

### Setup, Training, and Customization Services

INSOMNIAC is shipped directly to customer sites. OpenTech will provide a Contractor's Guide to aide in the installation of the kiosk. A certified OpenTech technician will complete the Setup and customization of the system remotely. This service does not include any required construction, kiosk placement, or wiring (phone, network cable, power). Fee is due after service is completed.

#### Customer Responsibilities:

- Complete the required construction (see Contractors Guide):
  - A wall opening for the kiosk or install optional pedestal.
  - Run the required network, phone and power cabling to the kiosk location.
- Place kiosk in the wall and connect network, phone and power cabling.
- Verify the INSOMNIAC computer system is properly connected to the facility network.
- Verify the INSOMNIAC computer can access the OpenTech website via the internet.

#### OpenTech Technician will:

- Set up the software to connect INSOMNIAC to the management software computer.
- Set up and customize rental agreement (lease), screen colors, logo, required fields, property map, upload multimedia virtual tour, and miscellaneous options.
- Set up and test the management software interface via preinstalled network connection.
- Provide the property manager with information about how to properly clean the hardware, add merchandise, and load new paper rolls.
- Walk property manager/owner/operator through the rental and payment processes.

### Maintenance and Warranty Services Programs (MWS)

There are two levels of Maintenance and Warranty Services Program; Premier and Standard. Both MWS programs are an annual agreement that is invoiced on a monthly basis.

#### Kiosk and Computer Hardware Warranty

- Kiosk and computer hardware is warranted against defects and will be repaired or replaced at no cost.
- Damage to the kiosk or computer hardware as a result of neglect, failure to perform regular scheduled maintenance and cleaning, fire, water damage, theft, natural disaster, or vandalism is not covered under the Maintenance and Warranty Services Program and should be covered under the Licensee's property insurance policy.

#### System Monitoring

- OpenTech will monitor the performance and status of the kiosk during existing technical support hours of operation, provided Internet access to the kiosk is available.
- OpenTech will proactively open a trouble ticket for any problems discovered and work to resolve the issue.
- Status conditions monitored include: system availability, system errors, component malfunctions, etc.

#### Software Upgrades and Enhancements

- All published INSOMNIAC software upgrades and enhancements will be distributed electronically at a minimum of every 12 months.
- Management software interface upgrades and enhancements will be made available when the management software is upgraded.

#### Technical Support (602 749 9370 x302)

While we make every effort to provide our customers superior customer service we must prioritize our response to meet the needs of the most sever issues first. The following defines the different levels of Severity.

##### Severity 1: Kiosk is not operational.

- Computer is not operating
- Touch Screen AND keyboard are not functioning
- Kiosk is not communicating with the Property Management Software

##### Severity 2: A transaction has failed.

- Customer is at kiosk and called in from kiosk
- Rental or Payment transaction failed for a reason other than Credit Card was declined.

##### Severity 3: A component of the kiosk is not operating properly.

- Printer is not working
- Credit Card reader is not reading cards
- Etc.

##### Severity 4: General question on how something on the kiosk works.

- How to print reports
- How to reload paper
- How to empty bill acceptor

**Standard Technical Support** is provided over the telephone (602 749 9370 x302) during the hours of 7:00am – 5:30pm (MST) Monday Through Friday and 7:00am -1:00pm on Saturday. Issues may also be reported via email to [support@opentechalliance.com](mailto:support@opentechalliance.com). An OpenTech technician will respond to within 24 hours Monday thru Friday.

**Premier MWS also includes the following:**

**On-site Technical Support**

In some cases a certified OpenTech Field Technician may be dispatched to the installation site. This service is done at OpenTech's sole discretion and at no charge to the customer. If the problem is determined to be the actions or neglect of the facility manager, the customer will be billed for the travel expenses associated with the on-site service call. Customers are expected to make reasonable efforts to assist in diagnosis and resolution of any reported problem.

**Standard MWS Optional Service:**

**On-site Technical Support**

In some cases a certified OpenTech Field Technician may be dispatched to the installation site. With the Standard MWS program this service will be based upon requests from customers and a fee will be charged. The fee is \$250 per call for the first three hours and then \$100 for each additional hour the technician is on-site. Travel expenses are covered by OpenTech Alliance.

OpenTech will complete any required on-site service for the first 90 days from delivery of INSOMNIAC at no charge.