

# TJEKVIK DIGITAL SERVICE RECEPTION

## TjeKvik Global SLA

### Version statement

TjeKvik reserves the right to revise sections of the TjeKvik Global Service Level Agreement from time to time and in all cases the published version of the agreement will apply.

### Business Hours

The target response, escalation and resolution times for all support requests will be subject to Danish business hours.

Target response, escalation and resolution times TjeKvik shall use commercially reasonable endeavours to respond to, escalate and resolve support requests and issues within timeframes set out below.

Standard business hours are 8.00 to 16.00 Danish time, GMT +1.

### Language

The TjeKvik head office Customer Support team provides first line support in Danish and English. Written support requests in other languages will either be reassigned to the market agent for translation prior to issue analysis. Resolutions for translated requests will be provided in English to the market agent for translation and onward communication

### Triage

All support requests require an additional process prior to analysis. During the initial analysis, the default priority will be assessed against the support request's level (see Request Levels) and the priority will be changed as necessary in accordance with the TjeKvik support team's reasonable opinion at the time.

### First Line Support

The provision of first line support for clients worldwide is provisioned through the support e mail process either directly at support@tjekvik.com, through the TjeKvik Backoffice or agreed client microsites.

E mails received will be dealt with by the central support team together with the in-market agents.

First line support requests will be resolved in most cases by providing technical or process guidance.

### Second Line Support

If the request cannot be resolved by first line support it will be escalated internally to second line support.

### Support Timings

Case Priority	Description	Target Time Business Hours		
		Response	Escalation	Resolution started
1	Critical	2	2	4
2	High	4	4	8
3	Medium	8	8	16
4	Low	16	16	32
5	Other	16	N/A	N/A

If the issue cannot be resolved remotely such as for hardware issues that require replacement units, we will arrange shipping of replacement within 7 days dependent upon centre location.

### Resolution Exceptions

TjeKvik works with various External Partners to enable the provision of integrated services for our clients. When escalation to External Partner Support is required the Resolution Target Time will not apply if either of the following statements are true: The Client has an existing service level agreement with the third party; TjeKvik does not have a service level agreement with the third party. TjeKvik third party service level agreements are available on request.

### Resolution Time Pause

The Resolution Time will also be paused for the following reasons:

Case Priority	Applicable	SLA Pause Reason Response	Cast Status
1-4	Yes	Case awaiting client, Client Support team or external partner response	Pending
5	No		On Hold

### Support Request Level Definition

The support request's level will be categorised as follows in accordance with the TjeKvik Customer Support Team's reasonable opinion at the time each request is received. The request level is categorised as follows:

Case Priority	Default Priority	Standard TjeKvik Definition
1	Critical	Entire kiosk does not work
2	High	Keys withheld or inaccessible / Kiosk or Back office functionality
3	Medium	User functionality 1 Locker error
4	Low	Administration – support updating centre settings
5	Other	Other

Case Priority	Detailed definition
1	The entire kiosk is not working and it is cabled to the internet and power. (Black screen when startup)
2	System is degraded, for example, Client is unable to login or access the TjeKvik back office, the kiosks screen is inactive or compromised to the extent that the Client is unable to access either.  System is severely degraded for example the lockers will not open or close of customers keys cannot be accessed.
3	A non-urgent operational issue that requires assistance from TjeKvik support, including but not limited to the following: User administration; general product guidance and assistance; integration with third party systems. 1 locker is not working, but the kiosk works with 19 slots instead.
4	A non-urgent operational issue that requires assistance from TjeKvik support, including but not limited to the following: updating question settings, car park diagrams or illustrations. Normally this needs to be done by the customer in the backoffice, and this support can be charged.
5	The submission of ideas for enhancement to a product or service; requests for additional features and services.

**Service availability**

TjeKvik uses scalable cloud-based servers hosted by Amazon Web Services (AWS) to provide a resilient service worldwide and meet regional compliance and data residency requirements. TjeKvik shall use commercially reasonable endeavours to make its services available with an Annual Uptime Percentage of at least 99%. Service availability is also subject to the TjeKvik maintenance schedule. Whenever possible scheduled maintenance will be completed outside of the applicable local business hours (see Business Hours).