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| For: | (enter customer company name) |
| At: | (enter project name and/or address) |
| Service: | (enter type of service provided) |

Issue Resolution Agreement

In the normal course of service, issues may occur where the customer identifies the issue before the supplier does. The following outlines a process for resolving those customer identified issues.

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| 1 Issue Notification | <ul style="list-style-type: none"> Customer will notify supplier of issue needing resolution within [? minutes / hours / days] after identification Notification will be made by: [in-person, phone, email and/or log book] |
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| 2 Response | <ul style="list-style-type: none"> Supplier will respond no later than [? minutes / hours] after customer's notification Supplier will assess the situation to determine corrective actions needed |
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| 3 Corrective Action | <ul style="list-style-type: none"> Supplier will correct the service issue on arrival if possible Should the correction require additional resources, supplier will research & plan the necessary corrective action(s) |
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| 4 Report Back | <ul style="list-style-type: none"> Supplier will notify customer of status of corrective action(s) as either: closed -or- open with action steps & estimated time of completion Report back will be made: [in-person, phone, email and/or log book] |
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| Agreed & Accepted by: | |
|--|--|
| (enter customer company name) _____ Customer | (enter your company name) _____ Supplier |
| _____ Name | _____ Name |
| _____ Title | _____ Title |
| _____ Date | _____ Date |