



Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

<p>Online Support</p> <p>8 A.M. to 5:00 P.M. Monday-Friday</p> <p>Ticket creation can be done on support.bb-networks.com and will be actioned during business hours</p>	<p>Email Support</p> <p>8:00 A.M. to 5:00 P.M. Monday – Friday</p> <p>Support emails will only be actioned when sent to support@bb-networks.com</p> <p>Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day</p>	<p>Telephone Support</p> <p>8:00 A.M. to 5:00 P.M. Monday – Friday</p> <p>Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call</p>
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Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

Priority	Priority Definition	Response SLA	Resolution SLA
P1 (Critical)	<ul style="list-style-type: none"> Total work stoppage for 51% or more of business This priority is actioned during and after normal business hours 	30 Minutes	4 hours
P2 (High))	<ul style="list-style-type: none"> One employee has a work total stoppage issue. This priority is actioned during and after normal business hours 	1 Hour	8 Hours
P3 (Normal)	<ul style="list-style-type: none"> Employee has work impeding event Company has impeding or slowing event happening 	4 Hour	2 Business Days
P4 (Low)	<ul style="list-style-type: none"> Planning events New equipment programming & implementation New employee setups Future projects 	1 Business Day	5 Business Days