

Sample Managed Support SLA

PremiumAVC · Reference template for procurement evaluation

Sample · Not contractual

This document illustrates the structure of PremiumAVC's managed support engagements. It is a reference for procurement teams evaluating our practice. Final terms, response classes, and coverage windows are defined in the executed Statement of Work for each engagement.

1. COVERAGE SCOPE

Managed support typically covers integrated AV systems delivered or commissioned by PremiumAVC, including hybrid classrooms, conference rooms, signage networks, video walls, and supporting control infrastructure. Third-party endpoints can be included by mutual agreement.

2. RESPONSE CLASSES (ILLUSTRATIVE)

Class	Definition	Acknowledge	On-site response
P1 — Critical	Production-stopping outage during a scheduled live event or core teaching block.	Within 30 min, 24×7	Same business day, expedited

P2 — High	System or room out of service; viable workaround unavailable.	Within 1 hr, business hours	Next business day
P3 — Standard	Functional degradation with workaround.	Within 4 hrs, business hours	Within 3 business days
P4 — Scheduled	Preventive maintenance, change requests, training.	Within 1 business day	Per maintenance calendar

3. ESCALATION

- Tier 1 — Service desk triage, remote diagnostics, and ticket dispatch.
- Tier 2 — Field engineer with named on-call rotation.
- Tier 3 — Senior engineering escalation, named in the SOW.
- Account-level escalation to the assigned commercial lead for any P1 not closed within target.

4. PREVENTIVE MAINTENANCE

Quarterly on-site visits are standard for managed-support engagements: firmware audit, physical inspection, calibration, and a written report with any recommended remediation. Cadence can be adjusted in the SOW for high-risk environments such as simulation labs or command centers.

5. REPORTING

Monthly service summary covering

tickets opened, ticket aging, P1/P2 incidents, preventive maintenance completed, and recommended changes. Quarterly business review with the assigned commercial lead and customer's sponsor.

6. EXCLUSIONS

- Damage caused by misuse, unauthorized modification, or acts outside reasonable control.
- Network or carrier issues outside PremiumAVC-managed infrastructure.
- Third-party software end-of-life events (handled as scoped change requests).

7. DOCUMENTATION & SECURITY

Each environment has a maintained as-built record (drawings, BOM, control code, and credentials held in a customer-approved vault). Customer security policies, including PHI-handling constraints, take precedence over PremiumAVC standard practices when documented in the SOW.
