

Maintenance & Engineering - Service Level Agreement

1) Response

RPM Solutions provides a dedicated service response centre staffed by qualified personnel. Our aim is to provide a prompt, positive and professional response to your call or email if you require technical advice or should your telephone system develop a fault.

For any major faults or system failures, RPM aims to respond within 4 working hours and within 16 working hours for a minor fault. Our working hours are Monday to Friday 08.30 to 17.30, excluding Public Holidays. Our fault reporting service is also available 24/7/365.

Please note that the SLA's below are maximum response times and we endeavour to provide a remote fix or visit for your site before the maximum response time. We will inform you of the status of your logged call at regular intervals. Where possible, we will inform you of any additional charges you may be likely to incur, which are over and above those covered by your Full Service and Maintenance Agreement.

SEVERITY	CLASS	RESPONSE TIME	DESCRIPTION
CAT 1	Emergency	Within 4 Working Hours	Total loss of service e.g. total System of Circuit Failure
CAT 2	Major	Within 16 Working Hours	Significant Degradation of Service
CAT 3	Minor	Within 3 Working Days	Minor Degradation of Service
CAT 4	Information Request	Within 5 Working Days	E.g. Modification or Configuration of Equipment

2) Moves, Additions & Changes

If our support department receive a high volume of last minute move/add/change requests this can have a knock-on effect to the speed at which we respond to queries for all customers. In order to maintain a high level of service and make improvements to our SLAs, RPM implement 'priority banding' for any additions, moves and changes that you may wish to make use of from time-to-time if you require a faster response.

Please note, this ad-hoc support service remains completely free if requests are made 5 days in advance from the required completion date. All hardware cover is still included within the relevant maintenance packages (where applicable).

Adds, moves and changes are grouped within several areas and include (but are not limited to) call flow and message changes, training and holiday date programming, non-fault related work such as voicemail or handset button changes, or changing extension numbers and names etc.

Description and Lead Time on Request	Cost (excl. VAT)
Booked 5 Days or More in Advance	Free
3 – 5 Days in Advance	£15.00
48 – 72 Hours in Advance	£60.00
24 – 48 Hours Rapid Response	£150.00

3) System Hardware

RPM will offer repair or replacement, as appropriate, on the main components of the system maintained, to include:

- a) Central Control Unit
- b) Exchange or Extension Cards
- c) System Handsets (proprietary terminals)

What is not covered?

Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Requests for service alterations and additional work which are not a result of a fault are not covered by the maintenance agreement but can be provided separately at an appropriate charge.

Cabling and internal network infrastructure is not covered by maintenance unless it has previously been installed and signed off by RPM engineers.

4) Network Related Faults

If a problem is related to the carrier or network, our Technical Support Team will carry out an internal assessment and liaise with the network provider to resolve the problem.

5) Escalation Procedure

Issues that are of a technically complex nature can be escalated to the Support Team by the Support Engineer. Once assigned to the Support Team they will work with the Support Engineer and the customer and if required the vendor or third party to obtain a resolution or workaround as soon as it is practical.

If the problem is found to be a manufacturer fault, we will liaise with the manufacturer to find a resolution as soon as possible.

6) Who to Contact

During Office Hours or 'Out of Hours', for all system faults and configuration changes please call us on 0333 6006 999 and select option 1. This number is charged at a standard national rate by your telephony provider. Alternatively please feel free to email us at support@rpmsols.co.uk.