

Retail Support KPI Policy

Version 2019

Introduction

This KPI Policy describes the priority levels and response times that our retail stores will receive from Addictive Technology Solutions in relation to on-site and off-site technician support for the below noted equipment and software.

This KPI Policy should be read alongside the **Service Level Agreement (SLA)**.

Purpose

Our clients depend on hardware, software and services which of which some are critical to the uninterrupted operation of our clients business.

This KPI Policy sets out the expected levels of support for which the client will be guaranteed to receive for specific parts of our IT and Electronic Security Systems.

Equipment, software and services covered

This KPI Policy covers only the equipment, software and services as outlined below.

- addictivePOS™ point of sale software
- addictiveMonitor™ software
- addictiveVision™ software
- addictiveVisibility™ software
- Point of sale touch terminals
- Point of sale peripherals (printers, cash drawers, UPS)
- POS Server
- Digital Communications System
- Order Confirmation Displays
- Network switch and Modem/Router
- Broadband Internet
- Phone Lines and SIP Trunks

- Customer WiFi
- CCTV System
- Alarm System

Equipment, software and services NOT covered

Please refer to clause 3.2 of the SLA for those services not covered.

OR

- Internal/External wiring or network cabling
- Personal devices such as laptops, mobile phones and printers
- Any devices not sold by ATS

Service Levels

Outlined below are the priority levels and the associated response times that we will be measuring our services against.

Priority Level	Description	Initial Response	Resolution Plan	Resolution Time
1	System or component failure having a significant impact on operations and loss of store revenue.	2 Hours	4 Hours	8 Hours
2	System or component failure having a moderate impact on operations and can be worked around.	4 Hours	8 Hours	16 Hours
3	System or component failure having a light or intermittent impact on operations and can be worked around.	8 Hours	16 Hours	32 Hours

Note: Service level response times only applicable during our business hours and only apply to those Support Tickets lodged in the approved manner.

Definitions

Significant impact – This means a failure that is impacting your ability to take money from customers with little or no other alternatives or work a rounds available. For example, your store POS Server that runs all terminals is offline, resulting in a complete shutdown of all other terminals leaving you with no real work around and taking orders manually.

Moderate impact – This means a failure that you are able to work around even if this process is slower and having a minimal impact on normal trade. For example, store internet is offline affecting loyalty card holders and customer WiFi, your store can still trade and this can be worked around.

Light or intermittent impact – This means a failure of a non-crucial system component such as a POS peripheral or an issue that is intermittent in nature such as a component that fails and then starts working again after a reboot of the device.

Initial Response – How long it takes for us to acknowledge the issue that exists as detailed in a Support Ticket lodged, following the provision of all required information from you. This response time is met once we have communicated to you that we have all required information and are aware of the issue.

Resolution Plan – How long it takes for us to devise a solution to the problem. This response time is met once we have devised a solution to the problem and communicated this solution to you.

Resolution Time – How long it takes for us to deliver or implement the resolution plan.

Example scenarios

The below are example scenarios of how we currently view an issue's associated priority.

Equipment, Software or Service	Priority Level
POS terminal shutdown and won't boot	1
Drive Thru base station not detecting vehicles but override can be used	2
Customer Wifi is offline	3
Broadband is offline	2
Bump Bar is offline	3

General

This KPI Policy may be varied, reviewed or rescinded in accordance with the SLA.