

SERVICE CARE LEVELS

SILVER COVER OPTION 1

Monday to Friday 09.00am to 17.00pm excluding Bank Holidays & Public Holidays

The Company will respond to calls for service within 4 working hours for a major fault and within 8-16 working hours for a minor faults and to repair all non-intermittent faults within 16 working hours, either by attending site or by remedial action via remote interrogation.

Note:

Silver Cover, Option 1 will be provided, unless otherwise agreed and stated on the Agreement

GOLD COVER OPTION 2

Monday to Friday 09.00am to 17.00pm excluding Bank Holidays & Public Holidays

The Company, will respond within 4 hours to service during normal working hours which are, Monday to Friday 09.00am to 17.00pm excluding Bank Holidays & Public Holidays, either by attending site or by remedial action via remote interrogation. In addition, the company will use all best endeavours to remedy or provide an appropriate interim solution outside of these times, 24 hours per day, 365 days per year, on payment of the Company's current callout fee, in addition to any current fees paid to the Company under this agreement. This includes fees for any remote interrogation.

PLATINUM COVER OPTION 3

Monday to Sunday, 24/7—365 days

The Company will respond within 4 hours, 24 hours per day/365 days per year, either by attending site or by remedial action via remote interrogation. Technical support will remain in place until the fault is rectified, unless replacement equipment is necessary and is not readily available whereby the appropriate, interim solution may be provided until the necessary replacement equipment can be delivered.