

JLL Service Level Agreements - Customer Service Requests

<u>Priority</u>	<u>Example Work Orders</u>	<u>Response SLA</u>	<u>Completion SLA</u>
Emergency	Power Outage Overflowing toilet/urinal Water leak Natural Gas leak	60 minutes	4 hours
Urgent	Hot/Cold Calls Loss of water Spill cleanup Restroom janitorial supply outage	4 hours	8 hours
Normal	Carpet tile replacement or repair Carpet stain cleanup Lighting replacement Pest control	1 day	3 days
Routine	Painting/patching Hang pictures/whiteboards Repair coffee makers/microwaves Trash removal	2 days	7 days