



Business Mobile SLA ¹

PRIORITY	SERVICE REQUEST	TARGET RESPOND TIME	TARGET SERVICE RESTORE TIME
Operations (P1) (P1 issues must be phoned in)	Business critical issues*/more than 50% of users impacted. 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)	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 resolved.)	1 Hour	8 Hours
Operations (P3)	Handset Replacements (If in stock, network supports handset and in-warranty) SIM Swaps Handset orders (if in stock) Username changes	2 Hours	16 Hours (2 working days)
Operations (P4)	Moves/Add/Deletions/changes to accounts Ordering Handset Accessories (subject to availability)	4 Hours	40 support hours (5 working days)
Support	Faulty phones (In warranty but not supported by the network) Faulty handsets outside of warranty Bulk PAC requests (25 and above)	8 Hours	Agreed on a case-by-case basis

¹ Revised June 2019