

Call-Out Service Levels

With this system priority is given to the most critical situations allowing us to respond quickly when your system is down. Using the following coding a call out to your system is put into one of the four coloured bandings and dealt with as mentioned in the table below.

Call-Out Coding Table

Call Colour	Urgency / Reasons	Response Times
	Server failure Loss of network wide email capability Loss of network wide access to work files Loss of network wide access to the internet	4 Hour Business Day 8:30 – 5:30
	Single PC losing file access Single PC losing internet access Single PC losing email access Viruses, Spyware	8 Hour Business Day 8:30 – 5:30
	Health check requests Upgrades Software installations Amending the system	16 Hour Business Day 8:30 – 5:30
	Installations Mutually agreed calls	As Agreed

Response times are calculated from the time the call is recorded with 'Business Day' only counting hours within our working day of 8:30 – 5:30 Mon – Fri.

If you require a fast response time and your call doesn't fall into an urgent category you are able to pay £20 + vat premium for that call to enter the 4 hr response time.

If you require a call outside of the usual trading hours (8:30 – 5:30 Mon – Fri) or require a non contracted item to be serviced then a reduced call out rate of £40 + vat is offered.