



Standard SLA Descriptions

24x7x365 4hr Response

Engineer to arrive onsite within 4 hours of the call being logged.
(Parts included, but not necessarily within the 4 hours.)

24x7x365 4hr Fix

Engineer to arrive onsite with parts and to restore the service within 4 hours of the call being logged.

8x5x4 4hr Response

Engineer to arrive onsite within 4 business hours of the call being logged.
(Parts included, but not necessarily within the 4 hours.)

8x5x4 4hr Fix

Engineer to arrive onsite with parts and to restore the service within 4 business hours of the call being logged.

24x7x365 4hrs Advanced Replacement

Parts only, 4 hours response – parts to arrive within 4 hours of a call being logged.

8x5x4 Advanced Replacement

Parts only, 4 hours response – parts to arrive within 4 business hours of a call being logged.

8x5xNBD Response

Engineer to arrive onsite before the end of the next business day after the call being logged, parts included, but not necessarily for the next business day.

8x5xNBD Fix

Engineer to arrive onsite with parts and to restore the service before the end of the next business day after the call being logged.

8x5xNBD Advanced Replacement

Parts only, NBD response – parts to arrive before the end of the next business day from the call being logged.

