

ALM SLAs - 7/1/2024

ITAD Asset Pickup

SLA Name	Days	Day Type	From	To	North America
Scheduled SLA	5	Business	Service Request Placed by Customer email, quote, or portal	Operations Enters a Service Schedule Date	YES
Service SLA - ITAD	10	Business	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Received SLA - ITAD	22	Calendar	From Service Perfomed On Date	Received Processing Facility	YES
Results Posted SLA - ITAD	45	Calendar	From Service Perfomed On Date	Audit and or Remarketing result posted to SMS	YES

Vault Destruction

SLA Name	Days	Day Type	From	To	North America
Scheduled SLA	5	Business	Service Request Placed by Customer email, quote, or portal	Operations Enters a Service Schedule Date	YES
Service SLA - Vault Destruction	30	Business	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Results Posted SLA - Vault Destruction	30	Calendar	From Service Perfomed On Date	Remarketing or COD result posted to SMS	YES

Onsite Destruction

SLA Name	Days	Day Type	From	To	North America
Scheduled SLA	5	Business	Service Request Placed by Customer email, quote, or portal	Operations Enters a Service Schedule Date	YES
Service SLA Onsite Shredding ZONE 1 & 2	10	Business	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Service SLA Onsite Shredding ZONE 3	15	Business	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Service SLA Onsite Shredding ZONE 4	30	Calendar	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Service SLA Onsite Shredding ZONE 4 +	30 +	Calendar	Service Request Placed email, quote, or portal	Operations Services the Request	YES
Results Posted SLA Onsite Destruction	30	Calendar	From Service Performed On Date	COD result posted to SMS	YES