

Mainstream Digital Ltd
Data Systems Maintenance
Service Level Agreement
Version 2
9th Jan 2023

This Agreement applies to the provision to you, (the "Customer"), by us, Mainstream Digital Limited, a company incorporated in England and Wales with Company Number 02742235 whose registered office is at 701 Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT

Definitions of the terms used in this Agreement are detailed in the Definition's document that can be found in Terms & Conditions at www.msdigital.com

1. Scope of this agreement

This document provides details on the products that are classed as Data Equipment provided by Mainstream as part of a service that carries data.

2. Replacement Under Contract

The following parts/systems will be covered.

2.1 Networking devices covers Routers, Modems, Switches, Access Points. Any networking equipment sold by Mainstream is covered under warranty so long as the devices are installed and operational in an appropriate environment. See section 4
2.1.1 Certain equipment provided for network connectivity by the under-lying service provider is covered by the contract and we would aim to replace as part of the contract should a fault occur. Such devices are typically NTE devices for fibre connectivity.

3. Warranty cover

3.1 Data products that are sold to the customer are covered by our Standard Warranty Period.

3.2 Data products are typically (but not exhaustively) Ethernet Switches (including PoE switches), UPS systems, WiFi devices, cabling installed by an approved Mainstream technician.

3.3 Return of equipment

3.3.1 The customer is responsible for the secure return of any product being returned under warranty.

3.3.2 The returned item must be packaged in its original packaging. Where this is not possible, it must be packaged according to manufacturer's specification. All carriage is to be paid for by the customer.

4. Caveat

If any of the hardware specified clause 2 and 3 is deemed to have failed due to inappropriate usage, inadequate ventilation, flooding, fire, vermin damage or tampering by non-MSD approved persons, we reserve the right to charge for replacement products.

5. Fault Reporting.

Any fault or suspected fault can be reported to Mainstream at any time of day on any day of the week.

6. Fault Acceptance

Mainstream will investigate reported faults between the hours of 8:30 and 17:30 on a Monday to Friday. Bank Holidays are excluded. If your calls and lines are with Mainstream, with your agreement, we will activate the planned call divers.

7. Fault Finding (remote diagnosis)

For customers able to accept remote diagnosis of the system, on registration of a fault, we will aim to login and diagnose the problem and report back the outcomes of the remote investigation within 4 hours, during the hours of 8:30 to 17:30, Monday to Friday. Bank Holidays are excluded

8. Fault Finding (site visit)

For customers not able to accept remote diagnosis, we call the customer back within 4 hours during the hours of 8:30 to 17:30 Monday to Friday, excluding Bank Holiday, to advise of on-site attendance and charges related to the fault find visit.

An on-site date and time will be agreed with a target aim of being on site within 48 hours.

9. Fault repair

On diagnosis of the fault, any replacement hardware will be ordered, and an on-site engineer will be arranged.

Where replacement hardware cannot be provided, the client will be advised of this, and a plan of action will be discussed and agreed with the client.

Hardware may be unavailable due to stock shortage or delays in shipping.

If the fault is fixable as a software or system configuration change, this will be carried out remotely, or on site, as required and agreed with the client.