STANDARD SLA DEFINITIONS

SLA

8x5xNBD Onsite Response

CALL WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays Coverage Window

COVERAGE WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

RESPONSE WINDOW
Within next business day of incident acknowledgement

EXAMPLE: A call logged at 1400 will have a Field Engineer onsite no later than 1700 the next business day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included but are not guaranteed within the response window.

8x5x4hr Onsite Response

CALL WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

COVERAGE WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

RESPONSE WINDOW
Within 4hrs of incident acknowledgement

EXAMPLE: A call logged at 1000 will have a Field Engineer onsite no later than 1400 that same working day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included but are not guaranteed within the response window.

24/7 4hr Onsite Response

CALL WINDOW
7 days a week, 24 hours a day, including Servercare holidays

COVERAGE WINDOW
7 days a week, 24 hours a day, including Servercare holidays

RESPONSE WINDOW
Within 4hrs of incident acknowledgement

EXAMPLE: A call logged at 0200 will have a Field Engineer onsite no later than 0600 that same day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included but are not guaranteed within the response window.

STANDARD SLA DEFINITIONS

SLA

8x5, NBD Fix

CALL WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

COVERAGE WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

RESPONSE WINDOW
Within the Next Business Day of incident acknowledgement

EXAMPLE: A call logged at 1500 will have a Field Engineer resolve the incident no later than 1700 on the next business day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included and guaranteed within the resolution window.

8x5, 4hr Fix

CALL WINDOW
5 days a week, 8 hours a day, excluding Servercare holidays

COVERAGE WINDOW
7 days a week, 24 hours a day, including Servercare holidays

RESPONSE WINDOW
Within 4hrs of incident acknowledgement

EXAMPLE: A call logged at 1000 will have a Field Engineer resolve the incident no later than 1400 that same day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included and guaranteed within the resolution window.

24/7, 4hr Fix

CALL WINDOW
7 days a week, 24 hours a day, including Servercare holidays

COVERAGE WINDOW
7 days a week, 24 hours a day, including Servercare holidays

RESPONSE WINDOW
Within 4hrs of incident acknowledgement

EXAMPLE: A call logged at 0300 will have a Field Engineer resolve the incident no later than 0700 that same day if required by the customer. As always, customers have the right to defer to a more convenient time based solely at their discretion. Parts to facilitate the repair are included and guaranteed within the resolution window.