



Quintessence Customer Care Statement

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1.0 Introduction

Quintessence is an interactive technology provider. Using touch screen technology, we create digital, interactive experiences for leading brands and businesses.

As part of our commitment to customer care we provide a 360 degree approach to our client solutions ensuring our high quality products are matched with high quality support services.

Quintessence works with a trusted network of partners globally who are skilled in the provision of software, hardware, furniture and AV support services.

We are delighted to provide this proposal detailing our support packages. Having delivered interactive solutions for over 10 years we recognise that the first three months of software deployment are the most crucial. Regular updates and ongoing support are most common during this period as users get familiar with interactive technology.

Quintessence offers three levels of support:

- **Bronze Support Package**

The Quintessence bronze support package provides our customers with the peace of mind that we will provide ongoing support remotely and on-site for a minimum term of 3 months. As part of this package we provide a SLA ensuring we are meeting the needs and expectations of our customers.

- **Silver Support Package**

The Quintessence silver support package includes minor software updates for a minimum term of 12 months as well as ongoing support during this period. As part of this package we provide a SLA ensuring we are meeting the needs and expectations of our customers.

- **Gold Support Package**

The Quintessence gold support package includes minor and major software updates for a minimum term of 24 months as well as ongoing support during this period. As part of this package we provide our highest SLA ensuring we are exceeding the needs and expectations of our customers.

A full breakdown of our support packages can be found on page 6.

1.1 Coverage

This customer care document is for the provision of support within the areas of London, Greater London and the Home Counties.

On site support visits requested outside of these areas will be subject to additional charges for travel and expenses.



**We cover the Home Counties including
London & Greater London**

2.0 Support Services

Quintessence provides the following Support Services:

Support Service	Details
Ticketing Support	<p>You will have access to our support portal ticketing system where you can submit support requests at ease. You will receive a response within a guaranteed period as defined in the SLA for your support package.</p> <p>Support tickets can be submitted here:</p> <p>https://support.quintessenceltd.co.uk/portal/home</p>
Email Support	<p>Support requests can be sent by email to:</p> <p>support@quintessenceltd.co.uk</p>
Phone Support	<p>Contact number for our phone support desk during UK office hours (9:00-17:30 GMT) is:</p> <p>+44 (0) 208 686 6251</p> <p>All support requests received via the phone will have a physical human response within 1 hour.</p>
Remote Support	<p>As a first port of call Quintessence will try to resolve all support tickets and upload software updates remotely through Team Viewer. Upon Installation, Quintessence will assess the network and viability, If Quintessence deems that remote support is not viable then a workaround solution will be presented.</p>
On-site Support	<p>If Quintessence cannot support or resolve the ticket remotely a site visit may be required within a guaranteed period as defined in the SLA for your support package. Depending on the nature of the support ticket, Quintessence may seek to source an appropriate local support partner from it's global network.</p>

3.0 Support Packages: SLA Options

Features	Bronze	Silver	Gold
*Definitions for SLA options can be found on page 6			
*Software	✓	✓	✓
*Hardware		✓	✓
*QT Pad Lighting	✓	✓	✓
*Furniture			✓
*AV			✓
Remote Team Viewer Support	✓	✓	✓
Site support visits	✓	✓	✓
Call out timeframes for support visits	5 days	2-3 days	36 hours
Initial response time for ticketing and email support requests	6 Hours	2 hours	30 Mins
*Bug fixing diagnosis with remedial action plan	4 hours	3 hours	1 hour
*Minor software updates once scoped and approved including remote upload	Not available	48 hours	24 hours
*Major software updates once scoped and approved including remote upload	Not available	Not available	5-7 days
Cost per month and allowance All prices exclude VAT	£300 (3 hours per month)	£700 (7 hours per month)	£1,000 (10 hours per month)
Minimum contract duration	3 months	12 months	24 months

4.0 Definitions for SLA Options

4.1 *Software

Software is defined as the interactive software experience that has been created by Quintessence for the customer.

4.2 *Hardware

Hardware relates to the following Quintessence products; Microsoft surface pro tablets, multi touch table screens for sizes 42" 47" 55" 65", wall screens for sizes 32" 46" 55" 65". Hardware includes all related equipment and accessories supplied and installed by Quintessence.

4.3 *QT Pad Lighting

QT Pad lighting is defined as the lighting of plots through the software presentation on a tablet which is connected to the lighting controller on the physical model.

4.4 *Furniture

Furniture is defined as purpose built furniture supplied and installed by Quintessence that has been integrated with the hardware.

4.5 *AV

AV is defined as a fully integrated audio visual solution supplied and installed by Quintessence.

4.6 *Bug Fixing

Software bugs are defined as an issue that can temporarily affect parts of the interactive experience. Quintessence support desk is experienced in diagnosing and resolving software bugs. Although every effort is made to ensure bugs are cleared ahead of software releases the deployment and environment of the software once installed can lead to new bugs being identified. These typically occur within the first two weeks of deployment.

4.7 *Minor Software Updates

Minor software updates are defined as basic changes to the interactive experience that do not require reprogramming of the framework. Simple changes include, adding in or replacing CGI's, video's, floorplans, screensaver, textual changes. All software update requests are subject to scoping and approval from Quintessence.

4.8 *Major Software Updates

Major software updates are defined as wholesale changes to the existing interactive experience that require reprogramming of the framework. Wholesale changes include, changes to the menu navigation, adding in additional sections, new blocks/buildings, creation of maps and changes to hotspots. Major software updates are only available as part of our gold level SLA. Major software updates do not include new software builds. All software update requests are subject to scoping and approval from Quintessence.

5.0 Standard Support Procedures

This section details the standard procedures for all support types:

5.1 Support Priority Definitions

When a support request is received into Quintessence Support, it will be identified as one of the following types:

5.1.1 Minor Non Service Affecting Fault

This is identified as a fault or additional requirement that is having no impact on service and is not affecting any critical performance functionality. This is a fault that does not impede on the continued provision of normal service. This includes faults due to non-compliance of third party equipment, changes made to a unit's configuration or changes in the network made without advance notice to supplier.

5.1.2 Major Partial Service Affecting Fault

Typically, this is a fault affecting an individual device connection or single software feature. These are faults that allow some continued provision of a reduced level of service.

5.1.3 Critical Service Affecting Fault

This is a fault affecting multiple device connections, or multiple software features, or affecting critical software and/or hardware functionality or. This is defined as a Service Affecting fault that does not enable the technology to function properly due to an internal failure of the software or hardware. Quintessence will conduct a full assessment on-site to establish cause(s). If hardware failure, a replacement or parts may be required which will be subject to the warranty agreement at point of sale. In this event, Quintessence will communicate directly with the end supplier and advise on the most suitable resolution(s).

5.2 Definitions of Service Stages for faults and Information required/gathered

5.2.1 Stage 1

Recording of fault, establishing contact information, allocation of ticket number with response to customer. Instigation of remedial action via support desk.

5.2.2 Stage 2

Diagnosis of any reported fault, the following information will be requested through the Quintessence support portal to enable investigation of the fault.

- Clear description of fault
- Problem category as per the category fields
- Team Viewer remote access details including ID and Password

5.2.3 Stage 3

investigation of reported fault through analysis of information provided by Stage 2. Construction of remedial action plan and regular customer updates on proposed fix and resolution details.

5.2.4 Fault establishment

Any faults diagnosed as a result of software and hardware configuration carried out by Quintessence will not be deducted from support allowances. Any faults diagnosed as a result of the misuse of software or hardware or third party equipment interference will be deducted from support allowances.

6.0 Support Allowances and Billing

6.1 Support Package Allowance

Support allowances are calculated at a project rate of £100 per hour and are billed monthly based on the package and contract term agreed. Allowanced support hours can be brought forwards or carried over if unused within the contract term agreed. Allowances must be used in full by the end of the contract term.

A monthly usage report will be sent along with the monthly invoice.

Contract extensions and usage levels can be discussed during the term.

6.2 Ad-Hoc Support

Ad hoc rates for remote and site visit support are calculated at £120 per hour. Site visits exclude travel and expenses which may be billed additionally.

All prices exclude VAT.

7.0 Agreement

Please help us by completing all sections.

Customer details

- Full legal name of business:
- Company Registration Number (if applicable):

- Registered address:

- VAT Registration:
- Contact Name:
- Position:
- Telephone:
- Email address:
- Address:
- Postcode:

Customer Signature

- I/we apply for the Quintessence support package (Please mark appropriate box) Bronze SLA Silver SLA Gold SLA for a contract term of () months subject to the current terms and conditions. It is important that you read and understand the terms and conditions that will apply to this Agreement before signing. If there is a term that you do not understand or do not wish to agree to please discuss it with us before signing.

- Signed:
- Name:
- Position:
- Telephone:
- Date: