

Appendix 1 Response Times & Service Level Agreement

The priority of breakdown will be given at the time the call-out is made

Priority 1 – Emergency		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 4 hours	Within 1 working days	Within 5 working days*
Typical example of 'high' priority fault: <ul style="list-style-type: none"> • Faults/breakdowns affecting a whole panel or loop • Site wide network problems 		

Priority 2 – Urgent		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 1 working days	Within 2 working days	Within 10 working days*
Typical example of 'normal' priority fault: <ul style="list-style-type: none"> • Fault with equipment, which is rendering it inoperable, and not defined as 'high' priority. 		

Priority 3 – Routine		
Response Time	Repair Time (No parts)	Repair Time (Parts required)
Within 5 working days	Within 10- working days	Within 20 working days*
Typical example of 'low' priority fault: <ul style="list-style-type: none"> • A repair to an equipment which is still in operation, and not at risk of further failure. • Typically, this will be repairs actioned as part of a PPM 		

* It is accepted that due to the pandemic and other political issues, there may be delays with the sourcing of parts. In this scenario, the contractor should demonstrate that they are doing everything reasonably practicable to reduce delays