

Service Level Agreement

Priority	Service Request	Target Respond Time	Target Service Restore Time
Operations (P1) (P1 issues must be phoned in)	<ul style="list-style-type: none"> • Business critical issues*/more than 50% of users impacted. Mobile <ul style="list-style-type: none"> • Lost/Stolen handsets (Barring handsets to prevent unauthorised use) 	During office hours: Immediate 24/7 support: Immediate	During office hours: 1 Hour 24/7 support: 1 Hour
Operations (P2)	Mobile <ul style="list-style-type: none"> • Roaming changes (Barring/issues) • Network issues – signal issues relating to user device • Issues accessing email server • Vodafone service fault affecting calls for multiple users • Billing/invoice Queries (N.B. Should a fault be found with the billing, this could take up to 10 working days to be solved.) 	1 Hour	9 Hours
Operations (P3)	Mobile <ul style="list-style-type: none"> • Handset Replacements (If Vodafone supports handset and in-warranty) • SIM Swaps • Handset orders (if in stock) • Username changes 	2 Hour	18 Hours (2 working days)
Operations (P4)	Mobile <ul style="list-style-type: none"> • Moves/Add/Deletions/changes to accounts • Ordering Handset Accessories (subject to availability) 	4 Hour	45 support hours (5 days)
Support	Mobile <ul style="list-style-type: none"> • Faulty phones (In Warranty but not supported by Vodafone) • Faulty handsets outside of Warranty • Bulk PAC requests (25 and above) 	8 Hour	Agreed on a case-by-case basis