



MVIS Ltd – Hire Service Level Agreement

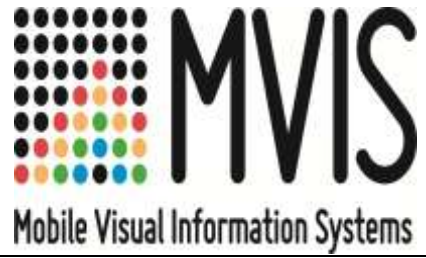
	VMS	CCTV/ANPR/SSHD
<p style="text-align: center;">Fault Reporting Telephone Line</p> <p>A dedicated fault reporting line is available 24 hours a day 7 days a week to report any faults which develop with our systems. Upon registering the fault with the line an operative will be in contact with the client within the response times highlighted.</p>	<p>24 hours, 7 days</p> <p>01629 580570</p>	<p>24 hours, 7 days</p> <p>01629 580570</p>
<p style="text-align: center;">Initial Response (Fault acknowledgement)</p>	<p>Telephone response will be within 4 hours of recorded contact.</p> <p>Site visits will be made on the next working day.</p>	<p>Telephone response will be within 4 hours of recorded contact.</p> <p>Site visits will be made on the next working day.</p>
<p style="text-align: center;">Locally Held Spares</p>	<p style="text-align: center;">Locally Held</p> <p>Wide selections of spares are held locally by MVIS engineers (repair times will be dependent on ordered in parts).</p>	<p style="text-align: center;">Locally Held</p> <p>Wide selections of spares are held locally by MVIS engineers (repair times will be dependent on ordered in parts).</p>
<p>VMS, ANPR, CCTV, SSHD are all monitored on a daily basis, reports are produced, and records held and distributed to MVIS engineers.</p>		

Unit G, The Old Council Depot, Old Coach Road, Tansley, Matlock, Derbyshire DE4 5FY



System faults which impede the operation of the VMS,CCTV, ANPR or Data Collection equipment		
Faults that impede the operation of the VMS, camera or data collection equipment or the communications will be fixed within the time specified in this table. The duration starts from the notification by the <i>Client</i> .		
	VMS	CCTV/ANPR/SSHD
Weekday: Fault resolution (Subject to agreed and supplied Traffic Management and/or access to site)	Telephone response within 4 hours. Service Visit – within 24 hours (dependent on replacement parts being in stock).	Telephone response within 4 hours. Service Visit – within 24 hours (dependent on replacement parts being in stock).
Weekend: Fault resolution (Subject to agreed and supplied Traffic Management and/or access to site)	Telephone response within 4 hours. Service Visit -Next Working Day (dependent on replacement parts being in stock).	Telephone response within 4 hours. Service Visit -Next Working Day (dependent on replacement parts being in stock).
Web Studio Support		
Weekdays	Web Studio support is available between 8am-5pm for general enquiry's. Out of hours service from 5pm – 8am is for emergency's only – 01629 580570.	

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	MVIS employees will build messages and schedules as per clients request; all messages must be confirmed by e-mail by the client.
Weekends	Web Studio Support is available from 5pm Friday – 8am Monday for emergencies only. (Standard message changes will be chargeable during these hours).

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