

Service Level Agreement (SLA) by FootfallCam

1.0 Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between FootfallCam and Retailer for the provisioning of services required to support the People Counting system.

2.0 Service Agreement Packages

I. Basic Plan:

- Assist the customer to answer technical enquiry and ensure fully operational system.
- Required customer to provide IT and operational staff to actively monitor the health check status on the counter and identify the issue.
- Health Check report will be provided by FootfallCam, and each counter will send the heartbeat to the health check report every 15 minutes.

II. Standard Plan:

- FootfallCam support center will proactively manage the health check status and data integrity of the system.
- Reduced the resources required on customer’s IT and operational departments.

III. Premium Plan:

- FootfallCam provide comprehensive cover in all aspect in the system operational standard.
- Provide dedicated support staff to work with the customer.
- Provide extended warranty, site visit and free upgrade of the hardware after 5 years.

3.0 Service Scope and Details:

- I. Support services provided limited to issues relating to operating system and general enquiries.
- II. Standard package price with a monthly fee of **USD 5.50 (Basic Plan)** for People Counting system per counter
- III. Support Hours:
Asia Office: 9:00 A.M. to 6:00 P.M. Monday – Friday (G.M.T +8)
Europe Office: 9:00 A.M to 5:00 P.M Monday – Friday (G.M.T)
Telephone support line 01344 988681 or 01344 988650
Email to support@footfallcam.com
- IV. Service Scope:
 - a.) **First line support**
 - o Heath Check System: if a camera fails to connect and is being picked up by our Health Check System, an automated alert will be sent to our team and we will contact the store for further diagnosis and to resolve the issue.
 - o For the first line checking, customer will be provided with “Counter Checking Form” from Footfallcam, and would required store staff to identify the counter LED light, and perform the onsite checking based on guidelines.
 - o Customer may raise any technical issue regarding hardware or software, via phone or email to FootfallCam
 - o We aim to respond 80% of the calls and emails within 2 – 3 business hours. All calls and emails will be responded within 24 business hours and best efforts will be made to answer or action the support issues as soon as possible
 - o Support will be provided over the phone and remote connect into the camera
 - o This level of support aims to resolve most issues and may involve rebooting equipment, diagnosis and troubleshooting
 - o Support may require cooperation from a member of staff at the store to reboot equipment and help with preliminary diagnosis
 - o Most issues (90%) will be resolved by this remote support. Should our technical team concluded that an engineer callout is required, we will recommend that to your store or head office. When the call out has been authorized, we will arrange engineer, liaise with the store to get it sorted

b.) Second Line Support:

- More complicated issue. E.g. networking issue, system bugs etc.
- Remote connect support by second level technical team, include up to 24 man hours remote connect support
- Action may be performing by store manager as per required
- Respond within three (3) working days

c.) Third Line Support (Engineer Call-out)

- Issue that not solved by second level technical team
- Appoint diagnosis by first and second level support, engineer call out to site is recommended
- Engineer call out at Discounted Rate (shown in Section 4)
- Engineer on site within fourteen (14) working days

3.1 Non-contract Technical Service Rate

In condition for any additional services provided, Customer agrees to pay pertaining rendered services as specified in Section 4, Normal Rate.

- On-site services are requested
Engineer will be on-site to support within fourteen (14) working days
- Replacement price
Replacement parts needed when the unit is faulty out of the warranty period.

4.0 Replacement Price List

Equipment Replacement Price

Items	Premium Plan, USD	Standard Plan, USD	Basic Plan, USD	PAYG Rate, USD
People Counting Camera	Free	250	550	750
Power over Ethernet (PoE) injector	Free	15	45	78

Others

Items	Premium Plan, USD	Standard Plan, USD	Basic Plan, USD	PAYG Rate, USD
Delivery	Free	Free	10- 80	10– 100
Engineer Callout (up to two hours)	Free	80	150	250

* All prices quoted excluded VAT.

* All equipment comes with 1-year manufacture warranty.

* All prices are subject to change without prior notice.

Appendix - Support table of support packages and prices

Feature	Premium (P)	Standard (S)	Basic (B)	PAYG	Notes
Price	USD 20.00	USD 8.00	USD 5.00	-	
FootfallCam counter repair/replace within warranty	Y	Y	Y	USD 550	
FootfallCam counter repair/replace outside warranty	Y	N	N	N	* extended warranty for premium plan
Automated connectivity Checking and flagging to client	Y	Y	Y	USD 35 per hour	* Per engineer hour
Automated Accuracy checking	Y	Y	Y	USD 55 per hour	* Per engineer hour
Proactive data recovery	Y	Y	USD 35 per hour	USD 55 per hour	* Per engineer hour
Telephone/email assistance	Y	Y	Y	Charged hourly USD 15 per hour	* free for first hour of each incident type then charged at hourly rate
Out of hours support as agreed	Y	Y	N	N	
Software updates	Y	Y	Y	N	and deployed only if as result of charged support incident
Firmware upgrades	Y	Y	Y	N	
Remote access	Y	Y	Y	USD 55 per hour	* Per engineer hour
Site visits where necessary*	Y	USD 85	USD 195	USD 245	*Provided customer performed basic 1 st line checking
Counter reconfiguration	Y	Y	Y	USD 55 per hour	* Per engineer hour
Re-installing server software on new client server	Y	Y	USD 100 per server installation	USD 800 per server installation	
Accuracy checking, automated and manual verification through remote access to site.	Y	Y	Y	USD 150 per report	
Low-cost counter upgrades after 5 years if significant new version available	Free	USD 350 per counter	N	N	
Request new software features	Y	N	N	N	
Ongoing system report staff training	Y	Y	USD 80 per hour	USD 125 per hour	* Per engineer hour