



## Standard SLA Descriptions

### 24x7x365 4hr Response

Engineer to arrive onsite within 4 hours of the call being logged.  
(Parts included, but not necessarily within the 4 hours.)

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### 24x7x365 4hr Fix

Engineer to arrive onsite with parts and to restore the service within 4 hours of the call being logged.

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### 8x5x4 4hr Response

Engineer to arrive onsite within 4 business hours of the call being logged.  
(Parts included, but not necessarily within the 4 hours.)

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### 8x5x4 4hr Fix

Engineer to arrive onsite with parts and to restore the service within 4 business hours of the call being logged.

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### 24x7x365 4hrs Advanced Replacement

Parts only, 4 hours response – parts to arrive within 4 hours of a call being logged.

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### 8x5x4 Advanced Replacement

Parts only, 4 hours response – parts to arrive within 4 business hours of a call being logged.

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### 8x5xNBD Response

Engineer to arrive onsite before the end of the next business day after the call being logged, parts included, but not necessarily for the next business day.

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### 8x5xNBD Fix

Engineer to arrive onsite with parts and to restore the service before the end of the next business day after the call being logged.

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### 8x5xNBD Advanced Replacement

Parts only, NBD response – parts to arrive before the end of the next business day from the call being logged.

