

Service Levels & Response Categories



Category	Hours of Cover	Category	Response Times
A	24/7 x 365 days	1	System Failure – 4 hrs System Fault – 8 hrs Device Fault – 24 hrs
B	Monday to Friday 08.00-18.00	2	System Failure – 4 hrs System Fault – 4 hrs Device Fault – 24 hrs
C	Monday to Friday 08.30-17.30	3	System Failure – 8 hrs System Fault – 8 hrs Device Fault – 24 hrs
D	Monday to Friday 08.00-17.30	4	Remote – 2 hr & 4hrs on-site 8 hrs 12 hrs
E	Monday to Friday 09.00-17.30		

These are the standard Service Level and Response Categories that Contact currently supplies and will be annotated in your contract.

For example B2 would support Hours of Cover of "Monday to Friday, 08.00-18.00" and a Response Time of "System Failure - 4 hrs, System Fault - 4 hrs, Device Fault - 24 hrs."