

ALM SLAs - 8/1/2025

ITAD Asset Pickup

SLA Name	Days	Day Type	From	To
Scheduled SLA - ITAD	5	Business	Service Request Placed by Customer email, quote, or portal	Operations Enters a Service Schedule Date
Service SLA - ITAD	10	Business	Service Request Placed email, quote, or portal	Operations Services the Request
Received SLA - ITAD	22	Calendar	From Service Performed On Date	Received Processing Facility
Results Posted SLA - ITAD - US/Canada	45	Calendar	From Service Performed On Date	Audit and or Remarketing result posted to SMS
Results Posted SLA - ITAD - International	60	Calendar	From Service Performed On Date	Audit and or Remarketing result posted to SMS

Vault Destruction

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

Vault Destruction - US / Canada ONLY

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