

AMT Technical Support & Updates SLA

Technical Support and Updates Service Level Agreement (SLA) describes the minimum guaranteed service levels provided to AMT customers.

1. General considerations

- a. AMT provides support services to AMT's partners and users of AMT products that have an active support agreement in place.
- b. The AMT technical support service helps to resolve problems outlined in this document according to the established Service Level Agreement.
- c. Before you submit your question to the technical support service, you should consult all the reference information available in product documentation and online FAQ's.
- d. AMT technical support cannot resolve problems that concern the maintenance or functionality of a third party software product.
- e. Technical support requests are processed on a first-come, first-served basis. AMT reserves the right to assign different priority level for each support request based on impact on the customer.
- f. The problem resolving period will vary with problem complexity and the potential need to hand the request over to the engineering department.
 - i. Problems that cannot be resolved in the context of the current software version are sent to the AMT engineering department, which means that the fix will be included in the subsequent update. The planned term of the software update release is defined during the problem diagnostics respecting the general software development plan. The technical support service cannot guarantee the fixed problem-solving period.
- g. The response period will vary with the current technical support workload. In most cases, issues are responded to immediately upon the receipt of a request or additional information from a client.

2. Technical support procedure

- a. Technical support request can be created in any of the following ways:
 - i. Call 763.201.9070
 - ii. Email support@amt-us.com
 - iii. Visit <http://support.amt-us.com/websupport/>
- b. Assistance will normally be available from 8:00 AM to 5:00 PM CST, Monday through Friday. Phone coverage may not be available at all times. Requests can be submitted online or by e-mail 24 hours a day.
- c. Tech support request should include:
 - i. Name, company, contact information & System Uniqueness.
 - ii. The software and operating system version.
 - iii. The problem description and the step-by-step procedure to reproduce the error (if possible).
 - iv. When sending a support request via the e-mail, you can include screenshots and other files that can help to identify and resolve the problem.
- d. The following reasons can delay or abort consultancy:
 - i. The requesting System Uniqueness is not under an active support agreement.
 - ii. A problem cannot be reproduced using similar hardware configuration.

- iii. A user cannot give enough information required to resolve the problem.
- iv. The problem requires custom improvements or an unplanned update.
- v. A user carries out actions that break end user license agreement (EULA) or technical requirements for installation and use of AMT products; exceeds the allowed number of software installations, unsupported OS, etc.
- vi. The question is beyond the technical support service scope.
- vii. The question is incorrect or the client's replies are inadequate, which causes delays in consultancy because additional information on the request is delayed.
- e. The following issues are beyond the technical support scope provided by AMT's Technical Services department¹:
 - i. Consulting on general principles of software programming.
 - ii. Implementation of custom, user defined logics and algorithms.
 - iii. Diagnosing issues with user software components.
 - iv. Development of custom components.
 - v. Customized versions of program components.
 - vi. Modification of existing code to adopt it for specific business tasks, unless such modifications are in some way connected with essential bug fixes.

¹Note: AMT's Professional Services department provides contract consulting and software customization and support. Contact AMT Sales for more info.

3. Technical support and software update agreement

- a. Technical support includes normal application and hardware usage
 - i. General usage of the Rich Client.
 1. System Configuration
 2. Report creation
 3. Partitioning
 4. Event & Alarm definition
 5. User permissions and security
 - ii. General usage of the Web Client.
 1. System setup (door groups, access levels, cards, etc.)
 2. Partition customization
 3. Card format and Cardset creation
- b. Agreement period begins after registration code purchase order is processed and is active for a total of one year.
- c. In case of total computer loss as a result of crash, theft, fire or any other similar incident, free license replacement will be issued only if an active SLA agreement is in place.
- d. Each user is entitled to free technical support for a limited period of time from the ordering date. The length of initial period of free tech support is defined in ordering terms and conditions.
- e. When the SLA expires, the user can extend the agreement for the length of one year as defined in the ordering term and conditions.
- f. User may continue to use current version after SLA lapses. However, they will no longer be entitled to benefits listed in 3.1
- g. Users are notified about new updates and fixes via AMT newsletter.

AMT reserves the right to modify, add or remove any terms or conditions of this SLA without notice or liability. Any changes to this SLA shall be effective immediately following the posting of such changes on AMT website.