



# Tjekvik Standard SLA

**Version statement**

Tjekvik reserves the right to revise sections of the Tjekvik Global Service Level Agreement from time to time and in all cases, the published version of the agreement will apply.

**Covered by the SLA:**

- Tjekvik produced software and hardware subscribed though Tjekvik.

**Not covered by the SLA:**

- Customers own purchased hardware and software
- Third party hardware, platforms and service providers such as payment, DMS and related services integrated to Tjekvik.

**Business Hours**

The target response, escalation and resolution times for all support requests will be subject to Danish business hours.

Target response, escalation, and resolution times Tjekvik shall use commercially reasonable endeavors to respond to, escalate and resolve support requests and issues within the timeframes set out below.

Standard business hours are 8:00 to 18:30 Danish time, GMT +1.

**Language**

The Tjekvik head office Customer Support team provides first-line support in Danish and English. Written support requests in other languages will be responded to using DeepL automated translation tools.

**Triage**

All support requests require an additional process prior to analysis. During the initial analysis, the default priority will be assessed against the support request’s level (see Request Levels) and the priority will be changed as necessary in accordance with the Tjekvik support team’s experienced opinion at the time.

**Online helpdesk (Self-service)**

At any given time the client has the online help desk available at [tjekvik.com/help](https://tjekvik.com/help), where solutions of the most common support issues, manuals and trainings can be found 24/7 by search or themed navigation.

**First Line Support**

The provision of first-line support for clients worldwide is through the support e-mail process either directly at [support@tjekvik.com](mailto:support@tjekvik.com) or through the Tjekvik online chat function. Support cases received will be dealt with by the central support team, and first-line support requests will be resolved in most cases by providing technical or process guidance.

**Second Line Support**

If the request cannot be resolved by first-line support it will be escalated internally to our second-line support developers.

**Customer Collaboration in Incident Resolution:**

For the efficient resolution outlined in this Service Level Agreement, Tjekvik support relies on collaborative efforts from dealership employees to diagnose incidents. This collaboration encompasses, but is not limited to, providing detailed descriptions of the problem, sharing appointment details and photos, conducting guided tests using Tjekvik software and hardware on-site, and, in cases where a simple part replacement is necessary, assisting Tjekvik remote support team with on-site replacement.

In instances where complete hardware exchange is required, Tjekvik depends on the dealership to perform the effective deinstallation of the hardware, ensuring it is carefully packed for shipping. Tjekvik assumes responsibility for transportation costs associated with malfunctioning hardware exchanges. It is the customer's responsibility to reinstall the exchanged hardware.

**Support Timing**

Priority	Response Time	Target resolution time	Definition
1 - High	0 – 30 minutes	As quickly as possible: Ideally no more than 4 hours from the initial contact.	Complete global application failure. All users are affected.
2 - Medium	1 hour – 4 hours	One business day from the initial contact	An appointment, kiosk, or individual is impacted, and no workaround is available.
3 - Low	4 hours – 8 hours	Next business day to 5 days from the	An appointment, kiosk or



		initial contact.	individual is impacted, but there is low / no impact on productivity.
4 – N/A	1-2 business days	N/A	Product feedback requests.

If the issue cannot be resolved remotely such as for hardware issues that require replacement units, we will arrange shipping of replacement within 7 days dependent upon the dealer’s location.



**Resolution Exceptions**

Tjekvik works with various external partners to enable the provision of integrated services for our clients. When escalation to external partner support is required the resolution target time will not apply if either of the following statements are true: The client has an existing service level agreement with the third party; Tjekvik does not have a service level agreement with the third party. Tjekvik third party service level agreements are available on request.

**Resolution Time Pause**

The Resolution Time will also be paused for the following reasons:

Case Priority	Applicable	SLA Pause Reason Response	Cast Status
1-3	Yes	Case awaiting client, Client Support team or external partner response	Pending
4	No		On Hold

**Support Request Level Definition**

The support request’s level will be categorized as follows in accordance with the Tjekvik Customer Support Team’s expert opinion at the time each request is received. The request level is categorized as follows:

Case Priority	Default Priority	Standard Tjekvik Definition
1	High	The entire application is down, or the kiosk is not working, and it is cabled to the internet and power. (Black screen when startup) – A minimum of one shop not having appointments.
2	Medium	System is degraded, for example, one client is unable to login or access the Tjekvik dashboard, the kiosks screen is inactive or compromised to the extent that the client is unable to access either. Another example is that more than one locker is out of operation, or few appointments are missing.
3	Low	A non-urgent operational issue that requires assistance from Tjekvik support, including but not limited to the following: User administration; general product guidance and assistance; integration with third party systems. A single locker might not be working, but the kiosk remains operational for 19 out of 20 lockers for Tjekvik Indoor, 9 out of 10 on Tjekvik Outdoor.
4	Other	The submission of ideas for enhancement to a product or service; requests for additional features and services.

**Special service levels for Tjekvik Outdoor Hardware:**

Given the secure installation and weight characteristics of the Tjekvik Outdoor kiosk, specific procedures are established to ensure efficient resolution of issues:

1. General Resolution Approach: Software-related issues follow the standard procedures outlined above.
2. Hardware Malfunction with Non-Critical Impact: If parts malfunction without affecting the overall functionality of the kiosk, Tjekvik will aim at replacement parts shipment within 7 working days, facilitating swift resolution in collaboration with local dealership staff.
3. Complete Breakdown and Non-Operational Kiosk: If step 1 and 2 fail to resolve the issue and the Outdoor kiosk is rendered non-operational, Tjekvik aim at dispatching either a service technician or replacement hardware to the dealer within 30 days. Transportation costs will be covered by Tjekvik.
4. Extended Downtime Compensation: If the hardware remains out of operation for more than 50% of a month due to Tjekvik-related malfunctions, the customer will receive an additional month for the malfunctional item added to the end of the contract as compensation.
5. Visual Imperfections: Minor visual issues such as scratches or areas of minor rust are not considered faults and are to be addressed by the local dealership team as part of the required maintenance, as described in the general terms.

**Service availability (Software)**

Tjekvik uses scalable cloud-based servers hosted by Amazon Web Services (AWS) to provide a resilient service worldwide and meet regional compliance and data residency requirements. Tjekvik shall use commercially reasonable endeavors to make its services available with an Annual Uptime Percentage of at least 99%. Service availability is also subject to the Tjekvik maintenance schedule. Whenever possible scheduled maintenance will be completed outside of the applicable local business hours (see Business Hours).