

Service Level Target/Deliverables	Response Time	Percentage based penalty/ amount of the penalty to be levied on an affected invoice for failure to deliver within the Response Time		
Box processing time	Service Provider must process up to shredding each box within 5 days after receiving the box onsite	Agreed Cost per Box: Y		
		Targeted Volume per Month	Achievement	Penalty
		X	100% of X	0% * Y * X
		X	95% of X	1% * Y * X
		X	90% of X	2% * Y * X
		X	85% of X	4% * Y * X
		X	80% of X	6% * Y * X
		X	75% of X	8% * Y * X
		X	70% of X	10% * Y * X