CUSTOMER COMMUNICATION: PALTRACK SUPPORT SERVICE

Paltrack values each customer interaction and aim to provide class leading software solutions and measurable service at an affordable price. This communication aims to summarise Paltrack's support service offered as part of our software solutions.

The support service is built around a primary client contact (Super User or Administrator) that all support is channeled through. These client contacts play a critical role in supporting local users, prioritizing customer requests and the Paltrack support team live close to these individuals for knowledge transfer.

As part of our license agreements we provide the following support as standard:

- Unlimited all hour telephonic and remote support. After hour support is limited to Priority 1 (P1) or disaster situations where all operations have come to a standstill due to a system issue and there is no workaround. The support for PALBROKER is limited to Paltrack office hours.
- PALBROKER afterhours support can be arranged as an extended service. Please speak to your account manager for more information.
- The Helpdesk (https://www.paltrack.co.za/Helpdesk/) as main reference for communication between Paltrack and the customer. This tool also makes the service interaction measurable.
- Helpdesk access via PALPOCKET. This is available for free download from the app stores and requires a Helpdesk login to gain access.

The standard support specifically excludes:

- **Telephonic training** (or re-training). Support calls longer than 15 minutes to someone totally new is classified as training.
- **Disaster situations** as a result of hardware failures requiring re-installation or system recovery from backups. This includes ransomware attacks.
- Troubleshooting issues with **3rd party interfaces**. Why is a PO file from system 'X' not loading?
- Extensive **data fixes** where data needs to be changed as a result of something other than system failure.
- **Subsistence and travel** charges associated with support situations should we need to physically come on site.
- Local network **(LAN) or internet connectivity related issues**.
- Facilitating **hardware maintenance and/or repairs**.

The above is not meant to be an exhaustive list. Should we wish to charge a customer, we will make that known as early as possible in the process. Should the standard service not suite your specific requirements, a specific Service Level Agreement can be negotiated.

If it happens that support team members or area representatives are unavailable (e.g. training, sick leave, holiday) and for that reason we recommend that you phone the Paltrack support number 021-8184200, from where your call can be directed. It can also happen that Paltrack experience service failures (e.g. telephone system unavailable) and for that reason we provide the following service escalation process to try and ensure that we can still service our customers during these unplanned situations:

Paltrack Support Escalation process				
1. P1 escalation process NB! A P1 Helpdesk call MUST please be logged before the following process is followed:				
Level	**Action**	**Escalate to**	**Name**	**Telephone**
1	*Log the call **and phone the Paltrack Helpdesk***			021 818 4200
2	If no satisfactory response *within 30 minutes*	Support Manager	Pieter Stemmet	083 643 8303
3	*If no satisfactory response after a further 30 minutes*	Operations Manager	Sylvester Gordon	083 290 5614
4	If no satisfactory response *after a further 30 minutes*	Operations Director	Ted Haller	082 555 3465
		Sales & Marketing Manager	Jeanette Jenkins	082 825 3051
		Managing Director	Andries Mouton	082 377 5444
Non P1 escalation process				
Level	**Action**	**Escalate to**	**Name**	**Telephone**
1	*Log the call on the Paltrack Helpdesk*			021 818 4200
2	If no satisfactory response within 4 Paltrack business hours	Support Manager	Pieter Stemmet	083 643 8303
3	If no satisfactory response *within a further 1 hour*	Operations Manager	Sylvester Gordon	083 290 5614
4	If no satisfactory response *within a further 2 hours*	Operations Director	Ted Haller	082 555 3465
5	If no satisfactory response within a further 2 hours	Sales & Marketing Manager	Jeanette Jenkins	082 825 3051
6	If no satisfactory response within a further 2 hours	Managing Director	Andries Mouton	082 377 5444
IMPORTANT: In following the above-mentioned processes, please *call* the relevant persons – **a SMS does not suffice. Please leave voicemail as a call from a private number or divert from a PABX often leaves the support person without a way to return a missed call.**				

We would like to encourage our customers to make use of the Helpdesk and log service interactions directly via the Helpdesk site or to use PALPOCKET. Once logged, we can then measure the service provided. Should you have difficulty accessing the Helpdesk (e.g. password issue) or require more information on how to use it, please feel free to contact the Paltrack support team.

Please be assured of our best possible service to you, our customer, at all times.

The Paltrack Team