

Managed Services Maintenance



Maintaining radio communications infrastructure, devices and installations in a cost effective and structured manner is a concern for any organisation. The maintenance of base stations, which are often in remote areas, and hand portables, within a timescale that doesn't interfere with business activities is crucial for any organisation that relies on its communications network. It is also imperative for the organisation to keep the mobile workforce contactable at all times, both inside and outside of normal business hours.

To ensure that your radio communications are available when you need them Arqiva offers a range of fixed price maintenance contracts to suit your business requirements. These range from next business day response to 24/7 emergency call-out, 365 days a year, with an engineer on site within 4 hours.

Features

- Fixed price
- Varying levels of service
- Call-outs included
- Repairs included
- Health check of infrastructure at contract start
- Quality check on vehicle installations
- 24/7 emergency call-out
- On site within 4 hours guarantee
- Guaranteed turn around time on repairs

Benefits

- Allows you to budget accurately for communications cost to the business
- Allows you to select a service that suits your requirements
- Call-outs are measured to resolution so there are no hidden costs
- A maintained radio communications system ensures you can concentrate on your core activities

Service Standard	Bronze	Silver	Gold
Response times for fixed equipment			
Grade A Critical fault response – for major system faults or loss of radio cover where backup has also failed	Next day response Normal working hours	Same day response Normal working hours	4 hours 24/7 365 days per year
Grade B Non critical but service impacting faults, including data system faults, where no workaround is possible	Next day response Normal working hours	Same day response for calls received by noon Normal working hours	Same day response for calls received by noon Normal working hours
Grade C Applicable to all mobile equipment and non-urgent system faults such as telemetry faults or alarms, standby system failure	Next day response Normal working hours	Next day response Normal working hours	Next day response Normal working hours
Grade D Repair of portable equipment (number of working days)	20 working days	10 working days	5 working days
Lead times for mobile equipment			
Appointment lead time for mobile equipment (Motor Vehicles and Motor Cycles) at Arqiva premises	5 working days	3 working days	Next working day
Number of FREE call-outs included			
Free of charge calls per annum	10	20	30



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