Service Level Agreement (SLA) - Addendum

SIP Services Target Response and Target Clearance times

Detailed below are the Target Response and Target Clearance times that apply to Spitfire SIP services. Please note that there are a number of components comprising a SIP solution, potentially including analogue lines and broadband services. The Target Clearance times detailed here do not apply if there are issues affecting other components of the solution.

Spitfire SIP Services Target Response and Target Clearance								
	Target Response Times				Target Clearance Times			
Product Name	System Failure	Major Faults	Minor Faults	Others	System Failure	Major Faults	Minor Faults	Others
Spitfire Hosted PBX v2.1	30 wk mins	2 wk hrs	4 wk hrs	1 wk hr	4 clock hrs	8 clock hrs	8 clock hrs	n/a

Spitfire SIP Services Support Hours	
Product Name	Customers May Raise A New Support Case / Spitfire Support Will Progress A Support Case

Spitfire SIP Services Support Hours		
Product Name	Customers May Raise A New Support Case	Spitfire Support Will Progress A Support Case
All Faults (System Failures, Major Faults, Minor Faults)		
All Products	Everyday 00:00-23:59 (incl. Bank/Public Holidays)	Everyday 00:00-23:59 (incl. Bank/Public Holidays)
All Other Support Requests		
All Products	Mon-Fri 08:00-19:59 (excl. Bank/Public Holidays)	Mon-Fri 08:00-19:59 (excl. Bank/Public Holidays)

SIP Services Target KCIs

Spitfire SIP Service KCI Targets								
	KCI - Customer Update Frequency				KCI - Contact Ratio (call/electronic)			
Product Name	System Failure	Major Faults	Minor Faults	Others	System Failure	Major Faults	Minor Faults	Others
All Products	2 hrs	3 hrs	4 hrs	n/a	1:1	1:2	1:3	n/a