

# SLA Support Services Policy

As of July 2022

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TREKK SOFT

Find us at

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## Definitions & Glossary

Central terms are defined below.

Term	Definition
Office opening hours	Monday - Friday 09:00 - 17:00 CET.  Closing days: <ul style="list-style-type: none"><li>• Christmas Day (December 25th)</li><li>• New Year's Day (January 1st)</li></ul>
Mean Time to Respond	Average response time from receipt of the request.
Email Support	Support requested by sending an email to <a href="mailto:support@trekksoft.com">support@trekksoft.com</a> .
Chat Support	Support requested by initiating a chat in TrekkSoft's backend.
Major Outage	Critical failures are defined as generating the impossibility of bookings in a period of more than one hour. Does not apply to planned downtime.
Outage	Describes all errors or failures which are not classified as "Major Outage".
Downtime	Time or percentage value in which the service is not available.

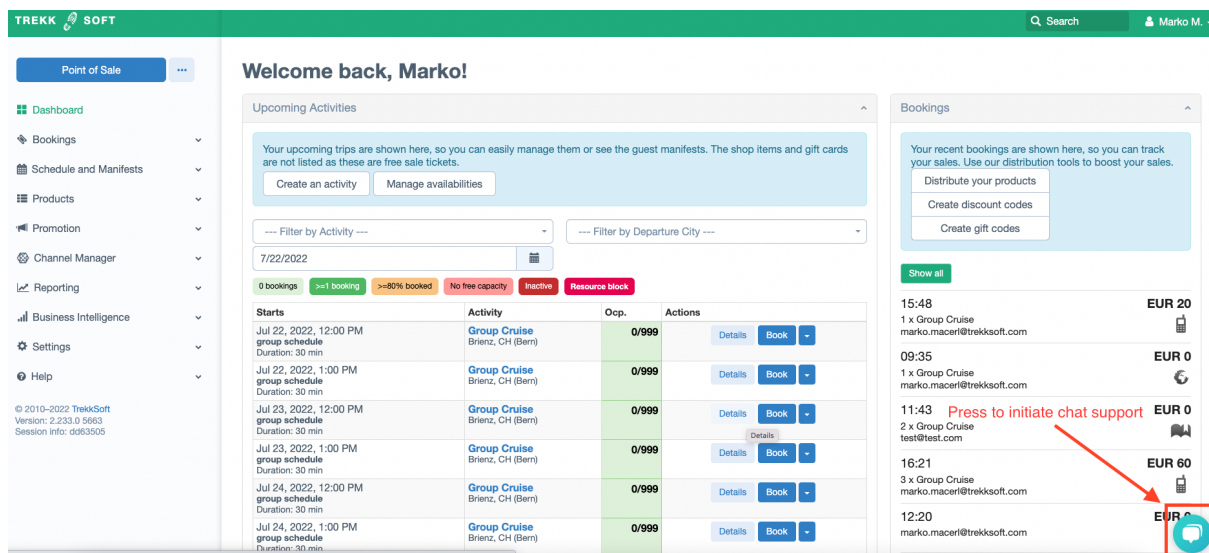
# Support Services

## Support Services Scope

Support services are provided through email support and chat support. All plans include email and chat support.

Support services can be requested through the following channels:

1. **Email Support:** Sending an email to [support@trekksoft.com](mailto:support@trekksoft.com).
2. **Chat Support:** Initiating a chat conversation in TrekkSoft's software backend, available 11am to 5pm CET, Monday to Friday. See image below:



## Support Services Availability

Support services are available during office opening hours. Any support requests received outside of office opening hours will be logged, and handled during office opening hours.

## Mean Time to Respond

1. **Email support:** During office opening hours, customers can expect a first email response within one business day.
2. **Chat support:** From 11am to 5pm CET on business days, we strive to respond to chat conversations within 5 minutes, with a typical response time under 2 minutes. However, chat response times cannot be guaranteed and depend on actual chat volumes.

## Major Outage

Updates on system failures and outages will be made available on the TrekkSoft Status Page: <http://status.trekksoft.com/>. The customer can subscribe to email updates from the TrekkSoft Status Page.

Major outages can be reported at any time by sending an email to [support@trekksoft.com](mailto:support@trekksoft.com).

## SLA Support Services Policy Validity

This SLA Support Services Policy applies to all customers of TrekkSoft AG or any of its subsidiaries, unless a specific SLA Support Services Policy has been contractually agreed and documented.