

Enterprise Support Levels (SLA's)

Enterprise Level 0:

Description	Level 0
Telephone Support - Incidents	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Hardware Replacement	Return to Manufacturer Warranty (post diagnostic)
Engineer To Site	No
Software Updates	Available by download only, excludes installation and configuration changes

Enterprise Level 2:

Description	Level 2
Telephone Support - Incidents	24 x 7 (excludes Bank Holidays) 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Hardware Replacement	Next Business Day (post diagnostic prior to 15:00)
Engineer To Site	No
Software Updates	Available by download only, excludes installation and configuration changes

Enterprise Level 1:

Description	Level 1
Telephone Support - Incidents	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Hardware Replacement	Next Business Day (post diagnostic prior to 15:00)
Engineer To Site	No
Software Updates	Available by download only, excludes installation and configuration changes

Enterprise Level 3:

Description	Level 3
Telephone Support - Incidents	24 x 7 (excludes Bank Holidays) 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Hardware Replacement	Next Business Day (post diagnostic prior to 15:00)
Engineer To Site	Yes - where mutually agreed
Software Updates	Available by download only, excludes installation and configuration changes

Enterprise Support Levels (SLA's)

Enterprise Level 4:

Description	Level 4
Telephone Support - Incidents	24 x 7 x 365 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Hardware Replacement	24 x 7 (post diagnostic 4 hour on site)
Engineer To Site	Yes - where mutually agreed
Software Updates	Available by download only, excludes installation and configuration changes

24x7x365 Licence

Description	24x7x365 Licence
Telephone Support - Incidents	24 x 7 x 365 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Engineer To Site	No
Software Updates	Available by download only, excludes installation and configuration changes

Licence Support Only

Standard Licence

Description	Standard Licence
Telephone Support - Incidents	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 2-hour response time
Telephone Support - Technical Enquiry	Monday to Friday 09:00 - 17:00 (excludes Bank Holidays) 24-hour response time
Engineer To Site	No
Software Updates	Available by download only, excludes installation and configuration changes