

# OneTrack

## Service Levels and Support Process

### 1. Reporting Issues and Response Time.

- a. Reporting Issues and Submitting Requests
  - i. Initiate a Support Request via OneTrack Knowledge Base under [General Support Request](#)
  - ii. Email OneTrack support at: [support@onetrack.ai](mailto:support@onetrack.ai)
- b. Support Incident Handling
  - i. The OneTrack Resource receiving the Incident shall determine whether the problem is related to hardware, software, or a combination. Customer may be required to submit data, information, or media to support the initial determination.
  - ii. After the initial determination, the OneTrack Resource shall acknowledge the issue and type of issue (“Acknowledgement Time”).
  - iii. The OneTrack Resource shall use reasonable efforts to fulfill its applicable support tasks and respond to the request.

### 2. OneTrack Platform Downtime Response & Resolution.

Premium SLA				
Priority	Definition / Examples	Acknowledgement Time	Response Time Target	Schedule
1	System is in a down state for all users. Complete loss of service or severe impairment of system functionality such that operations cannot reasonably continue, causing a direct and visible Customer business interruption.	1 hour	4 hours	24/7
2	System is seriously impaired, causing a slow-down of Customer business operations.	4 business hours	1 business day	Business Hours
3	System is in a functional state. Authorized Users experience and report an issue, but an available workaround readily exists; no slow-down or interruption of business operations.	1 business day	5 business days	Business Hours
Standard SLA				
Priority	Definition / Examples	Acknowledgement Time	Response Time Target	Schedule
All	All requests for assistance by Authorized Users; OneTrack's response to all system-generated trouble tickets	1 business day	5 business days	Business Hours

### 3. OneTrack Equipment Downtime Response & Resolution.

Definition	Resolution
OneTrack Equipment not working	A OneTrack Resource will field the request and gather relevant information about the issue. Appropriate troubleshooting steps will be communicated to Customer Resource. If OneTrack Resource determine Hardware needs to be replaced, a new device will be provided to site within 2 weeks.
	<b>Acknowledgment Time: 24 Hours</b>
	<b>Resolution Target: 10 Business Days</b>