

## Service Levels – Systems

This document describes the Avoira Service Levels for Systems and Hardware. This document should be read in conjunction with the following -:

[Avoira Terms and Conditions of Service for](#)

[Maintenance/Warranty/Support.](#)

And

[Avoira Terms and Conditions for the supply of Goods and/or Services](#)

All response times quoted are applicable within the Scope that relating to the Individual Contract or Service

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## Telephone and Internal Wireless Systems Infrastructure

### Scope of Cover

Service Name	Hours of Cover			Period			Software Support level Included	Fault Category		
	0830 - 1700	0830 - 2200	24 Hrs	Mon - Fri	Mon - Sat	Mon - Sun		Class A Major	Class B Minor	Class C
Pencare 1	✓			✓			TS2	4 Hrs	16 Hrs	Software Support Option Dependent
Pencare 2	✓				✓		TS2	4 Hrs	16 Hrs	
Pencare 3	✓					✓	TS2	4 Hrs	16 Hrs	
Pencare 4		✓		✓			TS2	4 Hrs	16 Hrs	
Pencare 5		✓			✓		TS2	4 Hrs	16 Hrs	
Pencare 6		✓				✓	TS2	4 Hrs	16 Hrs	
Pencare 7			✓	✓			TS2	4 Hrs	16 Hrs	
Pencare 8			✓		✓		TS2	4 Hrs	16 Hrs	
Pencare 9			✓			✓	TS2	4 Hrs	16 Hrs	

Scope	Fault Classification	Description	Response time
Pencare 1 to 9	<b>Class A</b>	Affecting 25% or more of channels, lines or extensions. Attendant Console or common control processor. Affecting 25% or more of data peripherals. Affecting 25% or more of the special networking capabilities supported.	4 Working Hrs
Pencare 1 to 9	<b>Class B</b>	These are defined as non-service affecting issues, not included in the definition of a Major Product Failure.	16 Working Hrs
	<b>Class C</b>	These are defined as queries relating to the Equipment or Configuration Issues; this facility is available by Telephone, Fax or Email.	

**Note – All Mon-Fri & Mon-Sat Grades of Service Exclude Bank Holidays**

#### Level 2 Support TS2

- Helpline response within 8 working hours
- Dedicated fax number to Support Team - 0161 763 2069
- Dedicated email address for Support Team [sercon@avoira.com](mailto:sercon@avoira.com)
- Remote access requests undertaken at £68 per one half-hour session
- Hours of cover, Monday – Friday 08:30 17:00 hrs

#### Level 3 Support TS3 Price £500 per site per Year

- Helpline response within 2 working hours
- Dedicated fax number to Support Team - 0161 763 2069
- Dedicated email address for Support Team [sercon@avoira.com](mailto:sercon@avoira.com)
- Remote access requests undertaken at £68 per one half-hour session
- Software upgrades to minor functional and maintenance release levels that are not hardware specific
- Hours of cover, Monday – Friday 08:30 17:00 hrs

#### Level 6 Support TS6 P.O.A

- Includes all TS2 features + Avaya Software Support

NB: Not all requests for remote programming can be carried out remotely. This may be due to complexity of the System or the feasibility of the request. In such circumstances the Customer will be advised of this and the resulting on site attendance may be chargeable. Prices may be revised annually except where extended contracts are paid in advance.

## Data Infrastructure / Extreme Switches

### Scope of Cover

Scope	Fault Classification	Description	Response time
<b>Bronze</b> Next Business Day The Company will be responsible for loading the configuration onto the replacement switch. The customer to replace and return the faulty unit back to The Company within 7 working days of receiving the advanced replacement. Failure to return equipment within the specified time will result in an invoice being generated to cover the costs of the equipment which will be the RRP.	Class A Fault	Total failure of equipment or system reports	16 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	40 Working Hrs
<b>Silver</b> Next Business Day The Company will attend site and will replace the switch, load configuration onto the switch and test.	Class A Fault	Total failure of equipment or system reports	8 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	40 Working Hrs
<b>*Gold</b> Provide Same day replacement with Engineer site visit.	Class A Fault	Total failure of equipment or system reports	4 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	16 Working Hs

\* Gold will be supported by Extreme Works (subject to Extreme terms and conditions – available upon request)

**Note – All Mon-Fri & Mon-Sat Grades of Service Exclude Bank Holidays**

## External Wireless

### Scope of Cover

Scope	Fault Classification	Description	Response time
<b>Bronze</b> The Company will attend site and identify the faulty unit. Subject to spares availability a replacement unit will be fitted. In the unlikely event of a spare unit not being available the faulty unit will be taken from site and repaired. Repaired units will be returned to site and the link test. Please note - the manufacturers repairs turnaround can be up to 30days	Class A Fault	Loss of more than 25% of Service)	8 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	16 Working Hrs
<b>Silver</b> The Company will attend site and identify the faulty unit. The faulty unit will be replaced with the customer's spare unit. The faulty unit will be taken from site repaired and returned to site after repair. The repair time can be up to 30 days. THE CUSTOMER MUST PURCHASE A SPARE UNIT WHEN SELECTING THIS OPTION.	Class A Fault	Loss of more than 25% of Service)	8 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	16 Working Hrs
<b>Gold – ALL Risks Advance Replacement NOT Available on 100 &amp; 200 Units</b> The Company will attend site and identify the faulty unit. A replacement unit will be ordered from the manufacturer to be delivered for the next business day. The company will attend site replace the faulty unit and test the link.  <b><u>All Risks Coverage Provides</u></b> Hardware repair on most types of damage including:- <ul style="list-style-type: none"> <li>• Hardware defects and failure</li> <li>• Lightning and weather damage</li> <li>• Dropped Units</li> <li>• Fire Damage</li> <li>• Vandalism</li> </ul>	Class A Fault	Loss of more than 25% of Service)	8 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	16 Working Hrs

**Note – All Mon-Fri & Mon–Sat Grades of Service Exclude Bank Holidays**

## Call Recording

### Scope of Cover

Scope	Fault Classification	Description	Response time
<b>Bronze</b> (Monday-Friday, 09.00-17.00) Technical support for software and hardware  Provide Software patches required for necessary 'fixes' within supported versions	Class A Fault	Total failure of equipment or system reports	16 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	
<b>Silver</b> (Monday-Friday, 09.00-17.30) Technical support for software and hardware Telephone, remote diagnostic  Provide Software patches required for necessary 'fixes' within supported versions	Class A Fault	Total failure of equipment or system reports	8 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	
<b>Gold</b> (Monday-Friday, 09.00-17.30) Technical support for software and hardware. Telephone, remote diagnostic  Provide Software patches required for necessary 'fixes' within supported versions	Class A Fault	Total failure of equipment or system reports	4 Working Hrs
	Class B Fault	Loss of less than 25% loss of service	

**Note – All Mon-Fri & Mon-Sat Grades of Service Exclude Bank Holidays**

## Radio Infrastructure and Hand Portables

### Scope Of Cover

Service Name	Hours of Cover			Period			Grade of Service Response Times		
	0830 - 1700	0830 - 2200	24 Hrs	Mon - Fri	Mon - Sat	Mon - Sun	Base & Control Equipment	Hand Portables	Vehicle Fitted Units
Pencare Radio 1	✓			✓			8 Hrs	40 Hrs	By appointment within 40 hours
Pencare Radio 2	✓				✓		8 Hrs	40 Hrs	
Pencare Radio 3	✓					✓	8 Hrs	40 Hrs	
Pencare Radio 4		✓		✓			8 Hrs	40 Hrs	
Pencare Radio 5		✓			✓		8 Hrs	40 Hrs	
Pencare Radio 6		✓				✓	8 Hrs	40 Hrs	
Pencare Radio 7			✓	✓			4 Hrs	40 Hrs	
Pencare Radio 8			✓		✓		4 Hrs	40 Hrs	
Pencare Radio 9			✓			✓	4 Hrs	40 Hrs	

Scope	Fault Classification	Description	Response time
Pencare 1 to 6	<b>Class A Base &amp; Control only</b>	Affecting 25% or more of the Customer core system	8 Working Hrs
Pencare 7 to 9	<b>Class A Base &amp; Control only</b>	Affecting 25% or more of the Customer core system	4 Working Hrs
Pencare 1	<b>Class B Hand Portable Radios</b>	Minor Product Failure	40 working Hrs Customer will dispatch faulty equipment to The Company workshops at their own expense.
Pencare 1	<b>Class B Hand Portable Intrinsically Safe Radios</b>		Customer will dispatch faulty equipment to The Company workshops at his own expense. Plus 7 working days, for the grade of service agreed.
Pencare 1	<b>Class B Vehicle fitted Radios</b>		Response to faults at customer's premises / equipment location by appointment. Equipment under warranty return to company

Bespoke/site specific equipment - Faulty equipment may have to be returned to manufacturer for repair.

### Radio Handportables

Item	Scope	Description
Manufacturers Warranty	<b>All Subscriber Radios</b>	Standard Manufactures Warranty Applies ( Return To Company )
Maintenance @ Avoira	<b>All Subscriber Radios</b>	Customer will dispatch faulty equipment to The Company workshops at their own expense. Avoira – will repair and return
Enhanced Subscriber Cover (Radio)	<b>Non AteX Radio s Only</b>	Customer will dispatch faulty equipment to The Company workshops at their own expense. Avoira – will repair and return, and will include Interim Loan Service of same or nearest equivalent.

**Note – All Mon-Fri & Mon-Sat Grades of Service Exclude Bank Holidays**



## Radio Motorola : Service From the Start

### Scope of Cover

Coverage	Warranty	Service From The Start Lite	Service From The Start	Service From The Start With Comprehensive Coverage
Coverage	2 years	3.5 Years	3.5 Years	3.5 Years
Manufacturer Defects Only	•	•		
Turnaround Time <b>(1)</b>	10 Days +	10 Days	5 Days	5 Days
Non-Technical Telephone Support : 9am-5pm CET Mon-Fri	•	•	•	•
Covers Normal Wear & Use			•	•
Software Support <b>(2)</b>	Bug Fix Only <b>(3)</b>	Bug Fix Only <b>(3)</b>	•	•
Covers Accidental Breakage				•
Priority Two-Day Repair			Option	Option
Battery Replacement			Option	Option
Cosmetic Refurbishment			Option	Option

**Note – All Mon-Fri & Mon-Sat Grades of Service Exclude Bank Holidays**

Service from the Start is a multi-year service program that is available with the purchase of new Motorola digital radios and MUST be purchased with 30 days of the product purchase. Excluded from the coverage is damage to accessories and consumables such as batteries, antennae and damaged caused by natural or man-made disasters- such as fires, floods and theft. Product MUST be operated within its environmental specifications. Service availability may vary by country.

- (1) Turnaround time is Motorola “in-house” repair time and does not include time in transit
- (2) Software Support comprises patches (bug fixes and maintenance releases of the current version of the software
- (3) Software Support for Warranty and Service from the Start Lite for Bug fix ONLY within the Hardware Warranty Period.

## Purple WiFi

### Scope of Cover

Service Name	Hours of Cover			Period		
	0830 – 1700	0830 – 2200	24 Hrs	Mon – Fri	Mon – Sat	Mon – Sun
Pencare 1	✓			✓		

The Company shall use reasonable endeavours to provide the Support Services in accordance with the following Issue Levels and Response Times:

Scope	Fault Classification	Description	Response time
Pencare 1	Critical	User cannot access the system WiFi User Access Or WiFi Admin Access Or Customer Admin System	4 Hr
Pencare 1	High	User can access system but process is substantially diminished	4Hrs
Pencare 1	Low	styling/visual issue with system	48 Hrs
Acceptable Delay Time			
	Critical	15 Minutes	
	High	45 minutes	
	Low	90 Minutes	

**Note – All Mon-Fri & Mon–Sat Grades of Service Exclude Bank Holidays**

\*It is understood that all services required to be supplied by third parties to Purple WiFi to enable the WiFi Service to be provided are outside the control of Purple WiFi and hence are excluded from all performance measurements.

### Performance Monitoring

Performance will be monitored according to the following measures : -

- Identified issues ('bugs')
- Uptime/downtime statistics

## Mobile Device Management- SOTI

### Scope of Cover

Service Name	Hours of Cover			Period		
	0830 - 1700	0830 - 2200	24 Hrs	Mon - Fri	Mon - Sat	Mon - Sun
Pencare 1	✓			✓		

The Company shall use reasonable endeavours to provide the Support Services in accordance with the following Issue Levels and Response Times:

Scope	Fault Classification	Description	Response time
Pencare 1	Class A	User cannot access the system or System Failure or more than 25% of Service unusable	4 Hr
Pencare 1	Class B	User can access system but process and service is substantially diminished	8 Hrs
Pencare 1	Class C	These are defined as queries relating to the Equipment or Configuration Issues; this facility is available by Telephone, Fax or Email.	16 Hrs
Acceptable Delay Time			
	Class A	15 Minutes	
	Class B	45 minutes	
	Class C	90 Minutes	

**Note – All Mon-Fri & Mon–Sat Grades of Service Exclude Bank Holidays**

\*It is understood that all services and equipment required to be supplied by third parties to Avoira to enable the MDM Service to be provided are outside the control of Avoira and hence are excluded from all performance measurements.

### Performance Monitoring

Performance will be monitored according to the following measures : -

- Identified issues ('bugs')
- Uptime/downtime statistics