

SLA		
S. No	Activity	Office Wise Completion Time (Including Feasibility)
1	LAN installation up to 10 points and other Installations as per the SOW	10 days
2	LAN installation up to 11-20 points and other Installations as per the SOW	15 Days
3	LAN installation more than 21 points/Project work and other Installations as per the SOW	20 days
4	Preventive Maintenance/Dismantling	10 days

Escalation Matrix:-			
Category	On call Response	Contact Number	Email id
SPOC	Within 1hrs		
Field Engg/Supervisor	Within 2Hrs		
Account Manager			
Sales Director			