

Service Levels

Response and resolution targets for customers with a Support Services Schedule

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These are the response and resolution targets we work to. They are the same for every customer. The hours during which they apply are set out in your Support Services Schedule.

1. PRIORITIES AND TARGETS

Priority	Definition	Response	Resolution
P1 Critical	Service unavailable, affecting all users and all functions.	1 hour	4 hours
P2 High	Significant degradation, affecting many users or a business-critical function.	1.5 hours	8 hours
P3 Medium	Limited degradation. The business process can continue.	4 hours	12 hours
P4 Low	Service requests: new equipment, starters, leavers, changes.	12 hours	5 days

These targets are the same for every customer, including those who buy wider cover. Wider hours buy a wider window, not a faster response.

2. THE HOURS THESE TARGETS RUN WITHIN

Standard cover is 09:00 to 17:00, Monday to Friday. The hours that apply to you are set out in your Support Services Schedule.

3. HOW THE CLOCK BEHAVES

- A target is the latest we should have responded by, not a schedule we work to. If you call and we answer, we will usually start on it there and then rather than wait for a clock.
- Targets run inside the service window and pause outside it.
- A P1 raised at 16:30 on standard cover has its one-hour response target satisfied by 09:30 the next working day. Best-efforts or wider contracted cover often reaches it sooner, but only contracted cover carries a target.
- **Response** means a person has taken an action on your ticket — calling you, or getting on with the work itself. It is not an automated acknowledgement. Which of the two comes first depends on the ticket, so a response does not always mean you have heard from us yet. Where we need something from you, or where it helps to tell you what we have found, we will be in touch by email, telephone, SMS or WhatsApp.

- **Resolution** means the service is working again. Where a permanent fix needs a third party or a part, a workaround that restores the service stops the resolution clock.

4. COVER OPTIONS

Standard cover is included with every agreement. Two wider windows are available as paid options, and both carry exactly the same response and resolution targets. The window changes; the targets do not.

Cover	Service window	Notes
Standard (included)	09:00 to 17:00, Monday to Friday	Included with every agreement.
Extended	08:00 to 18:00, Monday to Friday	Two hours either side of the standard window, for businesses that start before nine or finish after five.
24/7	Any hour, any day	A contracted service desk covering nights, weekends and public holidays.

Outside your service window we monitor and respond on a best-efforts basis at no charge. Best-efforts means exactly that: no target applies, and nobody is guaranteed to be there. Where someone is, the answer will usually come by email rather than by telephone, because the phones are not staffed outside the window.

5. ON-SITE ATTENDANCE

On-site attendance is during business hours in every case, including on 24/7 cover. Wider cover buys a wider window for remote response, not someone in your building at three in the morning.

Attendance outside business hours is possible, but only where it has been agreed in advance — planned project work, usually, because that is what it is for. Without that arrangement, do not expect it even on best efforts. We would rather say so here than have you discover it during an incident.

6. WHAT STOPS THE CLOCK

The circumstances that pause these targets are set out in your agreement. They cover the usual ones: waiting on you for information, access or a decision; waiting on a third-party supplier; hardware away for repair or replacement; and anything outside the estate your agreement covers.

7. IF WE MISS A TARGET

The escalation route, and who to contact at each stage, is set out in your agreement.

If you are a customer and a target has been missed, call us and ask for it to be escalated. You do not need to find the right person; ask and we will route it.

8. HOW TO RAISE A TICKET

P1
Critical

Telephone. Do not raise a P1 by email.

P2 High	Telephone, the portal or email.
P3 Medium	The portal, email or telephone.
P4 Low	The portal, email or telephone. For some requests — a new starter, a new machine — we will point you at a form in the portal, because getting what we need first time is what makes the five days comfortable.

Only a P1 has to be a phone call, because an outage should not wait in a queue behind an inbox. Everything else can come however suits you, and we do not restrict who is allowed to ring us: getting to know your people and your estate is most of what makes the next fault quicker.

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