

Support Services Procedures

Version 1.0

Support responsibilities shall be divided between the parties as follows:

Tier 1 – Performed by Reseller

- Direct contact with the Customer
- Troubleshooting according to training guides from the Company:
 - Power connection issues
 - Network connectivity including SIM card issues
 - Device history checks
 - SD Card issues
 - Camera and cloud misconfiguration
 - Installation of Camera and any approved third party integration plugin
 - All topics documented in public-facing Knowledge Base

Escalation to Tier 2:

- Cloud issues not resolved in troubleshooting including live video, events, users, permissions and approved third party integration plugin.
- Access to cloud accounts of Customers should be with the permission of the Customers

Tier 2 – Performed by the Company Tech Support. Direct contact with Customer is through Reseller

- Escalated to Tier 2 by Reseller when Tier 1 trouble shooting is unsuccessful via raising a ticket in the online portal
- The Company will respond to and resolve all support requests in accordance with the Support Services Framework
- Cloud issues not resolved in trouble shooting including live video, events, users, permissions and approved third party integration plugin
- Assistance of suspected camera Hardware issues
- Tracking and communication of resolution of issues/defects/feature requests
- Reproducing issues found in the field when possible
- Ticket tracking with Reseller and escalation to Tier 3 as needed
- Determination of return merchandise authorisation (RMA)

Escalation to Tier 3:

- Suspected defects
- Abnormal behaviour
- Escalation to Product Manager on new feature requests

Tier 3 – Performed by the Company R&D with Tech Support. Direct contact with Customer is through Reseller

- Defect Resolution
- Rolling out of emergency patches

RMA Procedure

1. Tier 1 Suspects Hardware Issue → Provides information to Tier 2 Support
2. Tier 2 provides guidance to verify whether it is a software or hardware issue
3. Tier 1 executes tests and reports results to Tier 2 support team
4. If Tier 2 concludes there is a Hardware issue → RMA procedure is initiated
5. Tier 2 provides RMA number and guidance to Tier 1 on shipping address and prepaid shipping labels
6. Returned Hardware will be handled by The Company in accordance with the Surfsight Warranty Policy. RMA procedure is only available to Hardware under Warranty.