

## **EMERGENCY RESPONSE**

### **Service Description**

This service ensures the availability of Caltrol's experienced Field Service Specialists in the event that the System ceases to function satisfactorily. A Field Service Specialist will respond to identify and repair the fault, restoring the System as quickly as possible to its normal operating condition.

### **Value**

Emergency Response provides value through having a Certified Customer Support Specialist on standby for timely, dependable emergency service. Our in-depth training and experience can mean the difference between lengthy downtime and a quick return to normal operation.

### **Level of Service**

Caltrol will ensure availability of a Field Service Specialist during the specified period and within the specified response time to travel to the Customer's site following receipt of a call for assistance. The availability and response time options which may be selected by the Customer are listed under Service Details.

Normally, the Specialist will acknowledge receipt of the Customer's call immediately by telephone. If the fault cannot be resolved over the phone, he will travel to the Customer's site. The response time is the time in which the Specialist will normally be expected to leave for the site following receipt of a call for assistance.

### **Customer Responsibilities**

In an emergency, the Customer should contact Caltrol during the agreed availability period, using the point of contact specified in the Contract. Upon contacting Caltrol, the Customer must identify the Contract number and give the fullest possible explanation of the System failure.

To enhance this Service, the Customer should purchase the recommended spares for their System, as spares availability is critical to restoring normal operating conditions.

### **Service Details**

The Customer may select the required level of service from the following:

#### **Availability**

- ? Normal Working Hours, Monday to Friday excluding public holidays, or
- ? Normal Working Hours, 365 days a year, or
- ? 24 hours per day, 365 days a year, and

#### **Response Time**

- ? next working day, or
- ? next day, or
- ? 4 hours

The selected options will be as specified in the Contract. Equipment and Programs to be covered by the Contract are specified as well.

### **Not Included**

Services not included in Emergency Response:

- ? on-site labor charges and related expenses
- ? Spares Support or hardware replacement.

These and other services are available as separate CSS service modules.

### **Charges**

A fixed annual charge for the Service based on the availability period and response time selected shall be set out in the proposal.

In addition, a charge will be made for each visit by a Specialist in response to a call for assistance. The charge will be based on the Specialist's time (including time traveling to and from site) plus all expenses incurred during travel and subsistence.

The Specialist's labor and car mileage rates will be specified in the Contract. All other expenses will be charged at cost as incurred.