

Service Level Agreement

Standard and Emergency Support Agreement – Point of Sale

Service Level Agreement

1. Agreement Overview

- a. This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between ITNT Group and the Customer for the provisioning of software services required to support and sustain the POS System, including, but not limited to: POS Software, POS Hardware and POS Maintenance.
- b. This Agreement outlines the parameters of all software and support services covered as they are mutually understood by the customer and ITNT Group. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Purpose

- a. The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent software service support and delivery to the Customer(s) by ITNT Group. The purpose of this Agreement is to obtain mutual agreement for software service provision between the ITNT Group and Customer(s).

The objectives of this Agreement are to:

- b. Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- c. Present a clear, concise and measurable description of service provision to the customer.
- d. Match perceptions of expected service provision with actual service support and delivery.

3. Service Provider and Customer

- a. The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary holders associated with this SLA:
- b. Service Provider(s): ITNT Group. (“Provider”)
- c. Customer(s): Customer (“Customer”)

4. Periodic Review

- a. This Agreement is valid from the start date of ITNT Group service with The Customer and is valid until their subscription renewal.

5. Service Agreement

- a. The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

6. Service Channels

The following Services are covered by this Agreement;

- a. Telephone support
- b. Monitored email support
- c. Monitored web-based support ticket submissions
- d. ITNT Group Knowledge Base
- e. Remote assistance using remote software (where available)
- f. Planned or Emergency Onsite assistance (additional costs apply)

7. Service Scope

ITNT Group Standard Support covers the following items:

- a. Errors or functional issues with POS Hardware or POS Software provided by ITNT Group;
- b. Technical or malfunction issues with POS hardware, or other computer systems provided by ITNT Group that are clearly related to workmanship or hardware failures;
- c. Peripheral equipment including scanner/barcode reader, scales, customer display or facing screen, magnetic stripe reader or other peripherals provided by ITNT Group.
- d. All POS hardware including peripheral equipment will be undertaken by the manufactures warranty and back to base service standards.

Examples of what is not covered under Support Agreement:

- a. Installation and configuration or troubleshooting of approved non-ITNT Group software applications and hardware that has been configured to POS;
- b. Support and/or configuration for unapproved software applications;
- c. Integration or support for unapproved/non-ITNT Group hardware and peripherals;
- d. Internet connectivity and router configuration (and support for non-ITNT Group routers);
- e. Support and removal of viruses;
- f. Windows or other Operating System configuration requirements.
- g. In the case that a Support request is outside ITNT Group's Standard Support criteria,
- h. Professional Services support is available at the hourly rate which is set at time of agreement and payable by credit card, or agreed payment terms in writing.

8. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include

- a. Up-to-date payment for existing ITNT Group subscription, license and/or service. Payment for all additional support costs at the agreed interval.
- b. Reasonable availability of customer representative(s) when resolving a service related incident or request.

Use of an ITNT compliant system

- c. Once ITNT systems and/or software are implemented and operating, ITNT products are deemed working. ITNT Group accepts no risk, liability, claim of loss and/or responsibility for any technical issues arising from environmental issues, power or outages, weather conditions, user error on the Clients part, security breaches and/or any other issues arising in third-party software or hardware which in non-compliant, adequate data backups and printed data to be retained as required by the Australian Taxation Office and store environment, beyond the initial implementation/installation. It is critical to take the necessary steps to ensure your store is ITNT Group compliant and this responsibility is exclusively borne by the store owner/operator. Failure to do so violates the terms of this agreement.

- d. We recommend the site where computer hardware is located, has the appropriate insurance covering for hardware damage and repairs not covered by warranty including water damage, cracked screen, power damage, theft and other uncontrollable environmental circumstances.

ITNT Group also reserves the right to discontinue service and/or support at our discretion where:

- e. System(s) have not been properly installed or have not been installed by ITNT Group;
- f. Systems have not been properly maintained;
- g. System has been used for purposes other than the intended use and/or the system has been subject to wear and tear resulting from improper handling or abuse of the computer system;
- h. There is not a proper network and/or internet connection in the location of the system(s);
- i. System(s) and/or the network do not meet ITNT compliance guidelines;
- j. Change of ownership and transfer of ownership must be signed

9. Service Provider Requirements

- a. Service Provider responsibilities and/or requirements in support of this Agreement include:
- b. Meeting response times associated with service related incidents.
- c. Appropriate notification to Customer for all scheduled maintenance.

10. Service Management

- a. Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

11. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- a. Standard Support Hours are 8:30 AM to 5:30 PM Monday to Friday, excluding Public holidays, New Year's Day and Christmas where additional charges apply.
- b. Emergency After Hours Support are 6:00 PM to 11:00PM Thursday, Saturday and Sunday excluding Public holidays, New Year's Day and Christmas where additional charges apply.

12. Service Request

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- a. Support requests are responded to within eight (8) Standard support hours of being received
- b. Calls received out of Standard support hours are forwarded to a voicemail service and checked Standard.
- c. Emails and web-based support tickets received outside of office hours are responded to the next working day.
- d. Emergency After Hours Support Requests
- e. In the case that a Support request is an Emergency – see Section 13 – Service Priority.
- f. At times, where there are issues that may cause heavy call volumes and may prevent the technical team from replying to tickets within the standard timeframes noted above, the Clients will be advised of times.

13. Service Priority

ITNT Group supports two types of support, Emergency and Standard Support

- a. Emergency Support: An emergency issue refers to a hardware or software problem that prevents an employee or business from transacting a sale on the POS system.
- b. Emergency Response Times – If your call is not immediately picked up we will strive to have a technician call you within sixty (60) minutes. If no one is available at the call back number provided by the customer, the technician will continue to try calling.
- c. Standard Support refers to ITNT Group trading hours between Monday to Friday 8:30 AM to 5:30 PM excluding Public Holidays.

Examples of Emergency Issues:

- d. ITNT Group provided POS system will not boot or will not transact in a sale;
- e. ITNT Group software is offline or inaccessible;

Standard Support

- f. Standard Support: Any issue that does not prevent you from transacting a sale when there is no alternate method.

Examples of Standard support issues:

- g. Changes or upgrades to ITNT Group provided software;
- h. Docket Printer malfunctioning;
- i. Training or service requests;
- j. Menu management and updates;
- k. Assistance with the ITNT Group Support Portal.
- l. Requested assistance of third party products where alternate support services are available.

14. Contact Information

ITNT Group Support may be contacted in the following ways. Visit ITNT Support Portal for answers and solutions. If no answer is available, online support tickets can be submitted here as well;

Support Portal	https://support.itntgroup.com.au/portal/home
Portal Sign Up	https://support.itntgroup.com.au/portal/signup
Portal Sign In	https://support.itntgroup.com.au/portal/signin
Email Support	support@itntgroup.com.au
Fax	1300 250 177
Mobile SMS	0479 132 742
Sales	1300 638 088

15. Licensing

Rates and fees quoted ex GST, all licensing paid annually on subscription

ANNUAL LICENSING AND FEE SCHEDULE

(\$) EX GST

POS TERMINAL LICENSE	535
SECONDARY POS TERMINAL LICENSE	447
TABLET OR BUMP SCREEN TERMINAL LICENSE	268
REMOTE VPN PER USER LICENSE	378
HYBRID-CLOUD PER SITE LICENSE	276
DEDICATED CLOUD SYNC SERVER + 2 CORE + 25GB SPACE + 100G BANDWIDTH	708
PREVENTATIVE MAINTENANCE SUPPORT ENTERPRISE PACKAGE	1404

a. POS Terminal License \$535 included for 2 year period, thereafter annual license apply

b. Preventative maintenance support package service - per month includes;

- One (1) hour support each month
- Phone, email and remote support
- Web based support tickets
- Monday to Friday 8:30am to 5:30pm
- Thursday, Saturday and Sunday 6.00pm to 11.00pm

Other services included in Preventative maintenance support when required;

- Defragment data files
- Repair-remove duplicate data
- Re Index data files
- Data backup when requested
- Run anti-virus scan and updates
- Clean computer registry
- Defragment computer storage
- RAM verification check

c. Other hourly rate charges applicable outside of Preventative maintenance support inclusions. All rates quoted are subject to change and ex gst:

- Additional Remote Support \$110
- Onsite Service \$180
- Travel Time \$120
- After Hours Service \$220
- Pricing above applies to Metropolitan areas
- Regional areas incur additional hourly rate 'surcharge' by quotation