

## Service-Level Agreements | Benefits Overview

At MCA, our Service Level Agreements (SLAs) demonstrate our unwavering commitment to exceptional service across all offerings. These SLAs set precise expectations and guidelines for our voice, data, and security solutions, ensuring personalized and optimal service experiences. Covering every aspect of service delivery, from installation to maintenance and troubleshooting, our SLAs provide clear terms for performance, responsibilities, and response times. They instill confidence by outlining remedies and accountability measures, eliminating misunderstandings, and ensuring a transparent process for issue resolution. With MCA, customers are assured continuous support tailored to their specific needs, affirming our role as a dedicated partner in technology management and ensuring seamless and efficient system functionality.

### Key Reasons to Enter Into An SLA

- 1. Priority Service:** Enjoy priority service over non-SLA customers, ensuring quicker resolution times.
- 2. Flexible Response Coverage:** Standard 8x5 on-site response for infrastructure needs, with optional 24x7x365 coverage for around-the-clock operations.
- 3. Cost Relief for Repairs:**
  - A. Depot handling for in-warranty equipment.
  - B. Repair coverage for out-of-warranty items.
  - C. Reprogramming after depot repairs, ensuring restored functionality.
  - D. Post-depot repair checks to verify successful repairs.
- 4. Firmware Updates:** Stay current with the latest firmware for bug fixes, security patches, and feature enhancements.
- 5. Preventative Maintenance:** Keep your equipment aligned with factory specifications through regular preventative maintenance.
- 6. Annual Testing and Recertification:** Ensure compliance with fire codes through annual testing and recertification of BDA/DAS equipment.
- 7. Cost Elimination:** Reduce internal costs associated with processing, tracking, and placing purchase orders and service orders.
- 8. Minimized Downtime:** Decrease production downtime, ensuring continuous and efficient operations.