

Appendix – VisionTrack Service Levels

Direct Customer Online Terms and Conditions

1. VISIONTRACK CUSTOMER SERVICES

Our Customer Care Team consist of our first line team, scheduling team and installations team which are based in our Tunbridge Wells Head Office, operating from 09:00 until 17:30 Monday to Friday. The Customer Care Team provides national support to all our customers utilising our VisionTrack employed, strategically based throughout the UK, engineering resources. Our nationwide team of experienced and engineers along with VisionTrack accredited engineers, are qualified, trained and insured to work on any vehicle.

The Customer Care team is also supported by our Technical support team, also based in Tunbridge Wells.

Major upgrades of the VisionTrack software solutions are always carried out outside of core business hours (after 17:30) and we will always try to give customers a minimum 3 days' notice for any scheduled downtime, except in the case where the update is to fix a security flaw.

Should the proposed maintenance window date/time not be acceptable to the majority of our customers, we will endeavour to reschedule the update for a more suitable time providing sufficient notification is given to us promptly following our notification. However, whilst we try to accommodate the majority of our customers wishes, this is not always possible.

Contact name	Phone	Email
Customer Support Desk	01246 225745	orders@visiontrack.com
Finance Team	01246 225745	accounts@visiontrack.com
Technical Support	01246 223152	itsupport@visiontrack.com

2. SERVICE MANAGEMENT

The following sections provide details on service availability, our monitoring of in-scope services and related components

2.1. SERVICE AVAILABILITY

We aim to adhere to our service levels at all times. However, if for any reason a service level cannot be achieved, we will ensure customer/users are informed immediately and that the VisionTrack escalation process is followed.

2.2. TELEMATICS PLATFORM AVAILABILITY, ENHANCEMENTS AND MAINTENANCE

We will use its reasonable endeavours to provide the Reseller with access to the following services:

1. 99.5% Autonomise.ai Platform / VT Live View Platform;
2. 99.5% Mobile & Commission App Availability; and
3. 99.5% API Availability.

We will monitor its Platform 24 hours a day, 365 days per year.

2.3. VEHICLE HARDWARE

The table below shows VisionTrack service levels showing response and resolution times.

Priority	Definition	Example	Response Time	Resolution Time
P1	Serious Hardware Failure preventing vehicle use or affecting safety/security	Vehicle immobilisation	4 hours (during working day)	3 working days
P2	Important Affecting Operational Functions	Unit not reporting location	1 working day	5 working days
P3	Service <ul style="list-style-type: none"> • De-fit/Re-fits • Hardware Upgrades 		1 working day	14 working days
P4	No Service Impact Unique Hardware developments		Project Dependant	Unique hardware developments

2.4. PLATFORM/SOFTWARE

The table below shows VisionTrack service levels showing response and resolution times.

Priority	Definition	Response Time	Resolution Time
P1	Business Critical <ul style="list-style-type: none"> • Major services unavailable • Single service unavailable affecting many users • Many users unable to use system • Loss of business or impact on revenue • Whole site unavailable irrespective of the number of users on site • Stakeholder impacted by availability of systems • Users unable to run critical work 	1 hour	6 hours (or work until fixed)
P2	Serious <ul style="list-style-type: none"> • Partial loss of major services • System usable but if the problem is not resolved promptly a business critical situation will occur • Many users unable to use the system for more than half a day 	3 hours	48 hours (work until fixed)

P3	Degraded Service <ul style="list-style-type: none"> • Single user problems and issues • Complete service is available, but performance is impaired • Problem causes inconvenience but it is not a major concern • Slow response • A service is not working correctly but does not affect any critical work 	24 hours	5 working days (unless new code must be written and tested)
P4	No Service Impact <ul style="list-style-type: none"> • Any problem where no service impact is being incurred and no urgent action is required • Problem causes inconvenience or nuisance but has little effect on the users • Requests for information 	48 hours	14 working days (unless new code must be written and tested)