



Service Level Agreements

PRIORITY SERVICE PLANS FOR PROACTIVE ACTIONS AND PREVENTATIVE MAINTENANCE



Full Circle Support for Real Time Communications

WHITLOCK OFFERS PRIORITY SERVICE PLANS (PSP), which are comprehensive service level agreements that include routine preventive maintenance services and emergency call out support with guaranteed response times. Our Priority Service Plans are designed to be customized to meet our customer’s specific service level requirements and may include features such as 24x7 on-call support, spare parts provisioning and management, scheduled event support and more. We deliver these services through Whitlock managed resources in the U.S. and through our Global Presence Alliance (GPA) partners worldwide.

Standard features our Priority Service Plan include:

- Preventive maintenance checks and services (PMCS)
- Dedicated service coordinators that provide personalized support for dispatch, parts procurement, RMA processing and service coordination
- Technical support from our service desk specialist located at our AV/NOC facility
- Guaranteed 2 hour phone response and 24 hour (NBD) emergency on-site response
- Detailed repair history logs on covered equipment
- Cost plus 15% on parts and out-of-warranty equipment repairs
- No charge for transportation of equipment to and from your facility as required to effect in-shop repair of covered equipment
- No charge for the installation of firmware and software upgrades to covered equipment
- Asset inventory management
- Software revision management
- Consultation on system upgrades
- No charge for labor on equipment repairs performed on-site and in Whitlock Depot Facilities

For service and support call 1866WHITLOCK (944-8562) or you may open a service request at whitlock.com/support-request.

