



**SNAP, Inc.**  
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**Internet Address: [www.snapinc.net](http://www.snapinc.net)**

**Contract Number: GS-35F-0788R**

## **SIN 132-12 – Maintenance, Repair Service and Repair Parts/Spare Parts**

SNAP will provide a high level of expertise and technical support. The initial services of the SLA are outlined below:

Services included –

- Dedicated toll-free number provided (with emergency option available)
  - CTS certified engineer available between 8:30am-7pm M-F (EST)  
– immediate phone troubleshooting within these hours
  - Answering service for calls outside of times provided above –  
calls will be returned upon regular business hours (stated above)  
unless an emergency
- Dedicated web-based trouble ticket system provided
- Work with existing source code to resolve any conflicts with replaced equipment
- Available emergency dispatch service to site – will be on site within 24 hours
- If the end user is unable to diagnose and repair the problem, SNAP will dispatch a technician to the site to work with the end user. This service will be billed as time and materials.

SNAP will provide space in the warehouse to house spare parts or lamps provided by the Customer. SNAP is flexible and willing to address any additional requirements or changes to this proposal requested by Customer.