

BEDROQ SERVICE LEVELS

INCIDENTS	Remote Support 24 x 7		Remote Support 8 x 5		On-Site Response	IT Managed Services	Bedroq Capture
	Response	Fix or Plan to Fix from fault diagnosis	Response	Fix or Plan to Fix from fault diagnosis	Fix or Plan to Fix from fault diagnosis		
P1	30 Minutes <i>(Incident must be raised by telephone)</i>	4 hours	1 Business Hour	8 Business Hours	8 Business Hours	Major system/Core outage - All business systems unavailable Business Unit impacted (e.g. loss of services to an office or department) A core IT service unavailable to majority of user base	Outage of all electronic security systems across all sites. OR Outage of one system across all sites OR Outage of all systems at one site.
P2	30 Minutes <i>(Incident must be raised by telephone)</i>	8 hours	1 Business Hours	8 Business Hours	8 Business Hours	A core IT service unavailable, but a workaround is in place Potential for material reputational damage to the company Non-Core IT service unavailable to all users	One system (e.g VMS Platform, ANPR Platform, Access Control Platform, PIDS Platform) down at a site.
P3	2 Business Hours	16 Business Hours	2 Business Hours	2 Business Days	2 Business Days	Non-Core IT service unavailable to subset of users	Partial system outage at one or more sites e.g. 1 or more Cameras offline 1 or more Access Control Units offline 1 or more PIDS's unit offline
P4	4 Business Hours	24 Business Hours	4 Business Hours	5 Business Days	5 Business Days	Impacts a single user only (e.g. single application issue)	System feature unavailable e.g. 1 or more PTZ Camera tour not functioning 1 or more Digital Site Map error
SERVICE REQUESTS and WORK REQUESTS	Response	Target Resolution	Response	Target Resolution		IT Managed Services	Bedroq Capture
P1	4 hours	8 hours	4 Business Hours	8 Business Hours		Critical change as defined by the customer	Critical change as defined by the customer
P2	12 hours	40 hours	8 Business Hours	2 Business Days		Important change as defined by the customer but also does not affect the user's ability to work	Important change as defined by the customer but also does not affect a user's ability to work
P3	24 Business Hours	80 Business Hours	1 Business Day	5 Business Days		Not Critical / Not Important	Not Critical / Not Important
Starter, Leaver, Change of Role	4 Business Hours	16 Business Hours	4 Business Hours	16 Business Hours		New user, leaver and change of role process. Maximum of 5 in any 48-hour period (more than 5 can be requested.)	New user, leaver and change of role process. Maximum of 5 in any 48-hour period (more than 5 can be requested.)

In addition to the SLAs outlined above, Bedroq will use reasonable endeavours to resolve Incidents impacting the Client's business as quickly as possible.

Bedroq will not consider the following as non-availability of core systems:

- Force Majeure (as set out in the MSA).
- Outages caused by third-party services e.g. Office 365, Azure.
- Scheduled maintenance or re-configuration to the IT Service. Bedroq will use all reasonable endeavours to ensure that such maintenance is carried out during off peak hours (8:00pm – 8:00am weekdays, or anytime on weekends and Public Holidays), is undertaken swiftly, and that the Client is notified at least 2 weeks in advance.
- Outages resulting from instructions received from Authorised Representatives of the Client (provided the Client has been made aware that its instructions may cause an outage and has given its agreement to the work continuing notwithstanding).
- Outages resulting from a failure of hosted Client Software (where such software has a fault, bug, misconfiguration or other flaw that is outside Bedroq control).
- Non-availability caused by the user having forgotten their login credentials or where such failure can be demonstrated by Bedroq to be caused by the user's own acts or omissions (including but not limited to problems with the user's own broadband connection).

For Starter, Leaver and Change of Role, the following items will not be counted in the response and fix times:

- Requesting and checking the accuracy of information provided by the Client.
- Waiting time for 3rd parties to complete their work.
- Lead time on new equipment and licenses not included.
- Any work required on-site e.g. moving a computer, setup of new office space.

On-Site Response SLA targets only apply to site in UK mainland.