



## **AutoClerk Property Management System (acPMS) Service Level Agreement (SLA) February 11, 2019**

AcPMS End-Users that abide by the terms and conditions of the AutoClerk End-User License Agreement, including the timely payment of acPMS support fees, are entitled to acPMS support services, **which include:**

1. **24/7 Phone Support, 24 hours per day, 7 days per week** - Assistance with the use of acPMS, such as resolving questions regarding the functions and features of the software.
2. **Technical Assistance, 9 AM to 5 PM PST, 7 days per week** - If acPMS or any acPMS interface fails or is not working as intended, an AutoClerk support agent will research the issue and attempt to fix it. In many 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. **acPMS 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, CRS, 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 the AutoClerk support agent may recommend that your staff work with one of AutoClerk's Training Professionals, which will be billed separately on an hourly basis. Additional acPMS training resources – training videos and help documents – are available at no cost at [www.myautoclerk.com](http://www.myautoclerk.com). In the event an AutoClerk support agent receives a call from a hotel employee who has received little or no acPMS training from hotel management and is relying on AutoClerk's support agents to receive training so they can do their job, the hotel will be billed, by the hour, for "unscheduled emergency training", which is twice the normal hourly training rate.
8. Installation or troubleshooting of Bomgar remote access software or PSQL database engine.
- \*9. Migration of hotel acPMS data for PCI compliance or when upgrading to a major new AutoClerk version.
- \*10. Installation of AutoClerk software or data onto new stations/servers or replacement stations/servers.
- \*11. Restoration of AutoClerk software or 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.*

All hoteliers need a competent and trustworthy **network administrator** to provide, setup, and maintain the necessary hotel computer network infrastructure. If you are unclear of the definition or duties of a hotel's network administrator, please visit [www.myautoclerk.com](http://www.myautoclerk.com), and see "What is a Hotel's Network Administrator?". If you call and request AutoClerk's assistance in network administration matters, AutoClerk's team can offer only limited assistance. 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](http://www.myautoclerk.com) for details.

Please be aware that any time you are reconfiguring your network, adding PC stations, replacing or working on other systems that interface to acPMS at the hotel, you will need to make a scheduled appointment so that AutoClerk can have the appropriate AutoClerk Tier#2 technician to assist you. AutoClerk's Tier #2 technical staff are scheduled and are not readily available at any time. If you have any questions, please call 925-284-1005 or email [support@autoclerk.com](mailto:support@autoclerk.com).