

SLA Support Services

Scope

This Service Level Agreement will be applicable to remote sites supplied and installed by Q-KON or its designated Service Partner.

SLA Pricing

R275,00 per month per site

Remote Site SLA

The remote site SLA services are summarized in the table below and described in more detail in the following paragraphs.

Response Times for Remote Sites per Incident	Business Hours	After Business
1 st Line remote site monitoring	CUSTOMER	
mTTr maximum-Time-To-respond	30 Minutes	1 st Hour Next Business Day
mTTi maximum-Time-to-Investigate	1 Hour	1 st Hour Next Business Day
mTTS maximum-Time-To-be-on-Site	8 Hours	Excluded
mTTR maximum-Time-To-Repair	4 Hours	Excluded

- mTTr: maximum-Time-To-respond
When the CUSTOMER reports a fault by email, the Q-KON Service Team will acknowledge receipt of the Trouble Ticket by return email within 30mins for incidents logged during business hours and within the 1st hour of the next business day for incidents logged after hours.
- mTTi: maximum-Time-To-investigate
Within 60 minutes of receiving the email Trouble Ticket the Q-KON Service Team will have completed all remote investigations, diagnostics and corrective action via remote access if possible. If the service cannot be restored a technician will be dispatched to site.
- mTTS: maximum-Time-To-be-on-Site
A technician will be onsite within 8 business hours. This excludes the following travel time allowances for sites outside the country capital city:
 - < 4 Hours for sites within 100km radius of the capital city.
 - < 8 Hours for sites within 300km radius of the capital city.
 - < 16 Hours for sites further than 300km from the capital city.
- mTTR: maximum-Time-To-Repair
Service will be fully restored after 4 business hours from the time the technician has reached the remote site, excluding any time period required to obtain access to the premises.

Measurement & Communication Times:

Response times will be measured using Q-KON's help desk system, and will start after acknowledgement of receipt of the Trouble Ticket logged by the Customer, and will end upon the closing of the ticket when the problem is resolved.

The Customer will ensure that all communications regarding a specific Trouble Ticket will be communicated via the official Q-KON Service Team email address. Such Trouble Ticket communication must at all times include the Q-KON supplied Trouble Ticket reference number in the subject line of such communication. Q-KON will not be subject to response related penalties if this process is not adhered to, which results in any delay in communication or miscommunication.

Exclusions

- Customer Time

All "Customer Time", defined as the time identified on Q-KON Trouble Ticket (if any) attributable to or caused by reasons other than Q-KON's act or omission, including without limitation:

- Incorrect or incomplete callout information provided by the Customer which prevents Q-KON, or its duly authorized Service Partner from completing the trouble diagnosis and service restoration;
- Denial of access to Q-KON, or its duly authorized Service Partner to components at the Customer's location, when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing;
- No access or restricted access to the Customer Equipment to restore or replace;
- The Customer's failure or refusal to release the Customer Equipment for testing;
- Interruptions not reported by the Customer, or for which no Trouble Ticket was opened.
- The Customer being unavailable to close a Trouble Ticket, or Q-KON being unable to verify service restoration with the Customer.
- Outside Plant Works for After Hour periods, unless the Customer assures either Q-KON, or its duly authorised agent, that adequate safety measures, including proper lighting, are in place to facilitate the repair.

- Customer Equipment

Only applies to equipment provided by Q-KON. Any 3rd Party equipment is expressly excluded from this agreement. Should Q-KON dispatch a technician, or a duly authorised Service Partner, to repair a fault, which subsequently proves to be caused by a resource provided by the Customer such as power, air-conditioning, 3rd party equipment failure or a security breach, Q-KON shall not be liable for any penalties.