

Service Level Agreement (SLA) by Magic Mirror

1. Service Agreement Packages

1.1 Standard Package

Support services provided limited to issues relating to operating system and general enquiries.

- i. Package Price & Terms:
 - a. Standard package price per Magic Mirror
 - b. This is a 12-month annual contract to be renewed annually
- ii. Support Hours:
 - 7.00 A.M. to 5.00 P.M. Monday – Friday
 - Telephone support line 01344 988681 or 01344 988687
 - Email support to support@magicmirror.me
- iii. Service scope:
 - a. First line support
 - Customer contact via phone or email
 - Support will be provided over the phone and remote connect into the Magic Mirror
 - We aim to respond 80% of the calls and emails within 2 – 3 hours business hour. All calls and emails will be responded within 24 hours business hour and best efforts will be made to answer or action the support issues as soon as possible.
 - Level of support aims to resolve mainly minor issue, e.g. system hang (equipment reboot required), diagnosis, troubleshooting, etc. Or more complicated issue, e.g. networking issue, system bugs etc.
 - First line support will require cooperation from the member of the store, e.g. store manager to reboot Magic Mirror by turning off the main power socket, to perform some test on the touchscreen, take some photos, etc.
 - b. Second line support (Engineer Call-out):
 - Issue that not solved by first line support
 - Upon diagnosis by first level support, engineer call out to site may be recommended (may involve replacing equipment, etc.)
 - Engineer call out at reduced rate. Normally the engineer will finish within 2 hours.
 - We aim to arrange engineer to be on site within five (5) working days for major fault and within fourteen (14) working days for minor fault. Best efforts will be made to get the engineer to attend the site as soon as possible.
- iv. Software upgrade on Magic Mirror:
 - a. System update to new modules
 - i. Fix bugs
 - ii. To improve system performance
 - iii. Keeping up-to-date on API of Facebook, Twitter, etc.