SERVICE LEVEL AGREEMENT

- RESPONSE

Broadgate provides a dedicated service response center 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, Broadgate aims to respond within 4 working hours and within 16 working hours for a minor fault. Our working hours are Monday to Friday 09.00 to 17.30, excluding Public Holidays.

Please note that these are maximum response times and we endeavour to provide a remote fix or visit 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 or 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

- SYSTEM HARDWARE

Broadgate will offer repair or replacement, as appropriate, on the main components of the system maintained as mentioned in contract, like:

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.

- NETWORK RELATED FAULTS

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

- 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.

- WHO TO CONTACT

During Office Hours, for all system faults and configuration changes please call us on 0203 078 9900 or email us at sales@broadgatevoice.co.uk

To obtain the 'Out of Hours' phone number please refer to your Service and Maintenance Agreement.