TECHNICAL SUPPORT SLA

Ticket Response Time

"Response Time" is the time it takes to acknowledge a customer's issue. It is measured from the time an Incident Ticket is created, either by the customer via web, phone, Help Desk, or support group creating a ticket, until the time that the customer is advised their problem has been received and is being addressed. The customer will be contacted either by phone or email and the incident marked "In Progress". Specifically, Response Time is measured from the time of the Incident Ticket creation until the "In Progress" status is updated on the ticket, measured during business hours (Monday-Friday, 8:00 a.m. - 5:30 p.m. EST and outside of Rekor-observed holidays)

Customer Ticket Response Time Targets

The following table shows response time targets. The impact and severity information is used to generate a ticket priority value as described in the "Rekor Customer Ticket Priorities" section below and inform the Response Time.

PRIORITY	IMPACT (see definitions below)	RESPONSE TIME
P1	Extensive / Widespread	4 Hours
P2	Significant / Large	8 Hours
P3	Moderate / Localized	16 Hours
P4	Minor / Localized	24 Hours

Resolution Time

"Resolution Time" is the time it takes to resolve a customer's issue, provide an alternative solution or answer their question. It is measured from the time an Incident Ticket is created, either by the customer via web, phone, Help Desk, or support group creating a ticket, until the time that the customer is advised their problem has been resolved. Specifically, Resolution Time is the time from Incident Ticket creation until the "Resolved" status is updated on the ticket, measured during business hours (Monday-Friday, 8:00 a.m. - 5:00 p.m. est).

Customer Resolution Time Targets

The following table shows resolution time targets. The Impact and Urgency fields are used to generate a ticket priority value and calculate the Resolution Time.

PRIORITY	IMPACT	RESOLUTION TIME
P1	Extensive / Widespread	Final fix will be delivered as promptly as possible usually within a few hours.
P2	Significant / Large	Final fix will be delivered as promptly as possible usually within a few days.
P3	Moderate / Localized	Final fix will be delivered as promptly as possible.
P4	Minor / Localized	Final fix will be delivered as promptly as possible.

Rekor Customer Ticket Priorities

Ticket priority depends on the severity of the issue and the scope of the impact. Here is a chart that describes the expected priority of an issue based on its severity and its impact to the end-users. This chart should be used to qualify the priority of a ticket, and if necessary, reset the priority.

			Customer impact			
			System-wide *e.g. All users, all devices, all license plates, the cloud ALPR service*	**One customer, one product** *A specific customer, a type of license plate, a type of camera*	**Some users with one customer** *e.g. all members of a specific user group/category;*	**A low number of users across all customers** *e.g. all users whose last name start with an "F"*
Severity of the issue	Critical	*Production system is not functioning at all, or a business critical function is not available*	P1	P1	P2	P3
	High	*A critical function of the system is not consistently functioning.* *For example, a data export might return data for 10 records but fail for 50.*	P2	P2	P3	P4
	Medium	*A non-critical function of the system is not functioning. For example "data export" consistently return a 500 error.*	P3	P3	P4	P4
	Low	*Usage question, enhancement request, 3rd party-related issue*	P4	P4	P4	P4

It is important to note that, while the customer ticket priority is communicated to any Rekor team alongside a request to help with supporting a customer, the difficulty and ability for that team to help resolve the issue depends on a large number of factors (including dependencies on 3rd party technology providers, cloud vs. on-premises deployment, etc.). This is why the Technical Support team will not make any promise for a time to resolution of any issue beyond "as fast as possible".

Priority 1 (P1 - Critical)

Description
Critical system failure, complete service outage, severe security breach, or major data loss.

Impact
The issue significantly impacts business operations, revenue, or customer experience, requiring immediate attention and resolution.

Response Time
Immediate initial response (e.g., minutes).

Resolution Time
 As soon as possible (resolution time will depend on complexity)

Priority 2 (P2 - High)

Description

Major functionality degradation, significant performance issues, or a critical bug affecting essential features.

Impact

The issue causes a notable disruption to business operations or affects a significant number of users.

Response Time

Rapid initial response (e.g., a few hours).

Resolution Time

As soon as possible (resolution time will depend on complexity)

Priority 3 (P3 - Medium)

Description

Moderate functionality issues, non-critical bugs, or configuration problems affecting non-essential features.

Impact

The issue has a moderate impact on business operations or a limited number of users.

Response Time

Timely response within a reasonable timeframe (e.g., one business day).

Resolution Time

As soon as possible (resolution time will depend on complexity and resource availability, and prioritization from the product management team)

Priority 4 (P4 - Low)

Description

Minor functionality issues, general inquiries, cosmetic or non-urgent feature requests, or informational requests.

Impact

The issue has minimal impact on business operations and can be deferred without significant consequences.

Response Time

Initial response within a reasonable timeframe (e.g., one to three business days).

Resolution Time

As soon as possible (resolution time will depend on complexity and resource availability, and prioritization from the product management team).

Technical Support Role & Responsibilities

1) Customers may reach Rekor Technical Support by accessing https://help.rekor.ai/, calling (833) 920-2300 or by emailing support@rekor.ai. The support center is manned Monday – Friday from 8am to 5:30pm EST. On call support for critical and major issues is available after hours and on weekends/holidays by calling the support number. Please note that using email to open a support ticket is the least efficient method for prompt resolution.

2) Technical Support will identify and open corresponding support ticket(s) concerning reported issue.

3) Technical Support will assign a "criticality" status to the ticket.

4) Technical Support will troubleshoot/triage ticket based upon the reported issue.

5) If an issue cannot be addressed/resolved by Technical Support, the ticket is escalated to appropriate department/resources within Rekor (i.e. Engineering, Field services).

6) If necessary and applicable, Field Service will dispatch a technician to the site.

7) Technical Support will own/monitor ticket(s) and relays the ticket progress to the customer.

8) If the customer contact is unable to assist with resolving a ticket, the ticket may get deprioritized.

9) Technical Support, upon confirmation of either resolution or reproduction depending on the type of ticket, closes the support ticket after communication of next step.