



## Support Process

Revision 1.0

02/27/2011

### Communications

The following communication methods are available to obtain assistance from ParkingSOFT LLC for a technical issue:

- Telephone Support(Emergency) – 877.884.7275
- Web Support – Create a support incident directly from [www.parkingsoft.com/support.aspx](http://www.parkingsoft.com/support.aspx).  
Web generated tickets are the most effective method of communications, but telephone calls are welcome.
- Email Support – [support@ParkingSOFT.com](mailto:support@ParkingSOFT.com)

**Please provide the following information when emailing ParkingSOFT LLC. with a technical issue.**

- Full Name
- Company Name\Location
- Contact Phone
- Contact Email
- Unit In Question
- Technical issue Description
- Are you still able to conduct business?
- Have any changes have been made to units or network recently?

### Technical Issue Response

#### Telephone Response

During normal business hours the goal is to take calls real time; Normal business hours in the continental United States are 9 am to 5 pm local time. Outside normal business hours the goal is to return a customer's call within 30 minutes if the customer has purchased the appropriate support plan.

#### Email/Web Response

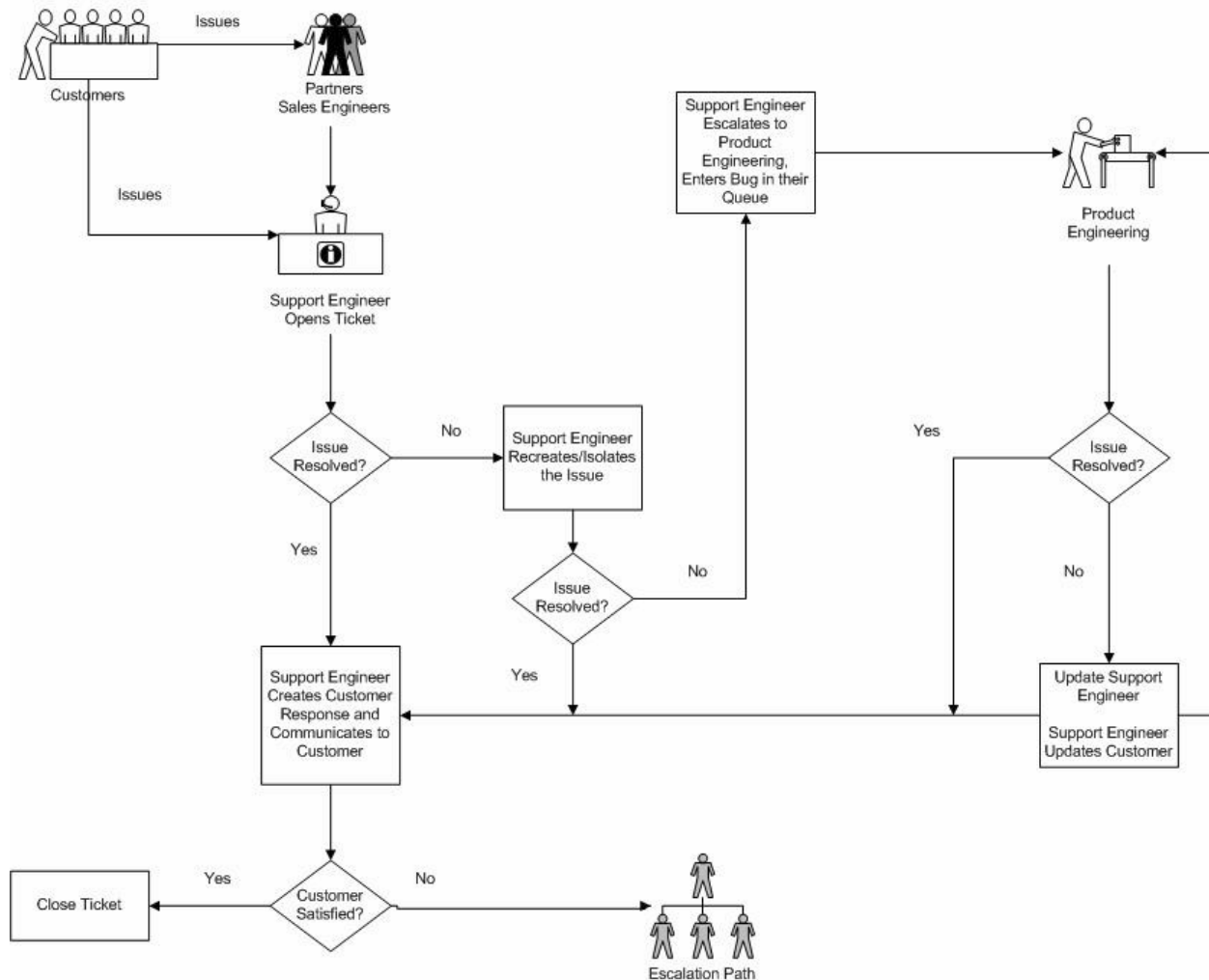
During normal business hours the goal is to respond to emails/web tickets within 2 hours  
Outside normal business hours email will be answered no later than 2 hours into the next business day.

#### Technical issue Resolution

Figure 1 diagrams the normal process for addressing a customer issue. A highly qualified Technical Support Engineer ("TSE") takes the initial call and triages to the appropriate resources within ParkingSOFT LLC. The TSE's goal is to resolve the technical issue on the first call. If this result is not possible, the TSE will address the technical issue by doing research, by working in the test lab or by engaging other resources at ParkingSOFT LLC. TSE's responsibility is to maintain close coordination and communication with the Customer during this process. If the appropriate progress is not being made, the escalation process outlined below is invoked.

If the technical issue is determined to be software or operational, TSE will resolve the technical issue using secured, remote access software and a high level of technical expertise. For customers with support contracts: when a technical issue is determined to be hardware, ParkingSOFT LLC. will either dispatch a service representative or send an advance replacement unit to be on site the next business day. For Standard support and Warranty the customer will return the unit to ParkingSOFT LLC. for repair.

Figure 1 - Customer Issue Resolution Process



### Urgency and Escalation

The Technical Support Engineer (“TSE”) in consultation with the Customer will assign an urgency level to the technical issue at hand. The escalation process is managed by TSE in cooperation with the Customer. The escalation process moves from TSE through ParkingSOFT LLC.’s Operations Management and Product Development as appropriate. Escalation to Product Development occurs as soon as an inherent, reproducible product technical issue is discovered. The following timelines define the normal escalation beyond Technical Support. The timeframes are based on the urgency (as defined below) of the Customer issue.

### Urgency Definition/Escalation Time

*Severe*- Product is down. There are no workarounds to restore product functionality. ParkingSOFT LLC places top priority on the technical issue and all necessary resources are immediately assigned to the issue. *Escalation time: Two Days*

*Moderate*- Significant product functionality is not working according to product definitions, or significant business objectives cannot be met. ParkingSOFT LLC Places high priority on the technical issue and all

necessary resources are assigned to the technical issue, but work is generally performed during normal business hours. *Escalation time: Four Business Days*

*Minor-* Minor Product functionality is not working according to Product definitions, or minor business objectives cannot be met. ParkingSOFT LLC puts lower level priority on the technical issue and assigns the appropriate resources to resolve the technical issue within customer expectations. *Escalation time: Two Weeks*

If an acceptable workaround can be applied to the issue, then the Urgency can be downgraded to the next level. For example, if a workaround exists and is acceptable for a Moderate issue, then this issue will be downgraded to Minor.

If appropriate progress has not been made, the technical issue would be escalated to Operations Management, Product Development or both as appropriate. Escalation up the Operations Management chain would be initiated whenever the resolution is not meeting customer expectations or whenever a technical issue has not been resolved within the escalation time frames. Since each situation and each technical issue is unique, there may be some variation in the normal process timing to fit the situation (an example might a situation where the TSE is waiting on information from the customer).

Escalation can be initiated from two sources. TSEs are tasked with the responsibility of escalating based on their judgment of both the customer situation and the technical situation. Customers are encouraged to seek escalation when a situation is not being resolved in a fashion that meets their requirements within the definitions of the services they have purchased. The Customer can escalate through the TSE or their Account Representative.