



Onsite Response Options - Quick Reference

SAMPLE ONLY - INFORMATIONAL RESOURCE - NOT A SERVICE COMMITMENT

Use this guide to help select a requested onsite response option. Qubit qualifies every request against the site, required skills, ticket completeness and suitable independent Field Engineer availability. The applicable service level is confirmed in writing for the location and authorised Scope of Work (SOW).

Response Options

4-Hour Response

Acknowledgement target:	30 minutes
Coverage confirmation:	Within 60 minutes
Attendance target:	Within 4 clock hours
Key condition:	Pre-approved locations and written Qubit confirmation

Four-hour attendance is available only in pre-approved locations with suitable engineer coverage and written Qubit acceptance. It is not a guaranteed option in every city.

Same Business Day (SBD)

Acknowledgement target:	30 minutes
Coverage confirmation:	Within 2 business hours
Attendance target:	Same business day
Key condition:	Complete ticket cut-off: 11:00 local site time

Next Business Day (NBD)

Acknowledgement target:	30 minutes
Coverage confirmation:	Within 4 business hours
Attendance target:	Next business day
Key condition:	Complete ticket cut-off: 15:00 local site time



2 Business Days (2 NBD)

Acknowledgement target:	1 business hour
Coverage confirmation:	Confirmed in writing
Attendance target:	Within 2 business days
Key condition:	Complete, accepted ticket

3 Business Days (3 NBD)

Acknowledgement target:	1 business hour
Coverage confirmation:	Confirmed in writing
Attendance target:	Within 3 business days
Key condition:	Complete, accepted ticket

Scheduled Attendance

Acknowledgement target:	Confirmed in writing
Coverage confirmation:	Confirmed in writing
Attendance target:	Agreed date and time
Key condition:	Written assignment confirmation

Standard Service Window

- Monday to Friday, 09:00-18:00 local site time.
- Public holidays are excluded unless separately agreed.
- Tickets received outside the service window are treated as received at 09:00 on the next business day unless agreed otherwise.
- Weekend, public-holiday or 24/7 support requires a separate written agreement and is subject to suitable engineer availability and applicable commercial terms.



When the Clock Starts - and May Pause

The SLA clock starts only after Qubit accepts a complete ticket. A complete ticket normally

includes:

- client and site references;
- full address, date, local reporting time, time zone and expected duration;
- complete authorised SOW, equipment details and measurable success criteria;
- required engineer level, skills, certifications and tools;
- access, safety, site point-of-contact and remote-support details;
- required reports, photographs, serials, tests, timesheet and sign-off; and
- applicable commercial approval or purchase-order information.

The clock may pause while waiting for:

- site access or an escort;
- equipment, spares or delivery;
- credentials, change approval or other authorisation;
- remote support, client instruction or clarification;
- approval for a scope change; or
- a safety decision.

Severe transport disruption, weather, force majeure and circumstances outside reasonable control are excluded. Any service credits apply only when expressly included in a signed agreement.

What the Onsite Target Means

The onsite response target measures Field Engineer arrival at the confirmed site. It does not guarantee technical resolution, successful replacement, access to the site, availability of equipment or completion of work outside the authorised SOW.

Qubit coordinates arrival, progress, escalation, approved scope changes and completion evidence. The engineer must stop and escalate unsafe, unclear or unapproved work.

Coverage

Qubit coordinates onsite requests across Europe through independent Field Engineers. Coverage is confirmed per city, service category, engineer level, language, date and SLA.



For urgent or specialist requirements, share the exact site and SOW so Qubit can confirm realistic coverage before commitment.

Do not interpret this guide as claiming:

- guaranteed engineer availability in every European city;
- four-hour response anywhere; or
- 24/7 global support.

Request Checklist

Before requesting a response option, confirm:

- [] Exact site address, city, country and time zone
- [] Requested date, local reporting time and expected duration
- [] Complete SOW with equipment, quantities and success criteria
- [] Required engineer level, skills, certifications and tools
- [] Site access, safety, remote-support and escalation contacts
- [] Required evidence, reporting and sign-off
- [] Schedule flexibility and preferred response option
- [] Commercial / purchase-order contact and approval route

Sample-Only Notice

This quick reference summarises current website wording for planning purposes. It is not a quotation, contract, engineer dispatch, coverage confirmation or binding SLA. The final written assignment confirmation and applicable signed agreement govern each request.