



LEGACY DEVICE SERVICE ADDENDUM NOTIFICATION

TO: Loyal Miller Customer
Regarding: Your Printer/Copier serviced by The Miller Company

Thank you so much for faithfully partnering with The Miller Company for your document and print solutions needs! We greatly appreciate the opportunity to have provided you with the highest level of service, and we look forward to continuing our relationship.

As part of that relationship, **we must notify you that your machine designated with an LD at the end of the Miller ID# on your contract invoice is over 10 years of age and is no longer able to be supported at the level we have previously offered.**

YOUR MACHINE IS NOW CLASSIFIED AS A LEGACY DEVICE

WHAT DOES THIS MEAN? It means that certain parts and supply items are NO LONGER AVAILABLE. As a result, servicing and supporting these devices requires an addendum to your current maintenance contract. As a result - effective immediately - the device listed at the top of this document is now serviced under the **Legacy Device Service Addendum** Terms and Conditions listed below.

Furthermore, the change to the service agreement will also result in changes to the pricing for this service agreement effective immediately. As parts and supplies for this device are no longer in production by the original manufacturer, the cost of supporting legacy devices has increased.

Are there other options? Of course! Your Miller Company Technology Consultant can advise you on your specific options. New machines, refurbished machines, long-term rentals and other options may exist to provide you with alternatives to the new pricing and Legacy Device Service Addendum Terms & Conditions. Contact us today at LEGACYDEVICE@MILLERMAKESITWORK.COM

We will continue to service your machine to the best of our ability moving forward. If you would like to reach out to me or your Miller Technology Consultant to discuss other options, we would be happy to discuss with you.

Sincerely,
Scott O. Miller
CEO - Miller Company, Inc.
(502) 515-4320
legacydevice@millermakesitwork.com

MILLER COMPANY, INC. LEGACY DEVICE SERVICE ADDENDUM (LDSA) - Terms & Conditions

All Terms & Conditions (T&Cs) listed below supersede any and all T&Cs from any other agreement that presently applies to the above-mentioned equipment

1. Miller Company Inc. provides this addendum as a mandatory and immediate modification to any and all previous terms and conditions from any Maintenance Agreement (MA) or Service Agreement (SA) for the devices listed above on this document. All other terms and conditions from the original MA/SA not specifically addressed here remain in effect.
2. The Miller Company Inc. rescinds all uptime guarantees, uptime incentives, uptime credits, or Service Level Agreement (SLA) language from any and all previous terms and conditions for the devices listed below.
3. Miller Company Inc. will not be liable for downtime due to, delays or inability to service caused directly or indirectly by strikes, accidents, climate conditions, parts or supply availability, unsafe travel conditions, inability to reasonably obtain supply items, or other reasons beyond our control, acts of Terrorism, or Acts of God.
4. During the period of this Legacy Device Service Addendum (LDSA), Miller Company Inc. will maintain the equipment listed in good working condition to the best of our ability in accordance with Miller Company Inc. Legacy Equipment Service Policies.
5. When, in the sole opinion and discretion of Miller Company Inc., the equipment is unable to be repaired and cannot be maintained in a satisfactory operating condition, Miller Company Inc. will offer a range of options that can include but are not limited to: New machine purchase or lease, alternative refurbished machine purchase or lease, or long term rental of alternative machine. If one of the offered options is not authorized, Miller Company Inc. may terminate this Maintenance Agreement immediately without notice.
6. No Service Loaners will be provided for any machines covered under this LDSA. Sales Loaners may be provided should a New or Refurbished machine be purchased.
7. Additional Service Increases are in effect immediately. A Legacy Device line-item charge per device will now appear on your invoices in addition to your current charges which may also be adjusted according to market conditions and parts and supply availability. This amount will be based on the equipment type and constitute a yearly total that will be billed in installments on the same schedule as your existing contract billing interval.