



TECHNICAL SUPPORT SERVICES TERMS

PAR® PUNCHH® SERVICES

ParTech shall provide Customer with Technical Support Services as defined herein, for the PAR® Punchh® Services, in accordance with these Technical Support Services Terms for the PAR Punchh Services and the (“Terms”) under the Master Agreement or in accordance with the Subscription Services Agreement (as applicable) (individually, the “Agreement”). Capitalized terms not otherwise defined herein shall have the meanings given them in these Terms or the Agreement, as applicable.

- 1. TECHNICAL SUPPORT SERVICES.** Technical Support Services provide a communication path for Customer to submit Problems and/or Questions (as defined in the chart below), and to have a dialog with ParTech around resolution of said Problems and/or Questions. Technical Support Services are only available during Support Hours, unless expressly outlined below. A Problem means there is an actual problem with the functionality of the PAR Punchh Services OR a configuration issue with the PAR Punchh Services caused by ParTech. A Question means there is a question asked, or there is a configuration issue with the PAR Punchh Services caused by Customer or Customer’s approved third party integrator to the PAR Punchh Services.
- 2. Submitting a Ticket.** Although there are multiple means of submitting a Ticket to Technical Support Services, only one process allows Customer to designate any level or Priority/Severity. The approved submission method is via the Support Portal at <https://support.punchh.com>. Submissions outside the Support Portal will result in lower priority/severity being assigned to Customer’s Problem, equating to slower Response Times. Response Times are defined as the written or verbal response from ParTech that is NOT an automated reply to a ticket submission. Technical Support Services will meet Service Level for a Customer’s Contracted Technical Support Service Level Tier as elected by Customer in an Order and as set forth below.

Priority Level	Description	Initial Response Time	Success Target
Severity 1 (URGENT)	Catastrophic failure of the Punchh Services or renders the Punchh Services inoperable by Customer such that little to no business can be conducted <ul style="list-style-type: none">- Live environment only;- Non-development issues; and- Problems only (not Questions)	2 Business Hours	95%
Severity 2 (HIGH)	Severe degradation of Punchh Services or loss of some functionality having an impact on Customer business, but where all or most guests can still use the Private Label App <ul style="list-style-type: none">- Live Environment only;- Non-development issues; and- Problems and/or Questions	4 Business Hours	95%
Severity 3 (NORMAL)	Certain elements of usability functionality are impacted but most operations of the Punchh Services function normally <ul style="list-style-type: none">- Problems and/or Questions	6 Business Hours	95%
Severity 4 (LOW)	Little to no impact on Customer’s ability to use the Punchh Services <ul style="list-style-type: none">- Questions by end users/Customer’s guests	48 Business Hours	Not measured