cont'd)
SERVICE PROVIDER PROFILE**

ZIP CODE MATRIX

Date _____

Company Name _____ City _____
State ____ Zip _____

Ingram Reseller # _____ (If applicable)

Please list the Zip Codes in your Primary Service Area

If you do not want to add individual zips, give us your starting zip and radius

(Starting zip code _____ Radius _____)

(Starting zip range _____ Ending zip range _____)