

INFINITY SERVICE LEVEL AGREEMENT (ISLA)

PRIORITY	DEFINITION	EXAMPLES	RESPONSE TIME	DE-ESCALATION EXAMPLES
LEVEL 4 24/7 EMERGENCY SUPPORT	Inability to transact with all guests or operate basic business functions (e.g., making sales).	<ul style="list-style-type: none"> • Order Entry Down (all devices)** • Credit Card Processing Down (all stations)** • Kitchen Printing/KDS Down (multiple/all units) • Total System Outage (non-power) • Full Online Ordering Outage 	<ul style="list-style-type: none"> • Return missed call within 15 minutes • Resolve emergencies within 4 hours • Dispatch local service call within 1 hour* 	<ul style="list-style-type: none"> • Cloud or Offline Mode (to Level 3)
LEVEL 3 CRITICAL	Partial loss of key system functions, limited ability to transact or operate, or a non-emergent issue with potential long-term impact.	<ul style="list-style-type: none"> • Credit Card Batch Failure • Loyalty Program/Gift Card Issues • Critical Printer Failures • Partial POS Failure (INGAGE-provided hardware) 	<ul style="list-style-type: none"> • 2-hour response time • Dispatch within 8 hours* • INGAGE resolution or 3rd-party escalation within 12 hours 	<ul style="list-style-type: none"> • Move, reroute or spare devices (to Level 2) • Split out failed batch to continue processing (to Level 2)
LEVEL 2 URGENT	Reduced capabilities for common operational functions; time-sensitive hardware/software changes.	<ul style="list-style-type: none"> • Printer issues • Wi-Fi outage • Handheld issues • Hardware/Software failure from tampering, damage, or accidents (billable) • Incorrect pricing (e.g., Happy Hour) 	<ul style="list-style-type: none"> • 4 business hour response time • Support team solution or escalation to Tier 3 or 3rd-party within 8 business hours • Same day shipping cut off is 2pm M-F 	
LEVEL 1 IMPORTANT	Software/hardware changes, upgrades, maintenance, and user training.	<ul style="list-style-type: none"> • Training on programming updates (button creation, price changes) <ul style="list-style-type: none"> ○ Menu programming ALWAYS billable at prevailing rates • General software updates (seasonal changes, new configs) • Reporting & back-end setup/issues • Hardware failures (non-INGAGE hardware) • 3rd-party integrations 	<ul style="list-style-type: none"> • 8-hour business response time • Support team solution or escalation to Tier 3 within 24 business hours 	

***On-site service is provided at the discretion of INGAGE LLC. Customers must first assist INGAGE technicians through required remote-support troubleshooting before an on-site visit will be dispatched.**

**** For multi-station sites, a single-station outage is not covered unless it affects overall operations (i.e., multiple stations or a major system-wide failure).**

For detailed on-site and remote support terms, see Appendix A – Infinity Support Operations Policy (ISOP).

Appendix A — Infinity Support Operations Policy (ISOP)

Updates & Notice

INGAGE may update this ISOP with thirty (30) days' advance notice.

Remote-First Requirement

All initial support is delivered via remote diagnostics. Company must fully assist in remote troubleshooting.

On-Site Service Eligibility

On-site service only after reasonable remote efforts and mutual agreement. On-site service remains subject to the sole discretion of INGAGE and is limited to specific, justified circumstances. Without remote cooperation, onsite is billable.

Coverage Area & Hours

Included on-site service is limited to the 7-county metro area of MN, 8:00 a.m.–5:00 p.m., Monday–Friday (excluding holidays). If an on-site need is identified outside these hours, INGAGE will schedule the visit for the next business day unless the Company elects billable after-hours service. After-hours service calls require payment upon completion.

Typical On-Site Frequency

Generally, not more than one onsite visit per month required.

Hardware Evaluation/Repair

If hardware requires evaluation, the Company may deliver or ship the equipment to INGAGE using a provided label. INGAGE will determine repair or replacement and return the equipment at its expense, and may use third-party services or expedited shipping when it speeds resolution.

After-Hours & Out-of-Scope

Any onsite beyond defined coverage is billable at standard rates.

Emergency Definition Alignment

Level 4 = inability to transact. Single-station outages at multi-station sites not Level 4 unless affecting operations.