



### 1. Levels of cover

Cover is provided at one of the following levels, with response times running from the time when Xarios receives full details of the Fault in question. Included in the maintenance service level is the provision of site attendance if deemed necessary during contract hours. Site attendance is available for standard and premium contracted sites outside of these times on a chargeable time and materials basis.

#### Standard

Cover Period	Business Hours
Response Time	4 Business Hours

Xarios will use all reasonable endeavors to respond within 4 Business Hours. Site attendance is available outside contract hours on a chargeable basis and subject to availability.

#### Premium

Cover Period	24 x 7 x 365
Response Time	4 Hours

Xarios will use all reasonable endeavors to respond within 4 Hours.

### 2. Inclusions

Included in all maintenance contracts is the following:

- a. Parts cost (On Xarios supplied hardware)
- b. Labour cost (If within contract hours)