AutoClerk Service Level Agreement (SLA)
May 12, 2016

AutoClerk Property Management System (PMS) client licensees that abide by the terms and conditions of the AutoClerk End-User License Agreement, including the timely payment of AutoClerk PMS support fees, are entitled to AutoClerk PMS support services, **which include**:

1. *AutoClerk 24/7 Phone Support, 24 hours per day, 7 days per week -* Assistance with the use of the AutoClerk PMS, such as resolving questions regarding the functions and features of the software.
2. *AutoClerk Technical Assistance, 9 AM to 5 PM PST, 7 days per week -* If your AutoClerk program or any AutoClerk interface fails or is not working as intended, an AutoClerk support agent will research the issue and attempt to fix it. In most cases this will require a remote connection to your hotel's computer network. If necessary, your issue may need to be escalated to AutoClerk's Tier #2 technical team. Successful resolution may require conferencing with your hotel's network administrator.
3. *AutoClerk PMS software updates and revisions.*

But does NOT include:

1. Support for computer hardware including cabling.
2. Support of network infrastructure including routers and firewalls.
3. Support of PC Operating Systems such as Microsoft Windows.
4. Support of non-AutoClerk software such as Anti-Virus, Word, Excel, QuickBooks, etc.
5. Configuring AutoClerk interfaces to other systems such as call accounting, POS, PBX, Voicemail, etc.
6. Clerical data entry such as input of hotel reservations, updating room rate tables, or folio postings.
7. Training – AutoClerk's 24/7 support call center is not set up for extensive phone training. Therefore, in some cases we may recommend that your staff work with one of our Training Professionals, which will be billed separately on an hourly basis. Additional training resources – training videos and help documents – are available at no cost at www.myautoclerk.com. In the event an AutoClerk support agent receives a call from a hotel employee who has received little or no PMS training from the hotel management and is relying on AutoClerk's support agents to receive training so they can do their job, the hotel will be billed $149/hour for "unscheduled emergency training". Scheduled training is available for $99/hour.
8. Installation or troubleshooting of Bomgar remote access software or PSQL database engine.
*9. Migration of hotel PMS data for PCI compliance or when upgrading to a major new AutoClerk version.
*10. Installation of AutoClerk software or PMS data onto new stations/servers or replacement stations/servers.
*11. Restoration of AutoClerk software or PMS data after corruption or loss of data from viruses, spyware, etc.

* Installation, restoration, or migration of AutoClerk software must be completed by an AutoClerk technician. AutoClerk technicians are available at the additional cost of labor only.

You must have a competent and trustworthy **network administrator** provide the infrastructure (network and hardware) support you need. If you are unclear of the definition or duties of a hotel's network administrator, please visit www.myautoclerk.com, and see "What is a Hotel's Network Administrator?". If you call and request AutoClerk's assistance in these network administration matters, we will assist you to the best of our ability or advise and direct you to the appropriate party. Your hotel's network administrator should build and maintain your hotel's computer network in a secure manner per Payment Card Industry (PCI) requirements, see AutoClerk's Payment Application Data Security Standards (PA-DSS) Implementation Guide on www.myautoclerk.com for details.

Please be aware that any time you are reconfiguring your network, adding stations, replacing or working on other systems that interface to the AutoClerk PMS at your hotel, you will need to make an appointment so that we may have an appropriate AutoClerk Tier #2 technician available to assist you. Our Tier #2 technical staff are scheduled and are not readily available at any time. If you have any questions, please call 925-284-1005, x1.

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