SLA Support Services Policy

As of July 2022



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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: Christmas Day (December 25th) New Year's Day (January 1st) 		
Mean Time to Respond	Average response time from receipt of the request.		
Email Support	Support requested by sending an email to support@trekksoft.com.		
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.
- 2. **Chat Support:**Initiating a chat conversation in TrekkSoft's software backend, available 11am to 5pm CET, Monday to Friday. See image below:

текк 🖉 Soft						Q. Search	🐣 Marko I
Point of Sale		Welcome back, M	arko!				
Dashboard		Upcoming Activities		^ Bookings	^		
Bookings	~	Your upcoming trips are shown he are not listed as these are free sal			Your recent bookings are shown here, so you can track your sales. Use our distribution tools to boost your sales.		
Schedule and Manifests	~			Distribute your products	oost your sales.		
Products	~	Create an activity Manag	e availabilities				
						Create discount codes	
Promotion	~	Filter by Activity	-	Filter by Departure (Dity	- Create gift codes	
Channel Manager	~	7/22/2022				Show all	
Reporting	~	0 bookings >=1 booking >=80% boo	ked No free capacity Inactive R	esource block			
Business Intelligence	~	Starts	Activity	Ocp. Acti	ons	15:48 1 x Group Cruise	EUR 20
Settings	~	Jul 22, 2022, 12:00 PM group schedule Duration: 30 min	Group Cruise Brienz, CH (Bern)	0/999	Details Book -	marko.macerl@trekksoft.com	
		Jul 22, 2022, 1:00 PM	Group Cruise	0/999		09:35 1 x Group Cruise	EUR
Help	Ý	group schedule Duration: 30 min	Brienz, CH (Bern)	0,333	Details Book -	marko.macerl@trekksoft.com	6
2010–2022 TrekkSoft rsion: 2.233.0 5663 ssion info: dd63505		Jul 23, 2022, 12:00 PM group schedule Duration: 30 min	Group Cruise Brienz, CH (Bern)	0/999	Details Book -	11:43 Press to initiate chat s	upport EUR
		Jul 23, 2022, 1:00 PM group schedule Duration: 30 min	Group Cruise Brienz, CH (Bern)	0/999	Details Book -	16:21	EUR 6
		Jul 24, 2022, 12:00 PM group schedule Duration: 30 min	Group Cruise Brienz, CH (Bern)	0/999	Details Book -	3 x Group Cruise marko.macerl@trekksoft.com	EUR
		Jul 24, 2022, 1:00 PM group schedule Duration: 30 min	Group Cruise Brienz, CH (Bern)	0/999	Details Book -	12:20 marko.macerl@trekksoft.com	EUR

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.
- 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: <u>http://status.trekksoft.com/</u>. 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.

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.