

## Appendix 1 Response Times & Service Level Agreement

The priority of breakdown will be given at the time the call-out is made

Priority 1 Emergency		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 4 hours	Within 1 working days	Within 5 working days*
Typical example of 'high' priority fault: Faults/breakdowns affecting a whole panel or loop Site wide network problems		

Priority 2 Urgent		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 1 working days	Within 2 working days	Within 10 working days*
Typical example of 'normal' priority fault: Fault with equipment, which is rendering it inoperable, and not defined as 'high' priority.		

Priority 3 Routine		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 5 working days	Within 10- working days	Within 20 working days*
Typical example of 'low' priority fault: A repair to an equipment which is still in operation, and not at risk of further failure. Typically, this will be repairs actioned as part of a PPM		

\* It is accepted that due to the pandemic and other political issues, there may be delays with the sourcing of parts. In this scenario, the contractor should demonstrate