

## Observer Silver Level

Charge: Depends on Configuration.

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Includes:

- Unlimited UK Telephone Support 09:00 - 17:00 Mon-Fri. (GMT/BST)
- Remote Diagnostics (if access available)
- Maintenance Software & Hardware Updates.
- Cost of replacement parts outside warranty.
- Exchange Replacement Unit for faults (Customer installs unit)

Excludes:

- Annual Maintenance visit.
- Cost of On-Site Visits.
- System Integrity Check

Additional services and options will be charged at ½ and full day rates as required.

### Labour Rates

Half Day £287.50

Full Day £575.00

### Response Times

Telephone / Remote dial- in.	Within 1 Hour
Site Visit (Call before 12 noon)	Within 24 Hours (See note 2)
Site Visit (Call after 12 noon)	Next working day (See note 2)

Note 1. Travel & Accommodation will be charged separately at normal economy rates for installations outside of the UK

Note 2. Response times are subject to flight availability for installations outside of the UK.