

AVPM LED support – 5 year package

Service coverage and response time

Telephone Support

Response Time	09.00 – 17.00 (working hours) Monday - Friday excluding Bank Holidays
Response Time Window	within 8 working hours
Limitations	Support limited to 2 telephone calls per month (24 per year)

Remote Support

Remote diagnostic applications (Teamview, etc)

Onsite Support

Engineer on Site Window	within 8 working hours from the end of the Response Time Window (09:00-17:00 Monday - Friday excluding Bank Holidays).
Working Hours	To be agreed on an as per call out basis. For the avoidance of doubt, this may include working outside of the customers opening hours and under Health & Safety direction.
Maintenance	2 Corrective visits per year for the investigation and remediation of issues relating to poor screen performance and hardware failures, Addition call out charge applies for additional visits (see Schedule A)
Preventative Maintenance	1 Preventative maintenance per year to ensure correct operation of the screen.

Additions included in contract

Warranty Management	Included in contract
Escalation	Escalation to manufacturer when required within normal working day.
Limitations	Access equipment to be arranged by the customer under agreed Health & Safety guideline.