

MVIS Ltd – Hire Service Level Agreement

| | VMS | SOLAR IP – CCTV/RADAR |
|---|---|---|
| Web Studio Support | 8:00am – 5:30pm message changes 5:30pm – 8:00am emergency support only | N/A |
| Fault Reporting Telephone Line A dedicated fault reporting line is available 24 hours a day 7 days a week to report any faults which develop with our systems. Upon registering the fault with the line an operative will be in contact with the client within the response times highlighted. | 24 hours, 7 days 01629 580570 | 24 hours, 7 days 01629 580570 |
| Initial Response (Fault acknowledgement) | Telephone response will be within 4 hours of recorded contact. Site visits will be made within 24 hours. | Telephone response will be within 4 hours of recorded contact. Site visits will be made within 24 hours. |

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|---|--|--|
| Locally Held Spares | Locally Held Wide selections of spares are held locally by MVIS engineers (repair times will be dependent on ordered in parts). | Locally Held Wide selections of spares are held locally by MVIS engineers (repair times will be dependent on ordered in parts). |
| VMS, ANPR, CCTV, SSHD are all monitored on a daily basis, reports are produced, and records held and distributed to MVIS engineers. | | |
| System faults which impede the operation of the VMS, CCTV, ANPR or Data Collection equipment | | |
| Faults that impede the operation of the VMS, camera or data collection equipment or the communications will be fixed within the time specified in this table. The duration starts from the notification by the client | | |
| | VMS | CCTV/ANPR/SSHD |
| Weekday: Fault resolution (Subject to agreed and supplied Traffic Management and/or access to site) | Telephone response within 4 hours. Service Visit – within 24 hours (dependent on replacement parts being in stock). | Telephone response within 4 hours. Service Visit – within 24 hours (dependent on replacement parts being in stock). |
| Weekend: Fault resolution (Subject to agreed and supplied Traffic management and/or access to site) | Telephone response within 4 hours. Service Visit -Next Working Day (dependent on replacement parts being in stock). | Telephone response within 4 hours. Service Visit -Next Working Day (dependent on replacement parts being in stock). |

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