

# Standard Support Service

## Table of Contents

Standard Support Service .....	3
Request for Service .....	3
Support Service Inclusions.....	3
Support Service Exclusions .....	4
<b>SERVICE LEVEL MATRIX .....</b>	<b>4</b>
Response Severity Matrix.....	4
Onsite Service Matrix .....	4
<b>SERVICE DEFINITIONS.....</b>	<b>5</b>
Abuzz Service Desk.....	5
Telephone Response Times .....	5
Onsite Response.....	5
Online Health Monitoring.....	5
Business critical .....	5
Fatal .....	5
Impaired.....	5
<b>ADDITIONAL SERVICE OPTIONS.....</b>	<b>6</b>
Preventative Maintenance .....	6
<b>SERVICE PRICING.....</b>	<b>6</b>

## OVERVIEW

The Support Agreement provides a standard mechanism of providing support services within the specified timeframes as agreed with Abuzz and the client.

The Support Agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

### Standard Support Service

The Standard Service Package includes:

- 09:00 to 17:00 Business days Service Desk
- 4 Hour telephone response times for issues logged via phone or e-mail
- Onsite service response next business day
- Parts and Labour
- Service Level Agreement

For specific timeframes and further information on the Standard Service, please refer to the Service Level Matrix – page 4.

### Request for Service

For requirements outside the Support Agreement, you will have the option of calling on our services as needed. In these instances each case will be treated individually and charged accordingly. Request for Service cases (whether software or hardware related) will attract a minimum 2 hour charge at our Basic service rate. Request for Service cases are outside any Service Level Agreement, we will use best efforts when responding. If service is required after business hours, the hourly rate is chargeable at time and one half.

For further information regarding costs associated with our Request for Service option, please speak with your Business Development Manager.

### Support Service Inclusions

SERVICE DESCRIPTION	STANDARD
Hours of Coverage	09:00 – 17:00
Days of Coverage	Weekdays*
Telephone/E-mail Support	√
Onsite Service**	√
Labour	√
Parts	√
Kiosk Monitoring***	√
Online Case Monitoring	√

#### Note:

\* Weekdays means Monday to Friday excluding Public Holidays

\*\* Weekend and Public Holiday hours are 09:00 to 17:00 only

\*\*\* Abuzz need access to the kiosk(s) via the internet to allow this service (Public Static IP address required.)

### Support Service Exclusions

Relocation of kiosks and faults occurring from the result of: vandalism, abnormal incidents, network/phone or power surges and/or failures (based on your specific infrastructure) and any other faults that are not the result of normal operating conditions are not covered by our support packages. In the event that you require our support in these instances they will be treated as Request for Service cases.

### SERVICE LEVEL MATRIX

The Response Severity Matrix shows the priority assigned to faults according to the perceived importance of the situation. The Onsite Service Matrix shows the required service levels for the individual severity rating.

#### Response Severity Matrix

SEVERITY LEVEL	Business Critical	Business Critical	Non Business Critical	Non Business Critical
	Fatal	Impaired	Fatal	Impaired
HIGH	1	2	2	3
LOW	2	3	3	3

#### Onsite Service Matrix

ON-SITE RESPONSE TIMES	STANDARD
Severity 1	1 Business Day
Severity 2	2 Business Days
Severity 3	3-4 Business Days

#### Note:

Please note the onsite response timetable above is based on metropolitan locations. If the intended kiosk locations are outside major metropolitan areas, your Business Development Manager will discuss specific service requirements with you.

## **SERVICE DEFINITIONS**

### **Abuzz Service Desk**

Abuzz have dedicated technical staff to assist with your Kiosk faults/queries. Service desk staff will run through a list of troubleshooting questions and will then be able to assess the issue and proceed with resolving it, if required Onsite Response will be initiated.

### **Telephone Response Times**

The indicated telephone response time represents the maximum delay between a fault/request being reported to Abuzz and Abuzz Service Staff contacting the client by telephone.

### **Onsite Response**

A qualified Abuzz technician will provide onsite support to repair the fault on your Kiosk as assessed by the Abuzz Service Desk. The response time is in part dependent on site access.

### **Online Health Monitoring**

All kiosks can be monitored by the Abuzz Kiosk Monitoring System. This system monitors the 'health' of the kiosk units, sending automatic alerts in the form of SMS or emails to the abuzz service desk if there are any problems.

Items monitored include:

- Network performance and disconnection alerts
- CPU Performance
- RAM (total, used, and free)
- Hard disk (total size, MB used, MB free)
- Printer status and out of paper alerts
- Application uptime

### **Business critical**

A kiosk that is essential for the day to day operation of a business e.g. a kiosk used for vending, queue management or part of a security strategy.

### **Fatal**

Total system inoperability

### **Impaired**

Partial system inoperability



### **ADDITIONAL SERVICE OPTIONS**

Abuzz clients subscribing to our Premium Service may also request the following services. Fees for these services will be quoted on a requirements basis:

#### **Preventative Maintenance**

Abuzz can provide Custodial services to clients during standard service hours based on agreed periodic schedules. Abuzz technicians will do both exterior and interior cleaning, adjust touch panels, clean intake fans and adjust housing and brackets. Service is based on a predefined list of tasks

#### **SERVICE PRICING**

Please ask your Abuzz sales consultant for pricing on the relevant service options.