ACDI Maintenance & Support Terms

Overview

This document outlines the Service Level Agreement (SLA) provided by Access Control Devices Inc., to end-users for the provisioning of Technical Support services required to support and maintain ACDI's technology and products.

Goals & Objectives

The purpose of this document is to disclose the elements and commitments that are in place by ACDI to provide consistent Technical Support and delivery to end-user(s).
This document:

- Provides clear reference to service ownership, accountability, roles, and/or responsibilities.
- Presents a clear, concise and measurable description of service provision to the end-user.
- Is intended to match perceptions of expected service provision with actual service support & delivery.

1.1 SERVICE AGREEMENT

ACDI offers three support levels – M&S Plus 24/7, M&S PLUS and M&S to end-users who have purchased directly from an ACDI reseller. An End-user is defined as the individual or organization that purchases software, hardware, or services through an authorized equipment reseller partnered with ACDI. In addition, other professional services can be purchased to provide software or hardware installation, upgrades or training.

Support Service Entitlement	M&S PLUS 24/7	M&S PLUS	M&S
Email support during normal business hours (M-F | 7am - 6am CT)	✔	✔	✔
Phone support available 24/7	✔	✘	✘
Phone support during normal business hours (M-F | 7am - 6am CT)	✔	✔	✔
Accessibility to all applicable software updates	✔	✔	✔
Real Time Support (On the spot assistance in most cases; however, during periods of heavy volume, responses will be processed within the time outlined in our SLA)	✔	✔	✘
Server-side software upgrade assistance	✔	✔	✘
Annual dashboard training	✔	✔	✘
One time print data audit	✔	✔	✘
Re-embedding MFD reset due to hardware failure (Hardware failure on the MFD is classified as any hardware component of the embedded device failing and, in the process of replacing the part, the device is re-initialized back to a factory state that requires the device to be reconfigured.)	✔	✔	✘

Service Scope

The following Services *are* provided with an ACDI Support Agreement:

- ✔ Manned telephone support.
- ✔ Monitored email support.
- ✔ Remote assistance using Remote Support Software.

Service Exclusions

Support *does not* include the following:

- ✘ Technical support resources for the purpose of installing or migrating to different servers. Other Professional Services packages can be purchased to provide installation, training, or configuration of additional features of the software.
- ✘ Maintenance and Support Services do not extend to issues with end-user networks or infrastructure, end-user hardware or issues with third party integrations.
- ✘ Reconfiguring an MFP as a result of hardware replacement.
- ✘ Installing printers, drivers, and client software on user workstations.

End-User Requirements

End-User responsibilities and/or requirements include:

- Payment for all support costs at the agreed interval.
- Availability of designated representative(s) when resolving a service related incident or request.
- Provisioning of servers and network infrastructure for the purpose of running ACDI's software.
- Providing access to servers and ACDI software for remote troubleshooting, if required.

ACDI Requirements

ACDI responsibilities and/or requirements include:

- Meeting response times and service level commitments associated with service related incidents (see section 1.3 for severity levels classification).
- Providing product updates as released.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- End-user provides network infrastructure within their own environment – not ACDI's responsibility.
- End-user provides reasonable assistance to help diagnose problems (log files, access to end-user network if required/desired, etc.)

1.2 SERVICE AVAILABILITY - STANDARD

Standard coverage parameters specific to the service(s) are as follows:

Telephone Support:

- 7:00 A.M.–6:00 P.M. Monday–Friday (Central Time, UTC-6).
- Calls received during non-business hours will be forwarded to voicemail, and responded to during regular business hours.
- Contact: 1-877-290-3327

Email Support:

- 7:00 A.M.–6:00 P.M. Monday–Friday (Central Time, UTC-6).
- Emails received during non-business hours will be responded to during regular business hours.
- Contact: software.support@acd-inc.com

Problem Acknowledgment

- ACDI will log end-user issue(s) and supply trouble-ticket case number within specified service response timeframe.

Problem Resolution

- ACDI will document and attempt to replicate end-user issue.
- Engineering resources to be engaged contingent upon issue severity (see Problem Escalation) at ACDI's discretion.
- Resolution times are dependent on problem severity, complexity, and support level.

Service Response

In support of services, ACDI will endeavor to respond to service related incidents and/or requests submitted by the end-user within the following time frames (see section 1.3 for Severity).

M&S Plus Support

Severity 1 Critical Priority	Severity 2 High Priority	Severity 3 Limited Functionality
Up to 3 business hours (during business hours) Escalations Team	Up to 6 business hours (during business hours)	Up to 12 business hours (during business hours)

Upgrade Assurance Support - Up to 24 business hours

Problem Escalation

- End-user (or authorized reseller/distributor) reports an issue or outage to ACDI Support.
- End-user (or authorized reseller/distributor) provides the following:
  - Description of the problem.
  - Description of how the issue impacts business.
  - Detailed description of how to reproduce the problem.
  - Log files.
  - Error codes received.
  - Screenshot of errors or failures (where applicable).
  - Other information as deemed necessary to troubleshoot the problem.
  - Contact information, software versions, models, OS versions, etc.
- ACDI assists to triage the issue and assess severity level and priority.
- ACDI will undertake resolving reported issue through troubleshooting.
- ACDI will engage the Escalations Team, if applicable, to resolve the problem.
- Issue Severity (Appendix A) will determine delivery of a fix to address problem in applicable timeframe. ACDI reserves the right to determine priority, timing, and delivery of fixes to end-user.

1.3 Issue Severity Level Definitions

Severity level indicates the relative impact of an issue on end-user systems or business processes that are related only to ACDI's technology and products (see section 1.2 above).

ACDI uses the following severity level definitions to classify all support requests:

Severity 1 (Critical)

- A mission critical supported product or service is down and no workaround is immediately available.
- The supported production system is down or unavailable.
- The supported components within the end-user production infrastructure crash, corrupt data or there is a significant risk of loss or corruption.
- A crucial supported component is not functioning, resulting in the halt of all operations and critical business impact.

Severity 2 (High)

- An end-user is unable to use an entire critical component or business-critical feature as described in the documentation and the issue affects a significant number of end-users.

- A significant performance degradation of the end-user's technical services due to supported components that causes a high impact on business operations for a significant number of end-users.

Severity 3 (Normal/Limited Functionality)

- End-user is able to use the software; however, there is a non-critical loss of functionality.

- Issue affects some, but not all of the users (e.g. inability to print a certain file, incorrect font rendering, and document preview functionality missing).

- Functionality of some components is impaired, but allows the users to continue using the software.

- Issue is not always reproducible or the issue is intermittent.

- Issue is reported in a non-production environment and does not impact the delivery of service in production environment.

Notes

1. In regards to Severity 1 issues, once the issue is stabilized or a workaround is made available, the issue becomes Severity 3 (Normal).
2. The issue should be reproducible at the moment of ticket creation so investigation can be performed right after the issue is reported.
3. For Severity 1 & 2 cases, a contact phone number is required in order to work on the issue on an ongoing basis. If you are unreachable over the phone or email, the severity level can be reduced to 3 (Normal) by the decision of a project team leader.
4. For Severity 1 & 2 cases, if any help from ACDI's Engineering team is required, it will be provided during ACDI business hours only. (M-F | 7am - 6am CT)

Terms & Conditions for SLAs

ACDI shall not be responsible for the failure to meet a Service Level commitment if the failure is caused by: (i) any breach or non-compliance, or the negligence or intentional acts or omissions of an end-user or its employees or agents; (ii) a fault with any equipment, software or systems not furnished by ACDI, (iii) problems, or configuration or integration issues with an end-user's own systems, computers or network facilities, (iv) unavailability of the internet or failure of communication networks or power services, or (v) force majeure events, including without limitation, causes beyond ACDI's reasonable control, including but not limited to act of God, man-made or natural disasters, material shortages, war, riot, terrorist acts, strikes, delays in transportation, viruses, utility failures, interruption of telecommunications or the Internet service, or inability to obtain labor or materials through its regular sources.