



Support Policy (SLA)

Version 2.0

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Preamble

AndSign LLC based in Alexandria –through its partners network worldwide- offers digital signage player and software. The purpose of this document is to describe the training, support and warranty services provided by AndSign to its partners to grant successful project delivery and ongoing support.

Player warranty

All AndSign players purchased after August 1st, 2015 come with a 24 months “Return to Factory” Standard Warranty free of charge.

Warranty period starts from the date of shipment from AndSign Premises.

AndSign Players features self-cure firmware that sends alerts to AndSign support team when the player is unable to reboot properly or is powered off long time. During the warranty period, if a player appears to be faulty, AndSign team will either resolve the problem remotely or escalate the ticket to the RMA team.

Therefore third party or non-technical referrals are not acceptable. If our engineers agree there is a fault, they will issue an RMA number and provide details in an email of how and where to return the unit. The cost of returning the faulty unit to the factory is borne by the partner. The warranty will be invalidated if the goods have been wilfully damaged, altered or tampered with in any way without AndSign permission. Repairs or Replacement are usually completed within a 3 Business days. The cost of returning the replacement unit to the partner is borne by AndSign.

Player Extended warranty

After the expiration of the Standard Warranty, cover can be extended to cover a further 2 years or 5 years at an additional cost as per AndSign latest price list. The terms and conditions are exactly the same as for Standard Warranty.

Advanced Replacement Service

Advance Replacement Service is an enhanced level of service that provides faster replacements. This service can only be purchased as an addition to Standard Warranty as per AndSign latest price list. The procedure is exactly as detailed for Standard Warranty above, but if the fault is reported and confirmed by AndSign before 11:00 AM on a working day, then a replacement will be shipped same day. AndSign will also arrange collection of the faulty unit. Details must be provided of a contact point for the person responsible for packing the faulty unit together with its power supply ready for collection. All shipping costs will be borne by AndSign. Replacement units are not necessarily new units but will carry a warranty equivalent to the balance of warranty period associated with the original failed unit.

Faulty on Arrival Player

AndSign players are heavily tested before shipping and also packed to protect the player from shocks during shipping. Rarely, it might happen that the player arrives faulty before installation. In this case the partner may use the same terms of Advanced Replacement Service without needing to purchase it.

Training

AndSign is a turn-key digital signage solution. Our main goal is to ensure successful installation and operation of a digital signage project. Training and support are included free of charge for each player and for each AndSign content management account.

Training and installation support covers:

1. Infrastructure design, preparation and installation consultancy
2. Player Installation, setup and testing
3. Training for Software operators
 - Add player
 - Create Campaign
 - Use of Templates
 - Use of Dynamic Widgets
 - Use of Customized Layouts
 - Hardware Monitoring and Alerts
 - Advanced Power Management
4. Consultancy for media production
 - Recommended media formats
 - Not to do's List
 - Recommended media layouts
 - Visual Nature of Digital Signage

Additional Costs Occurs in the following cases:

- AndSign offers its partners onsite Visits upon request, Man-days Cost will be borne by AndSign, travel and accommodation will be borne by partner.
- Andsign Offers its partner's free templates for many use, customized templates or artwork will be charged.
- AndSign includes smart integration tools, however some system integration requires intervention of AndSign developers and system engineers, this kind of intervention will be charged.

International Training Sessions

AndSign organizes international training sessions on regular basis, most of them are webinars and some of them take place in a certain country on rotation base.

Self-Hosted Support

Self-Hosted Server License is sold with a separate Annual SLA covering:

- Servers Configuration Consultancy
- Backup Consultancy
- Server installation, setup and commissioning
- Software free updates including new features and bug fix
- On-demand remote support on server
- Critical Intervention 24/7

Cloud Support

All Cloud Support Services are included without additional charges with cloud subscription per player fees.

AndSign Cloud Servers are handled by AndSign system admins team 24/7.

AndSign Cloud Servers are:

- Hosted on Amazon AWS Cloud and Related Services
- Daily Backed up, 10 days retention
- Load Balanced, to grant maximum performance at high load
- Replicated, to grant continuous availability
- Updated with latest functions, templates, bug fixes, security patches and various updates

Training and Support Access

AndSign is the manufacturer and developer of its digital signage turn-key solution. Video demonstrations, training materiel, case study and knowledge base are available for our partners.

Our Support Team is available to receive your inquiry by:

- Chat Support: <http://andsign.net/chat>
- Email: support@andsign.net
- Phone: +20 1220166776

Response Time

Our Regular Support team is available

- 6 days, Saturday through Thursday except public holidays
- 9 hours, from 7am to 4 pm GMT
- Our Self-Hosted Support team is available 24 / 7

| Impact | Access to Support | Escalation (Business Hours) | Response Time |
|---|-------------------|-----------------------------|---------------------------|
| LOW No Business Continuity Impact <u>Example:</u> Service is functional, but assistance is required in the configuration or use of the service | 6 days / 9 hours | Planned Activity | As per Scheduled response |
| Urgent Moderate Business impact <u>Example:</u> One of the service / Functionality is not available. Performance is slow | 6 days / 9 hours | Within (1) Hour | Within (4) Hours |
| Critical Critical Business Impact <u>Example:</u> Service is down | 24 / 7 | Immediate | Within (2) Hours |

Data Privacy

The company guarantee not to use or make available of the clients information for reasons other than administering the account or collecting usage statistics to improve the service.

Scheduled maintenance

For any upgrades or maintenance in data center the company should notify the client 48 hours before. This would not have impact on players operations but might have impact on content management portal.