



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
Cover	Parts & Labour
Cost	15% of the RRP of the Supported System (subject to Xarios' Minimum Contract Value)

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
Cover	Parts & Labour
Cost	20% of the RRP of the Supported System (subject to Xarios' Minimum Contract Value)

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)

On Site charges applicable to non-contract hours

If out of contract hour's site attendance is required then the following charges apply: 9am-5pm Mon-Friday £125 per hour or part thereof, outside of this an hourly rate of £175 would prevail.

In this situation a purchase order or written authorization for the call out will be required before the engineer will attend Site.

3. Charges related to the support of sites without a maintenance contract (Xarios transfer prices)

Direct remote support of a non-maintained site, IE Xarios are dealing with the end user directly by request of the reseller whether investigating an issue, performing changes to a system that the dealer is unwilling or unable to do due to lack of trained personnel.

- a. 3.1 9-5 Mon-Fri £125 per hour. If site attendance is required then a callout charge of £250 would apply then £125 per Hour once on site, scaling to £175 should the works continue after 5pm.

Outside of 9-5 Mon-Fri, £175 per hour. If site attendance is required then a callout charge of £350 would apply then £175 per Hour once on site, scaling back to £125 per hour if work continues back to 9am.

