Service Level Agreement

SLA

Guardian Eye SLA

SERVICE DESK			
CATEGORY	**DESCRIPTION**	**STANDARD**	**ADVANCED**
Incident Management	Incident/Problem detection recording, classification, investigation and diagnosis Manage and co-ordinate incidents. Serves as a single point of contact, entry and exit for customers keeping a customer informed of progress and advising on workarounds. Restore normal service operation as quickly as possible and minimise the adverse effect on business operations	24x7 Mean time to respond: 1 hr Feedback- Issue resolved Troubleshooting: Best Effort	24x7 Mean time to respond: 30 minutes Feedback : Daily Dedicated Engineers Basic Troubleshooting Escalations: Standby Engineer
	On Site Support * Excludes Force Majeure/Customer Negligence	On Site Engineer Visits: Included – Vox Issue Billable- Client Issue Mean time to site (within business hours): P1 = 8 hours P2 = 12 hours P3 = 24 hours	On Site Engineer Visits: Included – Vox Issue Billable- Client Issue Mean time to site (client availability dependant): P1 = 3 hours P2 = 5 hours P3 = 10 hours
SLA Stock	Maintenance Stock Capex Purchases Equipment Rentals	Swap stock out within Manufacturer warranty principles Labor Billable NA	Same day stock swap out - within Manufacturing warranty principles Labor Free Always Replace Labor Free

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MONITORING AND REPORTING			
CATEGORY	**DESCRIPTION**	**STANDARD**	**ADVANCED**
Incident Reporting	Monthly Exception Reports	Billable on request	Included

Preventative Maintenance			
CATEGORY	**DESCRIPTION**	**STANDARD**	**ADVANCED**
Health and Performance Management	Capex Purchases · Quarterly on-site preventative maintenance visits: · Hardware health checks · CCTV recording archive · Hard Drive capacity check	NA	Included
	Equipment Rentals: · Monthly remote health checks · Remote access dependent · Quarterly on-site preventative maintenance visits · Hardware health checks · CCTV recording archive · Hard Drive capacity check	NA	Included

NOTE: Maintenance Services is a compulsory billable product with the Guardian Eye Product.

Definitions

"8x5" Service availability is 8h00 to 17h00 during Business Days.
"Incident" is used interchangeably with "Fault".
"Mean Time to Respond" The average time taken to contact the customer.
"Mean time to Repair" (MTTR) The average time taken to restore the service to normal operation.
"Mean time to Site" (MTTS): The time taken for an Engineer to get to the customer's premises. Based on a 50km radius from Vox Main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley). *Subject to change based on Product and Client SLA's.
"P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations
"P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.
"P3": Priority 3 – Minor fault or operational problem, causing user problems but not affecting day to day operation.