



Telephone System SLA (Service Level Agreement)

1. Levels & Response Time

Loop Voice & Data provides a dedicated service and fast response by qualified personnel. Our aim is to provide a prompt, positive and professional response to your call or email if you require support or should your telephone system develop a fault.

For any critical faults or system failures, Loop Voice & Data aims to respond within 2 working hours and within 16 working hours for a minor fault from the time you booked the fault. Our working hours are Monday to Thursday 09.00 to 17.30 and Friday 09:00 to 17:00, excluding Public Holidays. 24/7 can be provided subject to request.

Please note that these are maximum response times and we endeavor to provide a remote fix for any Major system crash. 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 in advance, which are over and above those covered by your Full Service and Maintenance Agreement.

SEVERITY	CLASS	RESPONSE TIME	DESCRIPTION
Level 1	Critical	Within 2 Working Hours	Total loss of service e.g. Total System Failure
Level 2	Major	Within 4 Working Hours	Loss of Service, 50%
Level 3	Minor	Within 16 Working hours	Minor Degradation of Service
Level 4	Information Request	Within 32 Working hours	Modification or Configuration of Equipment



2. What is and not included in System Hardware maintenance

Loop Voice & Data will offer repair or replacement, as appropriate, on the main components of the system maintained, to include:

- a. Central Control Unit (same age)
- b. Exchange or Extension Cards (same age)

What is not covered?

Any parts that have been discontinued by the manufacturers, analogue devices such as faxes, door entry, answering machines, router, PSU, 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.

3. What Next

Issues that are of a technically complex nature can be escalated to the Support Team by first line of support. Once assigned to the Support Team they will work with the 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.

4. Contact

During Office Hours, please call us on 01206 848 090 or email us at helpdesk@loopvoiceanddata.co.uk

Out of Hours can only be provided if you have 24/7 maintenance with Loop Voice & Data.