

VehicleVision®

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**Service level agreement**

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## 1. First line support

### 1.1 The administering of first line support is as follows.

Country	First line support provided by	Self-help support
Canada	Vehicle Vision Head Office	<p>A self-help knowledge base is accessible within the admin area of the web application by using the 'Support' link.</p> <p>Video app users also have access to a self-help knowledge base by using the 'Help' link within the 'More' section of the video apps.</p>
France	Vehicle Vision Head Office	
Ireland	Vehicle Vision Head Office	
Japan	Vehicle Vision Regional Office	
Poland	Vehicle Vision Reseller	
Sweden	Brand or OEM Customer	
United Kingdom	Vehicle Vision Reseller *	
United Kingdom	Vehicle Vision Head Office *	

\* In the United Kingdom, if your contract is in place with a Vehicle Vision Reseller, first line support will be provided by the Reseller.

### 1.2 Contacting First line support

First line support can be accessed online using the 'Support' link within the admin area of the web application. A 'Contact support' option is also available within the Vehicle Vision native video apps. Additionally, phone numbers and email details are also provided for countries listed within sections 1.3 and 1.4 below.

### 1.3 Contact information - Head Office and Regional Offices

Country	Phone number	Email
Japan	011-615-7909	japan-support@vehicle-vision.com
United Kingdom	+44 (0)116 216 8555	support@vehicle-vision.com

### 1.4 Contact information - Resellers

Country	Business name	Phone number	Email
Poland	ProSigma	+48 602 231 021	prosigma.mj@gmail.com
United Kingdom	Jewelultra	01622 816 105	ultravision@jewelultra.com

## 1.5 Business hours – Head Office and Regional Offices

Country	Time zone	Availability	Exceptions
Japan	JST	09.00 to 18.00 Monday to Friday	National holidays and New year holidays
United Kingdom	GMT/BST	09.00 to 17.30 Monday to Friday	Public holidays in England and Wales

## 1.6 Business hours – Resellers

Country	Time zone	Availability	Exceptions
Poland	CEST	09.00 to 17.00 Monday to Friday	Public holidays
United Kingdom	GMT/BST	09.00 to 17.30 Monday to Friday	Public holidays in England and Wales

## 1.7 Language

First line support provided by Vehicle Vision Head Office is provided in English. Written support requests to Head Office in other languages will be translated as a means to assess the request. Additionally, Vehicle Vision Head Office may reassign the request to a Regional Office or a Reseller (as appropriate). Resolutions for support requests in other languages processed by Vehicle Vision Head Office will be provided in English.

## 1.8 First line support process

In most cases first line support requests will be resolved without the need to escalate to second line support. Guidance and the self-help knowledge base accessible within the admin area of the web application and the 'More' section of the native video apps will provide answers to most cases. In the event that a request cannot be resolved by first line support in any scenario, it will be escalated to Vehicle Vision Head Office second line support in the United Kingdom.

In some cases, a Vehicle Vision Head Office Customer (for example, a brand or an OEM) may administrator first line support requests internally. Where this is the case, this agreement will not cover first line support. If a brand or OEM Customer cannot resolve a first line support request, the request will be escalated to Vehicle Vision Head Office second line support in the United Kingdom. **For first line support administrated by Vehicle Vision Regional Offices and Vehicle Vision Resellers, please refer to sections 1.9 and 1.10.**

### 1.8.1 Requests received via the 'Support' link within the admin area of the web application

Within the 'Contact support' form the user details are pre-populated (including name, email address and location). The user must enter all subsequent mandatory information in relation to the request, to assist the support agent in analysing the request effectively. **Note:** If the form is submitted by a user when not logged in to the admin area of the web application, all details and fields will require completing manually.

If the user email address is registered on the support ticketing system, the user will receive a system generated email referencing a ticket number for confirmation that the request has been received. If the user email address is not registered on the support ticketing system, the request will be assigned to a support agent where subsequently, a ticket number will be assigned to the request and an email sent to the user.

### 1.8.2 Self-help knowledge base

When a user is logged into the admin area of the web application and selects the 'Support' link, a self-help feature is available to the user. This feature is designed to provide immediate guidance and answers to common questions which can often be resolved without the need to submit a support request. A self-help feature is also available within the Vehicle Vision native video apps which is designed to provide immediate guidance and answers to common video app related questions.

### 1.8.3 Requests received via the Vehicle Vision native video apps

Within the 'Contact support' form, a user can submit a support request in the same way as the admin area of the web application. The user must enter all mandatory information in relation to the request, to assist the support agent in analysing the request effectively.

### 1.8.4 Requests received via email

If the user email address is registered on the support ticketing system, the user will receive a system generated email referencing a ticket number for confirmation that the request has been received. If the user email address is not registered on the support ticketing system, the request will be assigned to a support agent where subsequently, a ticket number will be assigned to the request and an email sent to the user.

Requests submitted by email must contain the full name, email address of the user registered on the system, the location which the user relates to, contact phone number and a thorough description of the support request. **Note:** If this information is not present within the initial support request received via email, then the target 'response and resolution' times may vary. Subsequently the information required may be requested before the request is processed. (See also section 3.4.3)

### 1.8.5 Requests received via telephone

For any call received, the support agent will be required to gather certain necessary information prior to processing any request. For calls received out of office hours or when a support agent is not available, a voicemail facility is available. In the event of using the voicemail facility, the caller must provide full name, phone number, the location which the caller relates to and a brief description of the support request. The support agent will then endeavor to call back at the earliest opportunity (same day), or if out of office hours, the next working day.

## 1.9 Vehicle Vision Regional Offices providing first line support

Where indicated in section 1.1 Vehicle Vision Regional Offices will provide first line support in the countries listed, which may differ from the process as described in section 1.8. Additionally, a separate Service Level Agreement may be in place with a Vehicle Vision Regional Office Customer, therefore, this agreement will not cover first line support for Regional Offices. If a Regional Office cannot resolve a first line support request, the request will be escalated to Vehicle Vision Head Office second line support in the United Kingdom.

## 1.10 Vehicle Vision Resellers providing first line support

Where indicated in section 1.1 Vehicle Vision Resellers will provide first line support in the countries listed, which may differ from the process as described in section 1.8. Additionally, a separate Service Level Agreement may be in place with a Vehicle Vision Reseller Customer, therefore, this agreement will not cover first line support for Resellers. If a Reseller cannot resolve a first line support request, the request will be escalated to Vehicle Vision Head Office second line support in the United Kingdom.

## 2. Second line support

Second line support provided by Vehicle Vision Head office is provided in English and operates the same business hours as first line support (please refer to section 1.5 for business hours). Contact details are also the same as first line support (please refer to section 1.3 for contact information).

In most cases second line support will be resolved by providing an additional level of technical guidance, however, in the event that a request cannot be resolved by second line support, the request will be escalated to third line support. Third line support operates the same business hours.

## 3. Response and resolution

### 3.1 Target response and resolution times

Severity	Response (business hours)	Resolution (business hours)
Urgent	1 hour	4 hours
High	2 hours	8 hours
Normal	2 hours	16 hours
Low	2 hours	24 hours

### 3.2 Severity definitions

Severity	Description	Examples
Urgent	System confirmed as unavailable for everyone.	Issues affecting availability of service or performance that impact all users simultaneously. The system is displaying a site offline (or similar message).
High	System or performance is substantially degraded in a way that prevents normal use.	Core functionality is not available, including inability to send and receive communications from the system. Native video apps are inoperable. Information is missing, substantially inaccurate or appears to be deleted, preventing effective use of the system.
Normal	A service not essential to the software's main functionality is unavailable or degraded for a user.	A user is unable to perform a portion of their job and a workaround is available. Reports are inaccurate. A minor issue requiring a setting change or workaround. User and report administration.
Low	Minor or cosmetic issues, non-urgent operational issues and questions.	'How do I' questions, guidance and instruction. Customer local IT issues including WiFi, infrastructure and whitelisting.

**Note:** Requests for enhancements or additional features within the software are not covered within this agreement. Such requests can be submitted to [feedback@vehicle-vision.com](mailto:feedback@vehicle-vision.com) where they will be acknowledged, however, no commitment will be made to provision them.

### 3.3 Defining severity

During the initial analysis, the priority will be assessed against the definitions as listed in section 3.2. The priority level will be changed accordingly based on the information at hand. Requests may be defined a new priority during analysis, for example, if more requests are received indicating the issue is more widespread.

### 3.4 Exceptions

There are several scenarios where exceptions may apply to resolution times for support requests.

#### 3.4.1 Third party integration

Where a support request relates to a third-party software integration with the Vehicle Vision software, (for example a Dealer Management System or SMTP service) and the customer is engaged with both parties in a separate contract, Vehicle Vision will make a commercially reasonable effort to assist the customer with the request. During investigation, if it is established that the request relates to an issue with the third-party system, the ticket will be closed on the Vehicle Vision support ticketing system and the user notified.

#### 3.4.2 A pause to investigation and analysis

Where more information is required during investigation and analysis from either the party administering first line support (for example a Reseller, or third-party integration software as described in section 3.4.1) or the user who submitted the request, Vehicle Vision will promptly request the information. Until a response is received, the support ticket is deemed to be in a 'Pending' state and, therefore, the target resolution time will be paused. A target resolution time may also be paused for a support ticket when a support agent is awaiting feedback on a suggested fix for a support request.

#### 3.4.3 Insufficient information provided within the initial request

In the event that insufficient information has been supplied within the initial request that prevents the support agent from analysing the request effectively, Vehicle Vision will promptly request the information required. The support ticket will be assigned a 'Pending' state and, therefore, the target resolution time will be paused until the required information has been provided.

#### 3.4.4 Circumstances beyond the control of Vehicle Vision

Should there be a delay in a target resolution time as a result of events, circumstances or causes beyond the reasonable control of Vehicle Vision, the target resolution time shall be extended by a period equivalent to the period during which the delay occurred.

## 4. Service availability

### 4.1 Uptime

Vehicle Vision will make commercially reasonable efforts to ensure its services are available with an annual uptime percentage of at least 99%. Planned maintenance and events outside of the control of Vehicle Vision (e.g. force majeure) are excluded from the uptime percentage calculation.

### 4.2 Maintenance

Vehicle Vision will endeavor to provide 2 business days' notice for planned maintenance. Notification messages will be displayed to users within the admin area of the web application, providing the date and time of the planned maintenance. Whenever possible, planned maintenance will be scheduled outside of local business hours. This excludes unplanned maintenance (for example, urgent system updates) that may be necessary from time to time.

## 5. Changes to this service level agreement

Vehicle Vision reserves the right to make changes to this Service Level Agreement from time to time. Vehicle Vision will publish the changes on its relevant website. The changes will be effective when published. The Customer is encouraged to review the latest Service Level Agreement on a regular basis.