SERVICE DESCRIPTION

SOFTWARE TECHNICAL SUPPORT

Software Technical Support is designed to enhance the support provided by your internal monitoring and administration team. Software Technical Support provides a collaborative approach to review, advise, and resolve software issues and compatibility problems on your supported hardware. Park Place Level 3 engineers will partner with your system administration team to resolve configuration, file system, compatibility, and other common software problems for licensed features. Park Place will require remote viewing sessions with your local system administration team to remediate issues reported under Software Technical Support.

Eligibility:

Software Technical Support is available only for customers who are under contractual hardware maintenance support with Park Place and only with respect to equipment covered by such support during the applicable term.

Delivery and Components of Software Technical Support Services:

Software Technical Support services are delivered through consultation or, upon Park Place's request, remote view-sharing. The customer's system and storage administration team will be responsible for all on-site or remote interventions.

General components of Software Technical Support services include –

- Identifying and resolving hardware failures
- OS issue troubleshooting (for example, via screen sharing in collaboration with end user system administrators)
- Root Cause Analysis (for example, via screen sharing in collaboration with end user system administrators)

Technical Support Service Level Coverage

Requests for Software Technical Support are initiated when incidents are entered through the ticketing process.

Support Hours: Are the supported hours the customer may log a call/ticket in.

Response SLA: Defined as acknowledgement (non-automated) from Park Place Technologies including a ticket reference, noting that the communication vehicle for the acknowledgement may be via Central Park customer portal.

Technical Response SLA: Defined as the time that a technical resource is available and has made contact with the customer and/or end user.

SERVICE DESCRIPTION

Response Times

Response Times	Park Place Software Technical Support - 5x9*	Park Place Software Technical Support - 7x24
SEV 1	5 x 9 x 4 hours	7 x 24 x 30 mins**
SEV 2	5 x 9 x 8 hours	7 x 24 x 4 hours
SEV 3	5 x 9 x 12 hours	7 x 24 x 8 hours
SEV 4	5 x 9 x 12 hours	7 x 24 x 12 hours

* UK & US EST business hours
** Direct engagement with a L3 engineer in 60 minutes

Customer Responsibilities:

The customer is responsible for all on-site remote system and storage administration and will provide remote view-sharing access to Park Place upon request. Software Technical Support is remote-assisted support and is not a replacement for onsite system administration.

Customers are required to provide a system or storage administrator as the primary point of contact. Customer is responsible to obtain and maintain software patches and firmware in accordance with OEM licensing requirements. Software Technical Support services may include patch recommendations, but Park Place will not distribute or provide patches due to licensing restrictions.

Additional Information:

Additional information is available at:

https://www.parkplacetechnologies.com/third-party-maintenance/software-technical-support/