



Save9 Limited

**Save9 Assist – Broadband IT Support
SLA (Service Level Agreement)**

Technical Support SLA for the Client

Version 2.2b (28.04.2016)

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1. Support Service Level Agreement overview

1.1. Purpose

The purpose of this support Service Level Agreement (SLA) is to formalise an arrangement between Save9 Limited and the Client to deliver specific broadband service support services, at specific levels of support, at an agreed-upon cost where applicable.

This document is intended to provide details of the provision of site broadband connectivity support to the Client. This SLA will most certainly evolve, with additional knowledge of the Client requirements, as well as the introduction of other services into the support portfolio provided to the Client.

2. Services provided under this agreement

The following services are provided in response to support tickets for help desk support on broadband site connectivity problems, requests or questions - raised by the Client for Save9 Limited to resolve.

2.1 Job-ticket status updates

Save9 Limited can provide upon request a monthly report of all Client support job-tickets from its customer service and support database system.

2.2 Corrective maintenance of site internet connectivity issues

Defined as activities associated with root-cause analysis, isolation, error-fixing and resolution.

2.3 Root-cause analysis of site internet connectivity issues

Analysis of the root causes of site connectivity broadband problems. Such problems will be reviewed to determine their root causes, measures will be taken to correct the sources of the problems, and reports will be prepared and distributed in a timely fashion.

2.4 Error fixes and bug fixes for our internet infrastructure

Defined as the emergency repair of any system operation between the Save9 broadband infrastructure and the Client site that does not comply with the current system specification. This may include system errors on our internet delivery appliances, "hung" or halted routers and Client-site external antennas, faulty backhaul services or unexpected results within the Save9 internet infrastructure that render it unusable for the purpose for which it was designed.

2.5 System monitoring of site internet connectivity

Every effort will be made to conduct periodic remote monitoring of our services to Clients and selected on-site Client telecommunications assets to ensure internet service availability is maintained at the point of entry to each site.

2.6 Enhancements to existing network systems

These will be made when an enhancement to existing Client systems are recommended or required by hardware vendors and the level of effort is less than one hour. This includes firmware upgrades, changes to operating system settings and application configuration options. Should the volume and timing of enhancements impact the timely resolution of support requests, then a Save9 Limited manager shall inform the Client with the intent of assigning enhancement work to another Save9 Limited resource.

2.7 Transition of new or modified business systems (does not apply to residential broadband customers)

When a newly supplied, created or modified business system is ready to be transitioned into Save9 Limited support cover [and Save9 Limited agree in writing to provide support for such new or undisclosed systems] then planning and coordination of the necessary activities between Save9 Limited or the Client's own IT resource and/or a third party provider will be conducted.

Other requirements include:-

- Support will then commence for a new or significantly modified business system 30 days after deployment unless agreed otherwise in writing.
- The Client's own IT or software resource (internal or external specialist) is expected to support the new or modified business system for the first 30 days after deployment unless agreed otherwise in writing.
- Save9 Limited will have at their disposal the Client's IT resource to provide knowledge transfer for a period of 60 days after deployment.
- A support checklist must be completed by the deployment date (30 days prior to Save9 Limited taking ownership). Failure to do so will require continued involvement of the Client's IT resource until such time as all of the required information has

been provided.

- Existing in-house applications and ICT services that have outstanding support job-tickets shall remain the responsibility of the Client unless agreed otherwise in writing. Any outstanding job-tickets shall be identified and SLA resolution targets will not apply. In the case of outstanding severity level 1 or 2 tickets, these will be downgraded to severity 3, and Save9 Limited will resolve these tickets in a timely manner on a best effort basis.

2.8 Preventative maintenance

For systems considered critical by the Client that are accepted by Save9, and when corrective maintenance activities are low, work will be conducted up to the level of effort identified, to analyse and take steps to prevent potential problems with site internet connectivity.

2.9 Level 2 support

Support will be provided to the extent possible by Save9 Limited support staff in assisting the Client by diagnosing problems and working in partnership to their resolution, including configuration changes to hardware, software and telecommunications to ensure site internet connectivity at the Client's point-of-entry remains stable and reliable.

2.10 Change management

Changes will be initiated for new or changed processes, practices, or policies that affect the Save9 Limited support team and that require Save9 Limited support team members to understand, learn, and follow.

2.11 Status reporting

Upon request by the Client - monthly support job-ticket status reports will be completed by Save9 Limited and submitted to the Client. Monthly status reports may be discussed by a Save9 Limited Manager with the Client to ensure that the Client is aware of the support issues and risks faced by them.

2.12 Knowledge management by Save9 Limited

Recording, storing, and retrieval of information within a secure environment to assist in the resolution of problems will be established and maintained by Save9 Limited using an off-site and remotely accessible ITILv3 standards compliant (IT Infrastructure Library) customer service and support database system. Using this approach, the need for the Client to manage and transfer problems to Save9 Limited for support will be reduced, thus saving money and resources, and increasing satisfaction and quality.

2.13 Evaluation of new software, hardware or telecoms

Evaluation or approval of new software, hardware or telecoms for use by the Client can be completed as needed but only if agreed in writing by Save9. This includes third-party products or systems purchased by the Client elsewhere.

2.14 On-call support management

Save9 Limited's support personnel are required to be on-call during normal business hours. Emergency service is available outside these hours by prior arrangement at the sole discretion of Save9 Limited.

2.15 Level 1 and 2 support

Level 1 (help desk) and Level 2 (infrastructure support) shall be provided by Save9 Limited, and they shall perform their assigned duties, such as: resolving site internet connectivity problems, internet application/service errors or telecommunications changes - for the duration of this agreement.

2.16 Upgrades to network equipment software and firmware

Upgrades will be performed on supported items covered by this SLA when an upgrade to an existing system is released and it is deemed safe to install after appropriate testing. This includes firmware system upgrades, software upgrades and vendor-required modifications.

2.17 Assistance with application usage

Detailed advice about or education on how to use internet applications, including completing online transactions or troubleshooting an internet application will not be provided. However general advice may be sought and if possible Save9 will endeavour to help the Client in a timely manner.

2.18 Assistance with environment support

Detailed advice about or education on how to setup, use, maintain, and support third-party wireless systems, network appliances and converged IP systems will not be provided. However general advice may be sought and if possible Save9 will endeavour to help the Client in a timely manner.

2.19 Adaptive maintenance

Defined as activities relating to upgrades or conversions to network device firmware or software on items covered by this SLA.

2.20 Perfective maintenance

Defined as activities relating to enhancements, with effort of two hours or more, to provide additional functionality or increased performance on items covered by this SLA.

3. Changes to this Service Level Agreement

3.1 Amendments to agreement

Any amendment to this agreement would require the approval of the Client and a Save9 Limited Director who also signs an updated Statement of Work in a new Appendix C on a new copy of this agreement. The amendment of the agreement would take place through an addendum to the new agreement and the recording of that addendum in an Appendix A of the new agreement.

There is an opportunity to make adjustments to this SLA if both parties agree in writing. The Client should inform a Director of Save9 Limited if they wish to make any changes.

3.2 New systems

New wired or wireless telecoms systems, devices, services or connectivity - including their versions implemented during the term of this agreement will move into the Client's support cover from Save9 Limited only if agreed in writing. The Client will be responsible for any costs in acquiring, configuring and supporting new systems or expired warranty items. Such new systems or expired warranty items may be incorporated into the inventory of systems supported in Appendix C of the Statement of Work on a new copy of this agreement and only if agreed in writing with Save9.

Changes to the inventory of systems supported will be reviewed on an annual basis unless requested otherwise, and if need be, changes to the SLA will follow the process described in the Amendments to agreement section above.

3.3 Levels of effort

Levels of effort (LOE) to address support tickets will be reviewed and adjusted accordingly by Save9 Limited for all new software and versions/enhancements implemented, or software decommissioned, during the term of this agreement. All changes will be conducted by Save9 Limited with an addendum made to this agreement if necessary.

4. Processes and Procedures Related to this Service Level Agreement

4.1 Call management process

Save9 Limited's support job-ticketing system will be used by all support team personnel whether on or off-site (where technical approval and security access is granted) to record and track all problem reports, enquiries or other types of requests received by Level 1 support. This also provides Save9 Limited with the ability to provide the Client detailed metrics or job-ticket history with regard to this SLA. A special grouping to track each ticket has been created in the Save9 support job-ticketing system.

4.2 SLA funding agreement

Billing for services provided under this service level agreement will be accomplished through invoicing to the Client under the terms and conditions of the Save9 Technical Services agreement and the Broadband Services Agreement. The monthly, quarterly or annual broadband service invoice settled by the Client covers basic SLA funding for site internet access monitoring, internet backhaul maintenance and updates of all network devices that connect directly to the Save9 Limited internet infrastructure. End-point devices (e.g. Smartphones, Games Consoles, laptops, PCs) and network distribution devices (e.g. Ethernet switches, Wi-Fi access points and Powerline adaptors) are not covered by this SLA unless agreed otherwise in writing.

4.3 Addenda

There are currently no addenda to this agreement. Any future addenda will be referenced in the Statement of Work through an Addendum Log in Appendix C on a new copy of this agreement.

5. Metrics

5.1 Metrics reporting

Regular reporting may be available to the Client on request – this can include metrics related to target performance. These reports are expected to be produced by Save9's support job-ticketing system, which will enable ticket performance monitoring against SLA targets in the Client's case management.

5.2 Support metrics package

Metrics reporting against the SLA resolution targets identified in the Client's case management guidelines focus on the time to resolve tickets by application and severity where applicable. This metric includes only the support requests that are transferred to Save9 Limited for resolution. They may not include support requests that are complimentary or resolved by other organisations. These metrics can be reported via existing, standard, support-ticket system reports as available.

6. General Terms and Conditions

6.1 Term of agreement

This agreement is in effect upon the date of the Technical Services Contract (Services Start Date) and ends on the expiry date specified. For clarification purposes the Services Start Date is also the date of service equipment supply.

6.2 Organisations

This agreement is between Save9 Limited and the Client.

6.3 Statement of Work

In order to make this agreement operational Appendix C of the Statement of Work, must be in place.

6.4 Key contacts

Key contacts are shown in Appendix C of the Statement of Work.

6.5 Dependence on other organisations

Save9 Limited is dependent on internal groups or the services of external suppliers in providing support services to the Client. Save9 Limited will manage the interface into those suppliers as it relates to the provision of services under this agreement. The list of organisations and vendors that Save9 Limited is dependent on may change during the term of this agreement.

7. Appendix A

7.1 Definitions

7.1.1 Support Request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix an error in an existing telecommunications system or to respond to a request for support or advice - such as a question. A Support Request involves no modifications to fix an application-level code defect or bug however, using best efforts, a work-around may be possible. On occasion a Support Request may fall outside the scope of this SLA - it is at sole discretion of Save9 on whether to facilitate such Support Requests and no obligation is placed on Save9 to fulfil them under this agreement.

7.1.2 Work Order

For the purposes of this agreement, a Work Order is generally defined as any request to make modifications to the functionality of an existing system or any request to add functionality to an existing system. Such requests are only covered under this agreement if under one hour of effort. Any Work Order duration that exceeds our monthly included hours will be billed at our then hourly or daily rate.

7.1.3 Levels of Support

There are three levels of support, all of which are provided under this agreement. These levels, which are integrated into the Client's support process, are defined as follows:-

Level 1 (general issues with site internet connectivity)

Requests for this support are made by the appropriate Client contact to the Save9 Limited help-desk. This represents general support. If this level of support cannot resolve the problem or request, the Support Request is passed to Level 2 support, which may be the Network Support Specialist.

A person requesting support may call for help regarding their site internet connectivity during the following hours: 9.00am - 5.30pm GMT Mondays to Fridays, except UK Bank Holidays and 25th December to 1st January inclusive. Emergency service is available outside these hours by prior arrangement at the sole discretion of Save9 Limited. Support Requests can be taken by the appropriate Level 1 help-desk personnel (Network Support Engineer) via these contact methods:-

Office Telephone:

From the UK – 01723 817999

From outside the UK - +44 1723 817999;

Mobile:

From the UK – 07734 979999

From outside the UK - +44 7734 979999;

Email:

support@save9.com

For critical Client site internet connectivity issues, support may be extended to out-of-hours but only for agreed-upon periods and at the sole discretion of Save9 Limited.

Level 2 (operational issues with Save9 infrastructure)

This support is provided by a Save9 Limited Network Support Engineer or a Network Support Specialist. This level of support does not perform command-line configuration modifications, if required to resolve this level of problem. Operational issues will be resolved at this level. If resolution requires code modification or advanced re-configuration, the Support Request is passed to Save9 Level 3 support.

Level 3 (advanced issues)

This support is provided by a Save9 Limited System Administrator or the Client's own IT resource. This level of support may require complex modifications or advanced re-configuration, to resolve the problem. Only systems listed in Appendix C of the Statement of Work are covered by Save9 Level 3 support.

7.2 Severity Codes

The following characteristics are used to identify the severity of a problem report:-

- Business and financial exposure (business internet services customers only)
- Work outage
- Number of Clients affected
- Workaround
- Acceptable resolution time

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorise a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem. Typically, a method-of-elimination approach will be undertaken to help isolate the issue in order to categorise a problem's severity level.

The Level 1 support contacts and the Client may jointly determine the initial severity rating for the report. Level 2 and Level 3 support personnel may then negotiate with the Client to modify this severity after the report is elevated to them. If a Client has internet connectivity at their premises point-of-entry the Severity rating will automatically be classed as a Severity 3 or 4.

The characteristics on the following table do not cover residential broadband service contracts or work requests. Severity levels for work requests may carry a different set of characteristics and weighting. Individual work requests are not covered as part of this SLA unless agreed otherwise in writing.

7.2.1 Severity Ratings for Business internet service contracts

Severity 1 (Very High)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business and financial exposure			
This critical issue creates a serious business and financial exposure.	The issue creates a serious business and financial exposure.	The issue creates a low business and financial exposure.	The issue creates a minimal business and financial exposure.
Work Outage			
This critical issue causes the Client to be unable to work or perform some significant portion of their job.	The issue causes the Client to be unable to work or perform some significant portion of their job.	The issue causes the Client to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.	The issue causes the Client to be unable to perform a minor portion of their job, but they are still able to complete most other tasks.
Number of Clients Affected			
This critical issue affects a large number of Clients.	The issue affects a large number of Clients.	The issue affects a small number of Clients.	The issue may only affect one or two Clients.
Workaround [This carries the heaviest weighting of the characteristics for Severity 1 and 2]			
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.
Response Time			
Within one hour.	Within four hours.	Within eight hours or by next business day (EST).	Within eight hours or by next business day (EST).
Resolution Time			
The maximum acceptable resolution time is 24 continuous hours, after initial response time.	The maximum acceptable resolution time is five business days.	The maximum acceptable resolution time is 30 business days.	The maximum acceptable resolution time is 90 calendar days.

7.3 Levels of service

It is the goal of Save9 Limited to meet, and even exceed when possible, the levels of services documented in this SLA. Any variation from the coverage defined within this agreement can carry a premium add-on cost to the Client's requested variance.

7.4 Levels of effort

The service levels offered by Save9 Limited to the Client are ascribed in Appendix C of the Statement of Work. For technical support considered critical by the Client (e.g. Severity: Very High), the level of effort will be exercised in full, either through corrective or preventative maintenance. The level of effort for all remaining support-issues will only be exercised for corrective maintenance activities.

7.5 Support criticality

The criticality of a site internet connectivity support issue determines the activities to be performed. The Client can select a criticality level that best suits their service expectations or budget. These levels can be best described as follows:-

Level	Description
VERY HIGH OR HIGH	<p>Example - No site internet connectivity.</p> <ul style="list-style-type: none"> • Support activities must be performed to at least the level of effort indicated for a faulty router or site connectivity telecommunications device (e.g. external antenna). • Should identified problems consume less than the level of effort, then the balance is taken up with preventative maintenance activities. • Should identified problems consume more than the level of effort, then no preventative maintenance activities will be conducted.
MEDIUM	<p>Example - Intermittent site internet connectivity.</p> <ul style="list-style-type: none"> • Support activities can be performed as required to provide an acceptable level of service. • Should identified problems consume less than the level of effort, then no preventative maintenance activities will be conducted.
LOW	<p>Example - No internet connectivity for individual devices, appliances or a network segment.</p> <ul style="list-style-type: none"> • Support activities may be performed as required. • Minimum support activities will be performed.

8. Appendix B

8.1 Roles and responsibilities of the Client

The Client has the following general responsibilities under this agreement:-

- The Client will conduct business in a courteous and professional manner with Save9 Limited and its employees.
- The Client's end-users, customers, and/or suppliers using the systems stated in Appendix C of the Statement of Work will use the appropriate contact to request support.
- The Client's end-users will contact Save9 Limited's telephone or email help desk to initiate Level 1 support, including requests to create support job-tickets and work orders and assigning responsibility to the appropriate Level 2 resource.
- The Client will provide all information required to open a support ticket request.
- The Client will indicate the criticality of a support request so that Save9 Limited support personnel can assign severity codes adhering to the correct usage of these codes as defined in this Service Level Agreement.
- Once a support request has been submitted, the Client will make personnel and resources available to immediately work with the Save9 Limited support person assigned to the support ticket raised. If the Client is unable to make personnel and resources available to work with the Save9 Limited support person then a re-scheduled date or time will be agreed at the convenience of Save9. Save9 Limited will resolve such tickets in a timely manner on a best effort basis.
- The Client's end-users may contact Save9 Limited support resources directly to report a problem. All problem calls will be logged as a support job-ticket by the Save9 help-desk.

- The Client may need to provide Save9 access to its premises.
- The Client will provide all of the necessary and requested documentation, information, and knowledge capital to Save9 Limited prior to the deployment of a new telecommunications device, application or service that Save9 Limited may agree in writing to help support the Client with deploying.
- The Client accepts that in general any third party vendor software updates, firmware releases or fixes may not resolve specific technical issues or problems experienced by a Client but by their very nature they are designed to fix other outstanding issues and problems (known or unknown to the Client) or to provide improved functionality and security. As a course of action to resolve system or software problems that cannot be resolved after a period of 5 days the most recent updates and patches should be deployed, with the assistance of Save9, in order to eliminate all possible root causes. Whenever possible testing should be performed in a non-critical environment before deployment - however the Client must accept that this cannot always happen and that an element of risk will exist in these circumstances.

8.2 Roles and responsibilities of Save9 Limited

Save9 Limited has the following general responsibilities under this agreement:-

- Save9 Limited will conduct business in a courteous and professional manner with the Client.
- Save9 Limited will log all information from the Client required to establish contact information and to document the nature of the problem and the Client's environment (as applicable).
- Save9 Limited will attempt to resolve problems either remotely or over the phone on first call – or on-site if it deems it necessary.

- Save9 Limited will escalate support requests to the next level of internal support within Save9 Limited upon approach of established resolution targets.
- Save9 Limited may seek to obtain the Client's approval before a support job-ticket closure. Any dispute over whether a support job-ticket may be closed is covered by the Complaints and Dispute Procedure as detailed in the Technical Services Terms and Conditions or Broadband Services Contract.
- Save9 Limited may be the interface on behalf of the Client to contact other organisations as appropriate when it comes to technical problems that need resolving by involving a third party.
- Save9 Limited will continue to utilise a support job-ticket system for updating, tracking, and closing technical support incidents as assigned.
- Save9 Limited will endeavour to ensure all of its support specialists have appropriate tools to perform their function for their day-to-day activities.
- Save9 Limited will create and implement a standard technical training program for all Save9 Limited support resources.
- Save9 Limited will perform resource management and scheduling, including provision of overall direction of the activities of the support specialists.
- Save9 Limited will assess the individual support requests and assign work to the team member having the appropriate technical knowledge.
- Save9 Limited will conduct continuous process improvements as part of its quality management system (QMS).

8.3 Save9 Limited support roles

There are several roles deployed within Save9 Limited that are integral to the provision of support services to the Client. These roles include the following:-

8.3.1 Support service management

A Save9 Limited manager will provide the overall direction of the activities of the Save9 Limited Network Support Specialists, participate directly in the production of the associated deliverables, and will negotiate with the Client regarding the classification of enhancements and the scheduling of tasks. This individual will report to the Client or chosen representative. Duties include:-

- Ensuring a minimum of 10 percent LOE (Levels of Effort) from Save9 Limited during transition and support phases.
- Ensuring SLA targets are met (coordinating all activities to ensure all tasks are performed in a consistent manner and on schedule).
- Ensuring all work is performed according to the agreed-upon work methods and standards that are in effect within Save9 Limited and the Client.
- Acting as point of escalation for issues beyond the usual scope (e.g., internet connectivity issues beyond a property's point-of-entry, attending review meetings on service outages, coordination between technical parties for implementing cross-system solutions, etc.).
- Participating directly in the production of the associated deliverables.
- Liaising with Client contacts (e.g. negotiating with regards to the classification of technical service enhancements and the scheduling of tasks, and coordinating the presentation of deliverables).

- Preparing monthly support job-ticket status reports if agreed with the Client.

8.3.2 Network Support Engineers (Level 1 & 2)

The Save9 appointed Network Support Engineers work as a dynamic team of support professionals who provide Level 1 & 2 plus specialist level 3 technical support for a Client's critical systems. Reporting to a Save9 Limited Manager, they are responsible for the timely submission of all deliverables. Their duties include:-

- Dedicating 100 percent LOE during transition and support phases.
- Conducting all root-cause analysis and error/bug fix isolation and resolution activities, and associated documentation for the individual tasks, as assigned by a Save9 Limited Manager.
- Acting as a point of contact for all technical support issues (problems, questions and requests).
- For software, hardware or firmware enhancements - determining the potential high-level effort for all changes, and based on that, either passing it on to a Save9 Limited Network Support Specialist or completing it themselves.
- Identifying all tasks and activities associated with each support request and deriving estimates for the completion of each task.
- Responsibility for maintaining an up-to-date and secure repository of technical settings, admin/root level security passwords and network diagrams (i.e., URLs, IP lists, site configurations, firewall settings, remote monitoring, setting backup schedules, etc.). Only items listed in Appendix C of the Statement of Work are covered by this service.
- Responsibility for responding to and updating support job-tickets whether on or off-site.

- Performing basic support activities (i.e. shutdown/startup, remote management activities, etc.).
- Conducting testing activities – remotely or onsite to isolate a fault's root cause.
- Conducting settings modifications and testing over-time to resolve intermittent problems.
- Participating in acceptance testing and implementation activities.
- Providing knowledge transfer to fellow Save9 Network Support Engineers on a regular basis to ensure adequate absence and holiday cover.

8.3.3 Network Support Specialists (Level 3)

The Save9 Limited Network Support Specialists work as a dynamic team of support professionals who provide Level 3 support for critical networking systems. These individuals have specialised skills in advanced system configuration and troubleshooting. Reporting to the Save9 Limited Manager, they are also responsible for assisting, coaching, and mentoring Network Support Engineers in the timely submission of all deliverables. Quite often the Network Support Engineers are also Network Support Specialists in a number of areas. Their duties include:-

- Dedicating 25 percent LOE during transition and support phases.
- Providing advice and assistance to Network Support Engineers on complicated fixes or unusual types of support requests (e.g. firewall configurations, fibre cable installations or undiagnosed hardware, software and telecommunications faults).

- Participating in errors fixes/bug fixes/enhancements up to the 25 percent LOE to keep up to date on application (if Client agrees to maximum utilisation on the LOE).

9. Appendix C – Statement of Work

9.1 Key Contacts

Save9 Limited key representatives for this SLA:
Steve Bromham, Director

9.2 Inventory of items covered by this SLA (subject to review)

- The Save9 Internet broadband service delivered to the point-of-entry at the Client's premises. This support may be extended to other rooms and/or building locations at the sole discretion of Save9 to assist the Client in troubleshooting extended connectivity issues that they are unable to resolve.

9.3 Inventory of items not covered by this SLA (subject to review)

Any other ICT (Information, Communications & Technology) appliances, devices, applications, services or media - including fibre, copper or wireless transmission types not disclosed or not listed in 9.2 plus any new ICT products or services not in possession of the Client at the commencement date of their Technical Services Contract (initial installation date for clarification purposes).

The replacement cost for faulty or unserviceable items will not be covered by this SLA. Equipment replacement and repair costs covered by manufacturer warranties or individual on-site hardware maintenance agreements may already be in place. At the discretion of Save9 Limited any initial fault diagnosis and preliminary request for third-party product or service providers to replace or repair faulty equipment that is under their warranty provision may be handled by Save9 under this SLA (please refer to section 6.5) but those costs will not be covered by this SLA.

A permanent system failure or fault on any item covered by this SLA may need to be replaced by the Client at their cost (unless it is under manufacturer or vendor warranty) and there may be delays in obtaining such replacement items.