



Lily Communications Service Level Agreement – Support and Maintenance

1. RESPONSE

Lily Comm's provides a dedicated service response centre staffed by qualified personnel. Our Aim is to provide a prompt, positive and professional response to your call or email if you require technical support, advice or should your telecoms solution develop a fault.

For any major faults or system failures Lily Comm's aims to respond within 4 working hours and within 16 hours for a minor fault. Our Normal business hours are 8.30am to 5.30pm Monday to Friday, excluding Public Holidays.

Please note the above are maximum response times and we endeavour to provide a remote fix or visit your site before the maximum response time. We will inform you of the status of the logged call at regular intervals. Where possible we will inform you of any additional charges you may be likely to incur, which may be over and above those covered by your full Service & Maintenance Agreement

Severity	Class	Response Time	Description
CAT A	Emergency	Within 1 Working Hour	Total Loss of Service e.g. Total System or Circuit Failure
CAT B	Major	Within 2 Working Hours	Significant Degredation of Service
CAT C	Minor	Within 8 Working Hours	Significant Degredation of Service
CAT D	Information Request	Within 5 Working Hours	E.g. Modification or Re-Configuration of Equipment

2. SYSTEM HARDWARE

Lily Comm's will offer repair or replacement, as appropriate, on main components of the system maintained to include:

- Central Control Unit (CCU)
- Exchange or Extension Modules
- System Handsets (Proprietary terminals)

What is not Covered?

Analogue devices such as Fax Machines, answering machines, POT Phones (ordinary analogue devices). Requests for Service Alterations and additional work which are not as a result of a fault are not covered by the Maintenance Agreement but may be covered if you have a separate service contract where such items are specified, but can be provided separately and are charged at standard rate

3. NETWORK FAULTS

If a problem is a 'Network' or 'Carrier' fault our Technical Support Team will carry out initial investigations and liaise with the Network Provider to resolve the fault.

Service Levels for Network faults depend on the 'Care Level' selected by the Customer, if not specified on the Order Form, Standard Cover is applied:

Service Level	Target Resolution	Engineering Work Times
Level 4	Clear within 6 hours	Monday to Sunday (Inc'l bank holidays) 24/7
Level 3	Within 24 Hours	Monday to Friday 07:00 to 21:00 Saturday to Sunday 08:00 to 18:00
Business 2 Plus	End of Next Working Day	Monday to Friday 08:00 to 18:00 a.m. 08:00 to 13:00 Late a.m. 10:00 to 12:00 p.m. 13:00 to 18:00 Early p.m. 14:00 to 16:00
Level 2	Clear by end of next working day	Monday to Saturday 08:00 to 18:00 a.m. 08:00 to 13:00 p.m. 13:00 to 18:00
Level 1 (Standard)	Clear by end of next working Day Plus 1 x working day	Monday to Saturday 08:00 to 18:00 a.m. 08:00 to 13:00 p.m. 13:00 to 18:00

When raising a fault, it is possible to increase the Care Level for the duration of this fault. A one off charge is applied and the new timescales from the above table apply. A fault can only be expedited at the point of raising the fault, and cannot be done once a fault has been raised. All Rates are available on our standard Tariff.

4. ESCALATION PROCEDURE

Issues that are of a technically complex nature can be escalated to the Technical Support Team by the Support Engineer. Once assigned to a Technical Support Advisor they will work with the Support Engineer and The Customer and where necessary the Vendor or Thrd Party to obtain a resolution or work around as soon as is practical.

If the issue is found to be a Manufacturer fault then we will liaise with them to find a resolution or work around as soon as is practicable.

5. WHO TO CONTACT

During Office Hours, please call our Office Number on 0343 507 1111 or email us a customerservices@lilycomms.co.uk

Outside of Office Hours please dial our main Office Number, which is supported 24/7 364 days a year. If you do not have out of hours support cover it may be provided but charges will apply if you do not have the relevant level of cover in place.

If you require a higher level of support cover than you currently enjoy please contact us at customerservices@lilycomms.co.uk