

Lenovo-APTS SERVICE LEVEL AGREEMENT

Lenovo India will maintain the equipment on the terms mentioned below and/or as per specific SLA Agreement signed by Customer & Lenovo. Lenovo through its branch service centers agrees to maintain the Desktops. If the Desktops fails after the expiry of Warranty/ AMC Contract and before the renewal of AMC Contract, its repairs will be on chargeable basis, the payment for which will be made in advance and receipt of acceptance of all the other terms and conditions of this Agreement.

SCOPE OF THE AGREEMENT

- Maintenance services shall consist of repairs / preventive maintenance of the equipment and will include repair and replacement of parts, if required. Parts removed through replacement shall be the property of Lenovo.
- Under the Maintenance Contract, Lenovo will replace the defective components like keyboard, Mouse, monitors (if they are not physical damage)
- Lenovo's endeavor will be to repair the Desktops at site i.e. place of installation. In case the units are not repair-able at site for want of testing environment or any other reason, the unit has to be brought to the nearest workshop of the Company.
- Scheduled Preventive maintenance will be carried out as per the terms of Agreement once in 06 Months. Preventive maintenance includes checking necessary functions/performance etc. It is to be carried out at times planned in advance and in the Business Hours.
- Lenovo will provide services outside normal working hours, in such an event the Customer has to pay additional charges for maintaining the equipment.
- If a unit fails during Warranty period and it is beyond repair, Customer will be informed and he will have an option of taking a stand-by Desktops for the balance Warranty period.

SUPPORT WINDOW & CALL LOGGING

- All Calls pertaining to Desktops can be logged on 1800 3000 8465 / 1800 419 4666 or on mail commercialts@lenovo.com by APTS Authorized Person at Lenovo Call Center between business hours of 10 am to 6 pm.
- All details regarding faults observed must be fully provided to enable Lenovo to take necessary action.
- Information required for Call logging are – Site Name , Site Address , User contact no, User Mail id, Desktops Make and Model no, Serial no and Problem details.
- Lenovo will records the Call details in our application and provide to APTS the ticket no which can be used as future reference to know details of the call.

RESOLUTION TIME

For the offices at Ward Secretariats:

Lenovo shall resolve the breakdown call within 36 business hours of call reporting.

For the offices at Village Secretariats:

Lenovo shall resolve the breakdown call within 48 business hours of call reporting.