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Micros South Africa | An Adapt IT Company Support Services User Guide

Customer Service Hotline

+27 (0) 11-745 5320

support@micros.co.za

Welcome to the Adapt IT - Micros support services user's guide. This document describes the support services you have purchased from Micros South Africa and explains how to best utilise them

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Micros South Africa - General Information

Our Commitment to Support

At Micros South Africa, we understand the demands and pressures of the hospitality industry and we know that your success depends on how effectively you can put our products to work. Sharing information, being responsive as well as accessible, and working through problems and solutions together are a part of our commitment to providing you with an effective, comprehensive support program.

Support from the Micros Call Centre

Micros South Africa provides 24 hour a day, 365 days per year support coverage via the telephone. The Micros South Africa Support Centre is made up of industry and product specialists. Each Micros South Africa support specialist understands the hospitality business and has either come directly from within or has received extensive training specific to the hospitality industry. This ensures that not only will you be speaking with someone who understands the product you are using when calling the Support Centre, but also someone who understands the details of your business - someone who understands the impact of a problem on your business and the urgency in getting these problems resolved.

When Is Support Available?

The Support Centre is available 24 hours a day, 365 days a year.

Micros Products

Please check your software contract for details of your hours of coverage.

Opera Products

24 hours a day, 365 days a year.

Opera PMS
ORS (Priority 1)
OXI Hub (Priority 1)
Food & Beverage (When the 1st of the month falls on a weekend day)
Concept Golf
Concept SPA

8:00am to 4:30pm, Monday through Friday, excluding holidays:

Sales and Catering
Food & Beverage (Except when the 1st of the month falls on a weekend day)
QMS
ORS
OXI Hub
SFA
OWS

Who is supported?

Micros South Africa customers who have purchased a Software and/or Hardware Support Contract

Important Security Information

Information and security updates and best practices can be obtained at <http://www.oracle.com/us/support/index.html>

What is supported?

Support of our products is done according to individual contracts. For the general outlines of what is supported please refer to Appendix 1

Micros South Africa Customer Support will not perform any items in the “not covered/billable” section without being previously scheduled.

Contacting Us

When to Call Us

If you experience any type of failure with your Micros South Africa products, if you require assistance with using any aspect of your Micros South Africa products, if you require training or improvement on any aspect of your Micros South Africa products then call us.

Who Can Call?

Anyone from a covered customer site may place a call to the Micros South Africa Support Centre to request support. However, it is recommended that one or more Super User be identified as needed at each site that will act as Primary Contact(s). Each support site has designated Primary Contact(s) linked to each customer site record in our call tracking database. Primary Contacts are usually more senior staff who are knowledgeable about the installed solution and how it is used in the customer specific environment.

If you need to change the name of a designated contact, or add an alternate contact, please notify us immediately to ensure that we maintain accurate and complete contact information for your site(s). The Customer Support Centre can be contacted to request an update to your site information.

In the event of a new site contact, please be prepared to provide the following details:

Company/Site Name
Former Contact Name - if this person is replacing a previous contact
New Contact Name
Phone and Email Information

What You Need Before You Call

Using phone support is as easy as picking up the telephone. However, there are a few things you should know before you call. A few guidelines will help you make the most effective use of the Micros South Africa Support Centre – and help us resolve your problem in the fastest, most accurate way possible. If something isn't working the way you expected, we recommend that you explore the problem before you call the Support Centre. Try the following suggestions – you may find you don't need to call after all:

Verify that the problem is related to the Micros South Africa Software/Hardware. The problem may be with your network, power, third party software or interfaces in which case you will need to contact the appropriate vendor for support. If necessary, Micros South Africa will work with you and the other vendor to track down the problem.

Attempt to reproduce the problem to ensure that it isn't just a simple error or misstep.

Check the obvious things like cabling, power, login information, etc. Often the solution lies in the process, not the software.

Review all relevant documentation, including any manuals and online help if access is available.

If the problem is reproducible, check to see if any changes have recently taken place in your operating environment that might be responsible for the problem.

How to Contact Us: Telephone Support

Micros South Africa provides high quality support via the following number 011 745 5320 to help you make the best use of your investment in Micros South Africa hardware and software products. Support via telephone is handled using state-of-the-art call routing technology and our own call tracking system, to provide maximum operating efficiency and the highest level of customer service.

When you call please work through the menu options to ensure that your call is directed to a consultant who has the skillset to assist you more efficiently. Please listen carefully to our menu options before making a selection.

The telephony system will also prompt you to select between a new call and a follow up/escalation, this has been done so that you are transferred to a senior consultant should you be following up/escalating. The system will only allow a call to be escalated if it is at greater or equals to 50% of the resolution SLA, should the call still be within SLA and you wish to talk to someone please follow the escalation levels stipulated on this document or contact your account manager.

- **+27 (0) 11 745 5320**
- **+27 (0) 10 494 0000 (switchboard)**

Please note that we are reliant on 3rd party vendors for these lines to be operating, should you have any issue getting through please try one of the following numbers. Please only use the cell numbers if the above numbers are not functioning. (These number will only be activated if the main call centre lines are down).

- **Micros - +27 (0) 83 405 0826**
- **Opera - +27 (0) 83 405 0824**

How to Contact Us: E-Mail Based Support

Support cases may be created by emailing support@micros.co.za . Note: Critical or high priority issues should always be phoned into the Support Centre. Only non-critical requests should be made through email Support. We will respond to calls in our CRM system from incoming e-mail within 8 hours, so this route is only recommended for lower priority calls.

Please supply the following information when logging a case:

To: support@micros.co.za

Subject: Full Store Name

Body: Product being used, detailed description of the problem and all your contract details.

When you contact us, please be ready with the following information:

The name of the site you are phoning from, and the address in case of any confusion.

The name and phone number of the primary contact person, who we could phone back to in case of a need for any further information, or should the connection be lost.

- A description of the failure you are experiencing or of the requirement you have.
- Details of what you have tried to do before phoning us.
- Details of any error messages you have received from the system, including any error numbers. You may also create a screen shot of the errors by pressing the print screen button on your keyboard.
- In the case of a failure, we will have specific questions to ask to determine the impact and therefore the priority of your failure, according to the criteria listed in Appendix 2, so details of the extent of the failure – e.g. one workstation or all workstations - will be needed.
- For a requested new report, please have ready the information you want to see, under what conditions and layouts and what calculations you require involving which information in the system.

We will initially require the above information in order to log your call in the CRM system.

For a P1 call we will require information regarding all changes made to the environment.

Case Number

Each customer support request that comes into the Micros South Africa Support Centre by any medium (i.e. phone, email), is logged in our CRM call tracking system and assigned a case number. It is important to record this number for reference in case you want to request an update on the status of your call.

Priority Levels

All cases created by the Micros South Africa Support Centre will be assigned a priority level. Priority level guidelines and the corresponding response times specify how quickly the Support Centre will respond to the customer if the request is not resolved on the first call, and the amount of time in which the case is expected to be resolved. All service level standards and measurements are based on the priority assigned to each case.

The basis for setting the Priority Levels is described in Appendix 2

At this stage, we will have sufficient information to begin investigation.

What to expect after logging the call?

Depending on the priority of your call and the incoming call volume, your call may immediately be handled by the agent, or passed to another, more experienced agent. Other calls will be assigned to the appropriate technical group and handled within the target timeframes, as below.

Response and Resolution Times

Guidelines defining the maximum amount of time before work is to begin on a case, and the duration of time that a case remains open, are based on the priorities and resolution times as described in Appendix 2:

Issues causing a suspension of resolution time tracking may include:

Tasks requiring additional information for a service agent from a customer.

If the customer is unavailable for the discussion.

Non accessibility to a site because of the customer's network failure or access problems.

Implementation of changes that require remaining in a monitoring state for an extended period before confirmation of resolution (For example, a problem with End-of-Month reporting)

Waiting for the customer site change control release.

In extreme cases where the local specialists have been unable to resolve the issue, escalation to international Level 3 Support/R&D for further research.

Where the issue is related to some other upgrade or update performed by the customer, or by an agent of the customer.

Feature Enhancement requests which will be scheduled after the acceptance of a quote.

Cases involving the need for or problems resulting from, operating system or other applications where such software is not covered by the support contract.

Response and Resolution time adherence is measured using the goals defined in Appendix 2. The resolution time goals shown above for each priority are what we perceive as the maximum time expected to find resolution to a specific case.

Resolution and Internal Escalation

After a case is created, an attempt to resolve the issue on the front-line may be made. If the case cannot be resolved by the first line support agent, it will then be escalated via dispatch to a Technical Product Support Pool within the call tracking system.

The local level two and level three group is made up of product specific Application, Product, System, and Technical Support Specialists. Each member of the group is responsible for the research and timely resolution of each issue escalated to their

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respective product group. Resolution times are based on the priority assigned to each case as outlined earlier in this document.

During the course of local support, issues may be escalated to international “back-line” support groups. This comprises level 2 technical specialist and level3/R&D groups internationally.

For a P2 call, if it is related to only one workstation, or the authorizations given to one username, we may be able to provide guidance, but the resolution may require work done purely by the customer.

Case Closure

The following criteria will be used to determine when a support issue can and/or will be closed:

A solution is given, and the customer acknowledges acceptance and satisfaction with the given solution.

A fix is implemented by a Support Analyst or Servicing Agent and the customer has accepted resolution.

Failure to receive a response, after at least three attempts in five days, from the case contact, followed by an e-mail to the designated site manager to inform them of the closure.

Cases will be closed, in the event of a failure, if the failure is traced to something else in the user’s environment, outside of the control of Micros South Africa, such as a server operating system, one desktop configured somewhat differently from those that are working, user access rights differing within the Microsoft domain etc. We will assist in tracking what aspect of the environment is causing the issue but cannot guarantee a solution in such cases.

Reopening of Closed Cases

It is possible to re-open a previously closed case within the call tracking system. From time to time, the need for this may arise. A case may be reopened under one or more of the following conditions:

Any case where an issue is deemed to have not been resolved properly

Any case where acceptance of resolution has not been given by the customer

If a case has been closed after the customer accepted that it is working, it will NOT be reopened. We will log a new case as our problem management process will be picking up repeat issues for deeper investigation to discover and to thereby eliminate the root cause of repeating failures.

Escalations

Escalation internally is structured and automated to try to ensure we adhere to all of our agreed outcomes and timeframes. However, if the customer is dissatisfied, they may certainly do the following

The following is an outline of the case escalation processes for Micros South Africa Support Customers. If at any time a customer feels that the level of support they are receiving does not meet the defined service level guidelines or expectations, they are encouraged to utilize the following procedures. This escalation process is to be used ONLY after a case has been created.

Step 1: Contact the Support Supervisor on duty

Please contact the support numbers above and enter your valid reference number, if the case is 50% over the allocated SLA time the call will then go to an escalation supervisor. Alternatively you can email them directly on:

microsupervisor@micros.co.za or operasupervisors@micros.co.za (again, please include your call log number and store name in the subject line of the email)

Step 2: Contact the Support Centre Manager

If you need to take your call further, you may contact a Services or Support Manager. Please have your log number available!

Micros Support Manager
Victor Mmuroa
Victor.Mmuroa@adaptit.com
+27 (0) 83 449 3240

Opera Support Manager:
Thelma Sihadi
thelma.sihadi@adaptit.com
+27 (0) 83 258 5008

Assistant Micros Support Manager
Andre Burton
Andre.Burton@adaptit.com
+27 (0) 83 405 0853

Step 3: Contact a Micros Executive

Operations Manager - Micros:
Don Cockcroft
don.cockcroft@adaptit.com
+27 (0) 83 405 0850

Operations Manager - Opera:
Aneke Kleynhans
aneke.Kleynhans@adaptit.com
+27 (0) 83 405 0833

Port Elizabeth Branch Manager:
Garth Zimmermann
garth.zimmermann@adaptit.com
+27 (0) 83 405 0825

Durban Branch Manager:
Benjamin Duxbury
benjamin.duxbury@adaptit.com
+27 (0) 82 452 0087

Sales Executive:
Kirsty Blaauw
kirsty.blaauw@adaptit.com
+27 (0) 83 5287160

Cape Town Branch Manager:
Anthony Da Conceição
anthony.daConceicao@adaptit.com
+27 (0) 83 277 0140

Micros Divisional Executive:
Reginald Sibeko
reginald.sibeko@adaptit.com
+27 (0) 83 405 0833

Step 4: Contact the Executive on Call

There is a senior Micros Executive on call 24/7. They can be reached on the following number

- **+27 (0) 83 279 6716**

Customer Responsibilities

Guidelines

The customer should follow the guidelines below to take full advantage of the Micros South Africa applications and services:

- Designate a “System Master” for each Micros South Africa product responsible for maintaining the system including such duties as: initial contact for trouble-shooting user issues, point of contact for the Micros South Africa Help Desk, maintain hardware and software libraries, and who is knowledgeable regarding the installed applications and system configuration
- Perform regularly scheduled system and database backups and have those backups available at any time
- Maintain a working VPN and/or high-speed internet access for remote support
- Any software required to remotely support the site and its administration and configuration are the responsibility of the customer. Only Micros South Africa approved, and supported connection methods/software should be used.
- Maintain access to all required software including operating system installation media, Micros South Africa application software and patch release software, system specific driver files (Micros South Africa does NOT cover the replacement cost of this software and cannot guarantee replacement availability) as well as any applicable license or software key codes
- Maintain appropriate disaster recovery software, backups, boot disks, etc.
- Assist with the resolution of all problems. The customer may need to dedicate some time to assist the Micros South Africa support representative in resolving problems/questions
- When asking for assistance from support, be prepared to provide all information needed and answer questions as needed. Accurate documentation of any error messages or system notices will help expedite resolution

Feedback

Customer feedback is vital to the success of any customer-oriented business. Your comments and feedback helps us determine what services we offer and how those services perform for you and your business.

Appendices

Appendix 1: - Scope of Support

The Micros South Africa support desk is defined below and addresses the following support areas:

- Application Support for any of our products
- Platform Support for servers provided by Micros South Africa
- Interface Support
- Hardware Support

Support for Older Versions of Software

Micros South Africa Customer Support will endeavour to provide support for current versions of all Micros South Africa software as well as provide support for older software in line with market conditions. Support of “End of Life” software is typically done for a five-year period after the End of Life date. For a current listing of supported product versions, please contact your Account Management or Sales representative. Support of older versions of software is done at the discretion of Micros South Africa.

Included in Support

- Resolution or explanation of Micros South Africa supplied application generated error messages

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- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system functionality or capability questions
- Research, identification, and escalation of software defects
- Assistance with restoring Micros South Africa products and or databases from Full System Backup(s) or installation media when the server is purchased from Micros South Africa.
- Reinstallation or installation of Micros South Africa products, Operating System software, patches, updates or release supplements when the server was bought from Micros South Africa.
- Remote assistance with the installation of Micros South Africa provided application release supplements or patch releases
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Recommendations for proper database, application or operating system maintenance
- Reprinting of current day's reports and journals
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to Micros South Africa products
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- Resolution of network configuration problems directly related to Micros South Africa application(s) or Micros South Africa hardware

Excluded from Support [Billable]

- Programming or customization changes to meet requirements not specified in the post installation signoff
- Remote resolution of problems resulting from changes to the database performed by, or an agent of, the customer
- Audit, accounting of or balancing of standard or custom reports or the identification of areas where a reporting imbalance may exist within a report
- Training performed on site or over the phone
- Installation or activation of new modules, features or components of the application or related operating system(s) for onsite solutions
- Distribution, Upload or Installation of Feature Release Version Upgrades or patch releases.
- Assistance with restoring Micros South Africa products and or databases from Full System Backup(s) or installation media when the server is not purchased from Micros South Africa.
- Reinstallation or installation of Micros South Africa products, Operating System software, patches, updates or release supplements when the server was not bought from Micros South Africa.
- Configuration changes
- Reprinting reports and journals from archive
- Issues corrected in later software releases, patch releases, software updates, or release supplements that can be corrected by the installation of appropriate software release, patch release, software update or release supplement.
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales
- The cost of operating system version upgrades, patch releases, or release supplements
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not sold by Micros South Africa
- Resolution of problems directly related to non-supported third-party applications
- Resolution of problems or issues related to a customer's network not directly related to the Micros South Africa solution or application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user
- Post-installation network consultation including evaluation and/or reconfiguration
- Performing system administration tasks including but not limited to adding users

- Maintaining file system or database integrity, monitoring system resources, performing backups, and storing software
- Creation or installation of custom applications, batch files and scripts not part of the standard Micros South Africa installation
- Imaging of the operating system onto any machine other than the machine where the ghost image or backup was created
- Assistance with correcting issues on systems where an image, backup, or hard disk from another system was installed

Hosted Services – (For hosted services solutions this supersedes the above)

- Installation or activation of new modules, features or components of the application or related operating system(s) for onsite solutions
- Distribution, Upload or Installation of Feature Release Version Upgrades or patch releases.
- Restoring Micros South Africa products and or databases from Full System Backup(s) or installation media when the server is purchased from Micros South Africa.
- Reinstallation or installation of Micros products, Operating System software, patches, updates or release supplements when the server was not bought from Micros South Africa.
- Reprinting reports and journals from archive
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales
- The cost of operating system version upgrades, patch releases, or release supplements
- Performing system administration tasks including but not limited to adding users
- Maintaining file system or database integrity, monitoring system resources, performing backups, and storing software

Hardware Support

| What is covered/ not covered for your hardware on site | Software Contract | Software/Hardware Contract | Rental Agreement |
|---|---|---|---|
| Travel costs for call out outside of 100 kilometers from nearest Adapt branch | Travel costs apply | Travel costs apply | Travel costs apply |
| Travel costs inside of 100 Kilometers for call out | No charge | No charge | No Charge |
| Micros call out/ labour fee | Applicable | Not applicable | Not applicable |
| First 3 months after a new installation | No call out or labour charges applicable. No charges for spare parts | No call out or labour charges applicable. No charges for spare parts | No call out or labour charges applicable. No charges for spare parts |
| Warranty | Call out and labour charges applicable. No charges for spare parts | No call out or labour charges applicable. No charges for spare parts | No call out or labour charges applicable. No charges for spare parts |
| Warrant expired on hardware | Call out and labour charges applicable. All spare parts are billable. | No call out or labour charges applicable. All spare parts are included. | No call out or labour charges applicable. All spare parts are included. |
| Malicious Damage | Not Covered | Not Covered | Not Covered |
| Acts of God | Not Covered | Not Covered | Not Covered |
| Loan Equipment | Not covered | Included | Included |
| Servers supplied by Micros | Covered | Covered | Covered |
| Servers not supplied by Micros | Not covered | Not Covered | Not Covered |

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Appendix 2 – Priority and Resolution Times Criteria

The tables below indicate the target times for response and resolution, based on contract type and priority

| 24 Hour Contract | | |
|------------------|---------------|--|
| Priority | Response Time | Resolution Time |
| P1 | 1 Hour | 4 Hours |
| P2 | 4 Hours | 16 Hours |
| P3 | 12 Hours | 48 Hours |
| P4 | 48 Hours | 480 Hours (20 Days) |
| P5 | 4 days | 480 Hours (20 Days) or to be Scheduled |

| 7am – 11pm Contract | | |
|---------------------|--|---|
| Priority | Response Time | Resolution Time |
| P1 | 1 Hour | 4 Contract hours |
| P2 | 4 Contract hours | 16 Contract hours – (Actual Time - 24 Hours) |
| P3 | 12 Contract hours | 48 Contract hours – (Actual Time - 3 Days) |
| P4 | 48 Contract hours – (Actual Time - 3 Days) | 480 Contract hours – (Actual Time - 30 Days) |
| P5 | 80 Contract hours – (Actual Time - 5 Days) | 480 Contract hours – (Actual Time - 30 Days) or to be Scheduled |

| 8am – 4:30pm Contract | | |
|-----------------------|--|---|
| Priority | Response Time | Resolution Time |
| P1 | 1 Hour | 4 Contract hours |
| P2 | 4 Contract hours | 16 Contract hours |
| P3 | 12 Contract hours | 42 Contract hours |
| P4 | 25 Contract hours – (Actual Time - 3 Days) | 255 Contract hours – (Actual Time - 30 days) |
| P5 | 42 Contract hours – (Actual Time - 5 Days) | 255 Contract hours – (Actual Time - 30 days) or to be Scheduled |

The following guidelines are used by Support Specialists to determine the appropriate priority level for each issue received by the Support Centre. Customer Support will be responsible for making the final decision regarding priority level based on the information collected from the caller, using the guidelines below.

Based on the priority level of the problem (as reasonably determined by Micros South Africa), Micros South Africa shall use commercially reasonable efforts to achieve the indicated response and resolution goals. Micros South Africa does not guarantee that it will meet the indicated response and resolution goals. For Priority Level 4 matters, Micros South Africa may in its reasonable discretion elect to provide a resolution with the next generally-released Modification or Error Correction.

POS Products

| Level | Case Description | Examples |
|-------|--|---|
| P1 | System completely non-operational. | <ul style="list-style-type: none"> Primary and Backup Servers down and a recent backup is available All terminals down Terminals not communicating with Server Remote Printer Network or Kitchen Display System down Drive Thru Down Interface to PMS down Consumers completely unable to use online platforms |
| P2 | Partial system failure significantly impacting operations and revenue and a reasonable workaround scenario is not available. | <ul style="list-style-type: none"> Primary and Backup Servers down and no recent backup is available End of Day failure Revenue Centre down 15% or more of installed terminals down One or more printers down, but not entire Remote Printer Network One or more Kitchen Displays down, but not entire Kitchen Display System Consumers partially impacted when using online platforms |
| P3 | Partial system failure moderately impacting operations and a reasonable workaround scenario is available. | <ul style="list-style-type: none"> Less than 15% of installed terminals down Reports not balancing Reports not printing Minor printing problems, items not printing in the correct location Stock Problems |
| P4 | Non-critical issues or procedural clarifications. | <ul style="list-style-type: none"> Report query Configuration issues Training Form Changes Screen Painting changes Interface configuration changes |
| P5 | Customisation & system configuration changes. Most will be at the local hourly support rate. | <ul style="list-style-type: none"> New tender/media's, discounts etc.... to be created and linked to tracking groups, reports etc. Creating new Reports Creating Custom Programs / Interfaces Procedural / Training issues On Site Configuration Equipment Installation / Relocation Scheduled Services |

| Level | Hours Covered | Days Covered | Method |
|------------------|-------------------------------|---|----------------|
| Priority Level 1 | 07.00am-11.00pm or 24 Hours * | 7 Days | Phone |
| Priority Level 2 | 07.00am-11.00pm or 24 Hours * | 7 Days | Phone |
| Priority Level 3 | 07.00am-11.00pm or 24 Hours * | 7 Days | Phone or Email |
| Priority Level 4 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone or Email |
| Priority Level 5 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone or Email |

* Hours covered dependant on details of contract

Opera Products

| Level | Problem Category | Examples |
|-------|--|--|
| P1 | A. System down. All users affected. B. Critical function not available to all Workstations. | Primary and Backup Servers down and a recent backup is available File Server Down. Night Audit process unable to complete Critical Functions, Reservations, Guest Check-in, Guest Check-out, Night Audit |
| P2 | Limited access to critical functions significantly impacting operations and revenue. | Primary and Backup Servers down and no recent backup is available Availability tonight or within 5 days grossly inaccurate Posting interface not functioning due to OPERA Problems |
| P3 | Non-critical problems/errors/questions not requiring correction on the same business day. | Report not balancing or printing Procedural questions affecting guest service Specialised & statistical reports Availability further out than 5 days Frequent Flyer |
| P4 | Non-critical issues or procedural clarification. | Report Query Package/Rate Code Set-up TA check processing Control Sum |
| P5 | Customisation and system configuration changes (most are billable at the local hourly support rate). | Create New User / Printer Setup Stationery Changes Screen Painting Changes |

| Level | Hours Covered | Days Covered | Method |
|------------------|-----------------|--|----------------|
| Priority Level 1 | 24 Hours | 7 Days | Phone |
| Priority Level 2 | 24 Hours | 7 Days | Phone |
| Priority Level 3 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays | Phone or Email |
| Priority Level 4 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays | Phone or Email |
| Priority Level 5 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays | Phone or Email |

Opera Back Office Products

| Level | Problem Category | Examples |
|-------|--|---|
| P1 | Down System. All users affected Red Error screens Loss of Data | Primary and Backup Servers down and a recent backup is available Database corruption Entries missing of Diary Failed re-indexing of system |
| P2 | Timely procedures not working correctly | Primary and Backup Servers down and no recent backup is available Stock take errors. Month End roll over doesn't work correctly. |
| P3 | Non-critical problems/errors/questions not requiring correction on the same business day. | Reports giving incorrect data Importing of data not working Out of Balance Amounts |
| P4 | Non-critical issues or procedural clarifications. | Product questions, procedural issues |
| P5 | Customisation and system configuration changes (most are billable at the local hourly support rate). | Report changes/request. Configuration changes |

| Level | Hours Covered | Days Covered | Method |
|------------------|-----------------|---|----------------|
| Priority Level 1 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone |
| Priority Level 2 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone |
| Priority Level 3 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone or Email |
| Priority Level 4 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone or Email |
| Priority Level 5 | 8.00am – 4.30pm | Monday to Friday – excluding Public Holidays ** | Phone or Email |

** Phone support will be available where the last or first day of the month is on a weekend.

*Please note that the descriptions and examples above are not intended to absolutely define the criteria by which priority assignments are made rather, the above is meant to serve as an example for informational purposes only. The priority assigned to any case is determined by, and at the sole discretion of the Micros South Africa Support Centre.

Appendix 3: Software Versions and End of Life Equipment

Software - Valid versions

e7 – 4.x

3700 – Version 5.2 +

9700 – Version 4.x

Simphony 1 – Version 1.6 +

Simphony 2 – Version 2.9 +

Opera 5 – Version 5.5 +

Concept – Versions 297 and 298.

Materials Control – Version 8.4 +

End of Life Hardware

Equipment older than five (5) years is subject to an additional five (5) % increase in premium per annum; until such time as Micros South Africa deems the hardware to be 'End of life'.

All end of life equipment shall be supported on a best efforts basis only.

The following hardware is end of life:

Ultra PC-Workstation

Eclipse PC-Workstation

Workstation 4

Workstation 4LX

Workstation 5

Workstation 5a

Epson U210.x Printer

Epson TMT-88 mk3 & mk4 printers

Servers or Desktop PC's older than 5 years

HHT older than 3 years.

UPS older than 5 years

KDS - DT Research kitchen display controller

