



DRB Systems, Inc.®

6/27/2011



## CUSTOMER SATISFACTION CARE PLAN

Customer Guide to  
DRB Systems, Inc  
Technical Support

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## Welcome to DRB Systems, Inc. Technical Support

When your organization selected DRB Systems, Inc. you gained a partner with the right tools in place to meet your business needs, along with a commitment to provide the best overall customer experience in the car wash and lube industry. We understand that technology alone isn't enough to meet your increasingly complex and dynamic business and information needs. We are committed to providing the services and support you need to maximize the value of your DRB Systems products.

Our Support programs and services are designed to guide you during the days following installation to ensure that your installed SiteWatch and TunnelWatch systems operate efficiently and productively. Our goal is to help you keep your carwash or lube shop up and running.

This guide provides information about our maintenance and support programs, policies and procedures. It will help you locate valuable information and show you how to access DRB Systems Technical Support.

We appreciate your business and look forward to providing the best service and support experience continuing the tradition of DRB Systems.

## Getting Started with Technical Support

This guide is designed to help you understand and maximize the benefits of your DRB Systems Customer Support. Our Customer Support is accessed through the resources below and each is further described in this guide. Depending on your needs, some features are included as part of your Rapid Response Support Agreement while others may be available on an additional basis:

Rapid Response Annual Support	Added Value Services
<ul style="list-style-type: none"> <li>•24x7 Technical Support Coverage</li> <li>•Emergency Support 365 Days a Year</li> <li>•Fast Response Time</li> <li>•Unlimited Telephone and E-Mail Support</li> <li>•Access to Loaner/Swap equipment (with signed RMA agreement)</li> <li>•StatWatch Access</li> <li>•Software Updates</li> </ul>	<ul style="list-style-type: none"> <li>•Training Services</li> <li>•Professional Services</li> <li>•Software Upgrades</li> <li>•Repair Services</li> <li>•Website Connect Services</li> <li>•Consultation Services</li> </ul>

We recommend that you review this guide so you can effectively utilize all aspects of your support programs and options. This guide can help you to locate resources, tools and information that will aid you in resolving your issues. It can also help you to understand key processes and policies during your Customer Support interactions. By following the getting started steps on the next page, you will be ready to fully leverage your DRB Systems support agreement.

## Steps to Optimize Your DRB Systems, Inc. Customer Support Experience

### For New Support Members

1. **Familiarize Yourself with Your Support Coverage** - Read this guide to understand key processes and policies involved in your interaction with DRB Systems Support.
2. **Call to Register with Your Support *Welcome Team*** - Our *Welcome Team* is a specialized group of Technical Support Representatives (TSR's) that focus on helping new sites with the questions and issues that may arise during the first eight (8) weeks after on-site installation. This gives you the chance to become familiar with calling our support line and to start getting to know us. This also gives us a chance to verify your contact information and explain how the transition from Installation to Support will go.
3. **Sign Up for *Welcome Team* On-Line Training Sessions** - While in your first eight (8) weeks after installation you are eligible to enroll free of charge in our weekly training sessions. There are currently four (4) different sessions that cover many of the typical questions and concerns of a newly installed site, ranging from the basics of ringing up a transaction to reporting and much more. The sessions are held weekly and rotate over the course of the 8 weeks. The best part is, if you miss one, you will have a second chance to participate while still in the *Welcome Team*!
4. **Prepare to Transition to SiteWatch Support** - As your eight (8) weeks goes by, you will become more comfortable with your SiteWatch and TunnelWatch Systems and will have questions and ideas of what you may want your systems to accomplish. Make a list and our *Welcome Team* will work closely with you to address any remaining issues or training concerns before you are transitioned to SiteWatch Support.

5. **Take Advantage of Our Advanced Training Services** - If you have completed all of the *Welcome Team* On-Line Training Sessions offered and need additional assistance or just want advanced training, we offer a discounted rate of on-line and in-house training while still in *Welcome Team*. We can work with you to determine exactly what your training needs are and custom tailor a training program for you. We also offer an additional four (4) week *Welcome Team* option for an additional fee. Please contact DRB Systems Technical Support for more information.

### For Current Support Members

1. **Familiarize Yourself with Your Support Coverage** - Read this guide to understand key processes and policies involved in your interaction with DRB Systems Support.
2. **Implement DRB Systems Best Practices Guidelines** - Every site, regardless of product, software version or workflow can benefit from following our Best Practices Guidelines (please see pages 10-11). These are common tips and suggestions to minimize potential emergencies and keep your business up and running.
3. **Utilize TunnelWatch and SiteWatch Help Included with Your Installed System(s)** - The fastest way to answer a question or resolve a problem is to access TunnelWatch or SiteWatch Help, available to all customers through your installed SiteWatch and TunnelWatch system. Many questions and problems can be resolved via self-service resources such as product documentation. We strongly encourage you to make use of these resources and provide feedback on areas where we can expand and improve our product's value to your business.
4. **Don't want to call? E-Mail!** - For those issues that do not require an immediate response, you may e-mail DRB Systems Technical Support at [Support@DRBSystems.com](mailto:Support@DRBSystems.com) or submit a request for help through our website at

[www.drbsystems.com/public/support/contact\\_us/](http://www.drbsystems.com/public/support/contact_us/) with all of the details of your issue. Please include all pertinent information including authorization to access your site remotely if needed.

5. **Regularly Visit [www.DRBSystems.com](http://www.DRBSystems.com)** - Our company website is updated frequently and is a helpful source of information from Support documents and product information to customer testimonials and the latest news in the car washing industry.
6. **Give Us Your Feedback** - Help us to help you by giving us feedback on your DRB Systems Support experiences. We conduct random telephone surveys each month to learn about your latest Support experience. Also, at any time you can send comments on your latest Support experience through our website at [www.drbsystems.com/public/support/contact\\_us/survey/](http://www.drbsystems.com/public/support/contact_us/survey/).

## Support Offerings

### Rapid Response Annual Support

Rapid Response Annual Support provides assistance with the operations of SiteWatch and TunnelWatch Systems and helps to quickly resolve any issues that may interfere with the productive running of your car wash or lube shop.

### Telephone and E-Mail Support

Software and hardware technical support for your technical issues is available 24x7, 365 days a year. We have a 45+ member team dedicated to your technical and system needs. We are here to assure that you receive the maximum value from your SiteWatch and TunnelWatch systems.

#### In-House Support -

Our Support center is staffed from 8:30 am - 9 pm ET Mon - Fri with qualified Technical Support Representatives (TSR's), who have extensive training and experience in

DRB Systems software and hardware technologies. In-house support is designed to meet all of the daily needs of our customers from answering questions to helping you recover from a lightning strike.

<b>In-House Support</b>	<ul style="list-style-type: none"> <li>Mon-Fri 8:30 am - 9 pm ET</li> <li>(330) 645-3299</li> </ul>
<b>In-House Emergency Support</b>	<ul style="list-style-type: none"> <li>Mon-Fri 7 am - 8:30 am ET</li> <li>Saturday 7 am - 6 pm ET</li> <li>Sunday 8 am - 5 pm ET</li> <li>Most Holidays</li> <li>(330) 645-3299</li> </ul>
<b>After Hours Emergency Support</b>	<ul style="list-style-type: none"> <li>Mon-Fri 9 pm - 7 am ET</li> <li>Saturday 6 pm - 8 am ET</li> <li>Sunday 5 pm - 7 am ET</li> <li>(330) 645-3299</li> </ul>
<b>E-Mail Support</b>	<ul style="list-style-type: none"> <li>Mon-Fri 8:30 am - 5:30 pm</li> <li>support@DRBSystems.com</li> <li>www.drbsystems.com/public/support/contact/</li> </ul>

#### Emergency Support -

For your peace of mind, our Support center is staffed from 7 am - 8:30 am ET Mon - Fri, Saturday 7 am - 6 pm ET, and Sunday 8 am - 5 pm ET with highly qualified TSR's who have extensive training and experience in DRB Systems software and hardware technologies. In addition, After Hours Emergency Support is available after 9 pm ET Mon-Fri, Saturday after 6 pm ET and Sunday after 5 pm ET. In-House Emergency Support and After Hours Emergency Support are limited to emergency situations. Emergency situations are defined as circumstances that severely impede the running of your business such as not being able to wash or service cars or not process credit cards.

### E-Mail Support -

For issues not requiring an immediate response, you may e-mail Technical Support at [support@DRBSystems.com](mailto:support@DRBSystems.com) or you may request help by visiting our website [www.drbsystems.com/public/support/contact\\_us/](http://www.drbsystems.com/public/support/contact_us/). E-mail Support is available from 8:30 am - 5:30 pm ET Mon - Fri. All e-mail requests will be responded to by the end of the next business day. To expedite your issue, please include all pertinent information including approval to access your site remotely if needed.

### Welcome Team Support

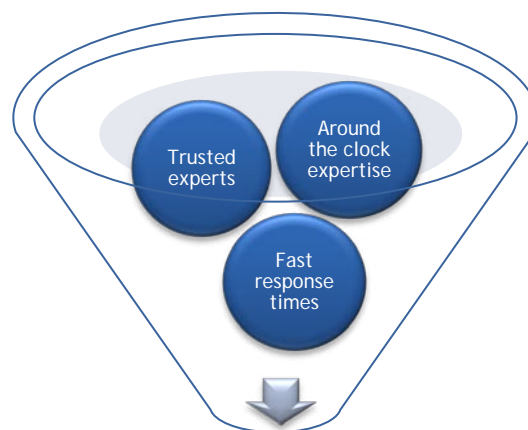
The DRB Systems Support *Welcome Team* was formed to help newly installed SiteWatch customers with the transition from our Installation department to receiving technical support from our Support department. The *Welcome Team's* primary purpose is to assist new customers with the typical training questions and setup changes that occur during the first two months after installation. The *Welcome Team* is staffed from 8:30 am - 5:30 pm ET, Mon - Fri to help you with any training, questions and setup needs that arise. You may also e-mail the *Welcome Team* at [www.drbsystems.com/public/support/contact\\_us/welcome\\_team/](http://www.drbsystems.com/public/support/contact_us/welcome_team/).

Don't forget to check out our Best Practices Guidelines (please see pages 10-11) to find common tips and suggestions to help you start out right. The *Welcome Team* also provides free on-line training sessions on a variety of topics that allow you to train multiple people at one time. We also offer an additional four (4) week *Welcome Team* option for an additional fee. Please contact DRB Systems Technical Support for more information.

### Renewing Your Rapid Response Support Membership

DRB Systems will automatically provide notification to you for renewal of your current support contract at least forty-five (45) days in advance of your system's anniversary date.

- You are entitled to DRB Systems Technical Support programs and services while your support fees are current.
- Support fees are determined on an annual basis by the anniversary date.
- Your yearly Rapid Response Support fees are calculated on a per-module basis.
- You only pay for the modules installed at each location.
- All locations in an organization must join support.



### DRB Systems, Inc. Technical Support

Your SiteWatch system is one of the most integral and complex pieces of equipment in your carwash. Deciding on support needs after the first year is your decision. DRB Systems Technical Support is here for you, not only when you experience a problem, but also for more positive situations. Our experienced Technical Support Representatives can help you to configure your site's workflow to increase your volume, improve your revenue per car, lower operating costs and to assure the high performance of your carwash. DRB Systems Technical Support exists to help our SiteWatch and TunnelWatch customers become successful and profitable. Please contact DRB Systems Technical Support for options if your Rapid Response Support Membership lapses.

## Hardware Maintenance

DRB Systems understands that equipment in good working order is mission critical for any car wash business, and our loaner, swap and warranty policies are designed with uptime in mind. If you experience an equipment failure that cannot be resolved by Technical Support, you have the option to repair your existing equipment or to purchase new equipment under our loaner, swap and warranty programs.

### RMA Agreement and Loaner Equipment -

For added peace of mind, all DRB Systems customers with a Rapid Response Support Group Membership are eligible to receive loaner equipment while their faulty equipment is being repaired. If a customer is not a Rapid Response Support Group Member, faulty equipment can be sent in for repairs, but are not eligible for loaner equipment. As the customer, you are responsible for freight of the loaner equipment and the repair cost when the unit is no longer under warranty. The Loaner Agreement document needs to be read carefully, signed, and returned to DRB Systems before any equipment can be sent out. You may find the most current RMA Agreement document on our website at:

[www.drbsystems.com/public/support/documents\\_forms/pdfs/LoanerAgreementForm.pdf](http://www.drbsystems.com/public/support/documents_forms/pdfs/LoanerAgreementForm.pdf).

### Swap Program -

An additional option for all DRB Systems customers with a Rapid Response Support Group Membership is to receive swap equipment to replace faulty equipment. All swap equipment receives a 20 point inspection to ensure that it is in like new condition. All DRB Systems equipment may not be eligible as swap equipment. Your Technical Support Representative will be able to answer any questions you may have regarding swap equipment. As the customer, you are responsible for the freight of the swap equipment and the cost of the swap equipment when the unit is no longer under warranty.

### Warranties -

Every piece of equipment sold by DRB Systems is fully guaranteed and comes with a warranty.

- All new equipment has a 1 year warranty from the date the equipment is shipped to the customer.
- All used or swap equipment have a 90 day warranty from the date the equipment is shipped to the customer.
- All supplies (power supplies, cables, connectors, etc.) have a 90 day warranty from the date the supply is shipped to the customer.
- All repaired equipment has a 90 day warranty from the date the repaired equipment is shipped to the customer.

When equipment is under warranty and needs to be repaired, loaner or swap equipment is shipped to the customer at the cost of DRB Systems and a call tag (UPS pickup slip) will be issued to bring the faulty equipment in for warranty repair. Warranty repair only covers failure of the equipment. Any damages due to abuse, lightning storms, power surges, etc. are not covered under warranty. Warranty status is determined by the Service Department once the equipment is evaluated.

### Software Updates

Software updates are developed to resolve specific issues within software versions and by staying current with the latest version of SiteWatch and TunnelWatch your systems will remain up to date and will protect the investment you have in your business. Please contact DRB Systems Technical Support for information on the latest software version of SiteWatch and TunnelWatch.

### Authorized Contacts

As a DRB Systems Technical Support customer, you have the option to authorize certain contacts within your organization to interface with DRB Systems Technical Support. When utilized, only authorized technical contacts may open a call with Technical Support. Authorized technical contacts should have a

basic understanding in the tasks related to administering and troubleshooting your SiteWatch and TunnelWatch system.

### Shipping

Please refer to the chart below for detailed shipping options:

	SHIPPING OPTIONS	ORDERS PLACED	WILL SHIP OUT
NEW EQUIPMENT	Overnight 2 Day 3 Day Ground	Before 1:00 pm ET M-F	That day UPS
		After 1:00 pm ET M-F	Next business day UPS
		Weekends	
LOANER/ SWAP EQUIPMENT	Overnight 2 Day 3 Day Ground	Before 3:00 pm ET M-F	That day UPS
		After 3:00 pm ET M-F	Next business day UPS
		Saturdays before 11:00 am ET	That day FedEx
		Saturdays after 11:00 am ET and Sundays	Next business day UPS
SUPPLIES	Overnight 2 Day 3 Day Ground	Before 3:00 pm ET M-F	That day UPS
		After 3:00 pm ET M-F	Next business day UPS
		Weekends	

### Added Value Services

As with our own business, DRB Systems Technical Support understands that strategic advantage is won or lost in service delivery. Through our Added Value Services, we will assist you by closing gaps and achieving improvements that deliver demonstrable, reportable returns. How can we provide value to your business?

### Training Services

DRB Systems Technical Support offers a variety of training options to best suit your needs. Training sessions are individualized and tailored specifically to meet your business needs. Please contact DRB Systems Technical Support for more information on any of your training needs.

- Microsoft Live Meeting Training -**  
 DRB Systems Technical Support will provide a 4-hour training session using Microsoft Live Meeting remote software. During this session, our trainer will teach your team various aspects of SiteWatch/TunnelWatch using your own database. The trainer will also demonstrate key features and options available in SiteWatch/TunnelWatch while discussing their use and value to you as an operator.
- In-House Training -** DRB Systems Technical Support will provide an in-depth training session at our corporate headquarters. Our trainer will walk you through hands-on training and software setup exercises using the same setup that is actively running at your facility. By completing your training at our corporate headquarters, it will give you one-on-one instruction from our knowledgeable trainer and allow you to focus your attention on training without interruption from the daily requirements at your location.
- On-Site Training -** DRB Systems Technical Support will send a qualified trainer to your location for on-site training. The trainer will become familiar with your software configuration before arriving and be able to walk you through in-depth hands-on

training right at your own facility. The trainer will also be able to help you with areas such as workflow management, report changes, software setup, promotions, security and much more.

### Professional Services

DRB Systems Technical Support offers a wide variety of custom solutions, tailored to provide an implementation that meets your requirements, and delivered in a way that fully supports your business goals and processes. In order to deliver the highest possible quality service in a timely manner, a Professional Service coordinator will work with you to schedule a delivery date and will assign a specific technician dedicated to the completion of your Professional Service to your satisfaction. Please refer to the chart below for scheduled Professional Services which are included in your Rapid Response Support Membership.

<b>Rapid Response Technical Support Professional Services</b> (Included in Rapid Response Support Group Membership - Please contact DRB Systems Technical Support to schedule your Professional Service)	
Type of Service	Description
<b>Changes to the General Sale Report (GSR)</b>	Customizing the GSR by adding or removing sections
<b>XPT Media Changes</b>	Implementing new media (screens, video files, audio files) to XPT's
<b>Additional Prepaid Plan Setup and Configuration</b>	Adding additional Prepaid Plans to an existing setup
<b>Additional Loyalty Promotion Setup and Configuration</b>	Adding additional Loyalty Promotions to an existing setup
<b>Automatic Recharge (ARM) Plan Setup and Configuration</b>	Adding additional Automatic Recharge (ARM) Plans to an existing setup or modifying the behavior of existing plans
<b>Offered Services Make Over</b>	Restructuring of a site's wash or lube menu's (changing all prices or switching workflows)

Please refer to the chart below for scheduled Professional Services not included in your Rapid Response Support Membership. To receive a quote and to schedule your Professional Service described in the chart below, please contact DRB Systems Technical Support.

<b>Rapid Response Technical Support Professional Services</b> (Not Included in Rapid Response Support Group Membership - Please contact DRB Systems Technical Support for a quote and to schedule your Professional Service)	
Type of Service	Description
<b>Data Recovery</b>	Attempting to recover data from a failed or corrupt hard drive (Please note that due to the condition of the data on the drive or the drive itself, the data recovery process may not be successful - Fees still apply)
<b>Database Setup</b>	Setup of a new SiteWatch database for when a new owner takes over a site and the previous owner retains their database or for when a site loses their database and does not have a backup
<b>Data Deletion</b>	Deleting historical sales or time clock information for a range of dates in a SiteWatch database for when an owner sells a site (Please note customers using SiteWatch Version 17.3.0 or later must purchase the SiteWatch Data Deleter Module)

### Software Upgrades & New Products

Every business faces the challenge of creating an excellent customer service experience and building loyalty in an environment of fast-changing business objectives. DRB Systems understands this and is committed to the continued improvement of our existing

products and the development of new products. As this process is completed, upgrades and new products are then made available to you. Please contact DRB Systems Technical Support for more information on when software upgrades and new products may become available.

### Repair Services

DRB Systems offers in-house repairs for faulty equipment. We can efficiently and professionally handle any DRB-related equipment repair need you may have, whether the item is under warranty or not. You do not need to be a Rapid Response Support Group member to take advantage of our in-house repair services. Please contact DRB Systems Technical Support for any equipment repair needs you may have.

### Website Connect Services

Website Connect was created to allow you to link your SiteWatch® POS to your business' website with an eye towards expanding your sales of prepaid services. The connection between your new website and SiteWatch will provide the ability to sell prepaid cards, ticket books and unlimited monthly passes - and have that information automatically entered into SiteWatch. DRB Systems Support will work with you to implement any changes you may have to your website after installation. Any requests for changes to your website generally require a 1 week lead time. Please contact DRB Systems Technical Support for any Website Connect needs you may have. You may also contact the Website Connect team on our website at: [www.drbsystems.com/public/support/contact\\_us/website\\_connect/](http://www.drbsystems.com/public/support/contact_us/website_connect/).

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## Best Practices Guidelines

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Every site, regardless of product, software version or workflow can benefit from following the best practices guidelines below.

1. **Backup your sensitive information.** Your database IS your site! It contains important information like sales records, taxes collected, employee data, and payroll information. It contains the basic configuration of your site's washes, details, lubes, coupons, and inventory levels. It also has customer information, history, and prepaid and loyalty promotions. Theft or a natural disaster might destroy all of your computer equipment, but a good backup strategy will ensure that you are well-protected.
  - a. **Use flash drives or disks** to keep a backup somewhere off-site for safekeeping. This step is *extremely* important - so speak with a TSR on the best methods for your organization.
  - b. **SiteWatch makes nightly backups and weekly archives** of your database, when so configured. These backups are typically also saved to another computer in the office. Contact DRB Systems Technical Support to verify which computer the backups are being stored, and the best way to access them.
2. **Develop a disaster recovery plan.** To minimize down time and lost profits work with our experienced technicians to develop contingency plans in case of emergencies.
  - a. **Invest in spare equipment.** Consider purchasing spare pieces of essential equipment. When something vital breaks you can simply replace it instead of having to wait for it to be shipped to you.
  - b. **Be prepared to run on overrides, if needed.**

- c. **Set up TunnelWatch to run independently of SiteWatch.** If you encounter a problem with your SiteWatch server, you can set up a keypad to interface directly with the TunnelWatch server. The interruption in business will be nominal, and your customers will still receive the same quality of service they always receive.
  - d. **Label all computers** so employees will know which one is the SiteWatch server, TunnelWatch server, etc.
  - e. **Label network devices** like the router, the network switch, etc.
  - f. **Label network cables.** Sometimes you might be looking at a mass of wires and not know which one goes where. From the network switch, label which cable goes to the SiteWatch server, which one goes to XPT1, which one connects to WashCashier1, etc...Also, any wall wiring network jacks should be labeled to easily identify where they end up.
3. **Take steps to prevent equipment failure.**
- a. **Ensure that all equipment is on surge protection.** These devices fail with age, so replace them regularly!
  - b. **Use anti-virus software** on any computers that you *do* use to get online.
  - c. **Clean your equipment** and make sure all wire connections are secure. You can purchase card reader cleaning kits for all terminals, including XPT terminals, from DRB Systems.

## Call Management Processes

Resolving technical problems and questions requires a partnership between you, the customer, and DRB Systems Technical Support staff. This section focuses on actions you can take to expedite your support experience and will guide you through the DRB Systems call management and resolution process by providing helpful hints to optimize your support experience.



### Before Placing a Call to Support

1. **Define the question/problem.** Clearly state the question/problem, providing specific information, such as product involved, problem symptoms, the frequency of occurrence and business impact.
2. **Identify possible sources of the problem.** Examples: system (hardware, software and network) changes and upgrades; introduction of new applications or processes into system environment and recent configuration changes. Note any known steps that led to failure, whether or not the problem can be recreated.
3. **Gather environmental and product information.** Identify and provide all product information and relevant environment information such as operating

system, networking components and versions of software when the problem occurred.

4. **Gather diagnostic information.** Gather and provide diagnostic information such as error messages, error logs, beep codes, report discrepancies, specific customer codes and license plate numbers.

5. **Check self-service resources in TunnelWatch or SiteWatch Help included with your installed system(s).**

Oftentimes, the fastest way to answer a question or resolve a problem is to access TunnelWatch or SiteWatch Help, available to all customers through your installed system. Many questions and problems can be resolved via self-service resources such as product documentation. We strongly encourage customers to make use of these resources and provide feedback on areas where we can expand and improve their value. Just press F1...

### Placing a Call – What to Expect from DRB Systems, Inc.

When you place a support call to DRB Systems Technical Support, the Technical Support Representative (TSR) logs your problem using call management software and creates a record of the problem (a call) which assigns a unique reference number to the call and then provides this number to you as an acknowledgement. This section explains what you can expect when you contact DRB Systems Technical Support to open a call for technical assistance.

#### Specific support information may be requested from you:

1. Your company location code, name or address.
2. You or your authorized contact's name and confirmation of phone number and email address.
3. Your DRB Systems product identification: SiteWatch and/or TunnelWatch.

#### A support membership check will be conducted:

1. DRB Systems TSR's will validate that your support membership is current.
2. Should your support membership not be current, DRB Systems TSR's will discuss your options to renewing your support membership.

**Important:** Organizational contacts not authorized as eligible contacts will be advised to seek the assistance of an authorized technical contact before a call may be opened.

#### Detailed problem/question information will be requested from you:

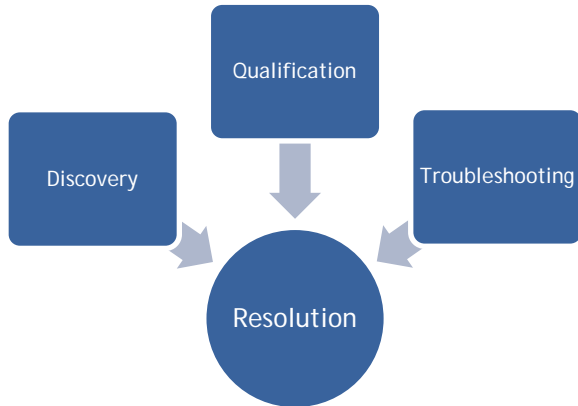
1. **Problem statement or question.** Clearly state the question or problem, providing specific information such as problem symptoms, frequency of occurrence, etc.
2. **Product and environmental information.** Identify and provide all relevant product environment information, such as operating system, networking components and versions of software that were running when the problem occurred.
3. **Other background information.** Identify and provide possible sources of the problem such as system (hardware, software and network) changes and upgrades; information of new applications or processes into system environment, recent configuration changes and any known steps that led to the failure, and whether or not the problem can be recreated.
4. **Diagnostic information.** Gather and provide diagnostic information such as error messages, error logs, beep codes, report discrepancies, specific customer codes and license plate numbers as this will aid in isolating the problem.
5. **Business impact.** DRB Systems Technical Support considers both the technical as well as the business impact of your problem. During peak time periods, DRB Systems may need to prioritize call

severity. This ensures priority allocation of DRB Systems technical resources where necessary and ensures like effort by your staff. The DRB Systems Technical Support Representative will indicate when you should expect a return call or an e-mail response.

6. **Other support information.** Provide any other information as requested by Technical Support.

**A support call will be opened for you as a result of:**

1. **Your product is identified.** Product identification allows us to route your call to the appropriately skilled technician.
2. **Your support membership and issue severity is verified.** We make the best effort to direct connect you to a TSR during our normal business hours, 8:30 am to 9:00 pm ET, Monday through Friday.



### Call Flow Process

DRB Systems Technical Support uses an automatic call distributor (ACD) software program to route your call to the DRB Systems Technical Support Representative best suited for your issue. To promptly resolve your issue, Technical Support uses a four-level internal method of consistent and thorough troubleshooting technique (DQTR).

1. **Discovery.** Your TSR will quickly find out what your issue involves.
2. **Qualification.** Your TSR will gather information to help identify the source of your issue and potential causes.
3. **Troubleshooting.** Your TSR will form a plan of attack and execute through logical reasoning to eliminate the potential causes one at a time.
4. **Resolution.** Your TSR will work with you to resolve your issue to your satisfaction. If the issue is resolved during your initial contact, the call will then be closed. If the issue is not resolved during your initial contact, your Technical Support Representative will inform you of the next steps. Those steps may include further research and time spent actively working on your issue off the phone through remote connectivity and testing or escalation.

### Call Escalation Process

Depending on the type and scope of your issue, DRB Systems Technical Support may determine the need to redirect your issue to the appropriate resources for a prompt resolution. A member of Support Management will then assign a Technical Support Representative with experience in the type of technical support issue you are encountering. This Technical Support Representative will coordinate with you to arrive at a satisfactory resolution of your issue.

### Criteria for Closing Calls

Your call will remain open until one of the following events occurs:

- We have provided you with a solution that you have confirmed resolved the problem.
- You or an authorized technical contact asks us to close a call.
- A DRB Systems Technical Support Representative has left three or more phone or e-mail messages on three different business days requesting contact and has not received a response.

- The issue is determined to be a desired feature that is currently not in a DRB Systems product. An enhancement request will then be submitted to DRB Systems' Development Department.
- The issue is outside of the scope of DRB Systems software/hardware and we have directed you to the appropriate resource.

### Mutual Resolution Commitment

If you encounter a serious problem that greatly impedes your business, Technical Support's objective is to provide you help to get your system up and running again as quickly as possible to minimize disruption of your business processes.

DRB Systems Technical Support will apply all appropriate resources 24 hours, 7 days a week. It is critical that you are willing and able to apply the necessary resources towards mutual resolution.

### DRB Systems, Inc. Technical Support Responsibilities

During the term of your annual support contract, DRB Systems Technical Support will exercise reasonable efforts to track your technical issues through the use of DRB Systems call tracking software and correct any problem reported by you or your authorized technical contact.

DRB Systems Technical Support has no obligation to provide technical support for the following:

- Absence of a current support membership on file
- Support of any software or hardware other than the specified line of provided DRB Systems software and hardware products
- Assistance with problems caused by customer negligence, abuse or misapplication; use of DRB Systems products other than as is specified in the

product documentation or other causes beyond the control of DRB Systems; any other problem that is excluded under DRB Systems standard maintenance terms or problems caused by any hardware and/or software not supported by DRB Systems.

### Customer Responsibilities

The following responsibilities are expected by DRB Systems of its customers. To ensure that your problem or question is resolved as promptly as possible, please be sure to have met these responsibilities before you contact DRB Systems Technical Support:

1. Have a current support membership. If you do not, please contact DRB Systems Technical Support for available Technical Support options.
2. Thoroughly review all product documentation before you contact DRB Systems Technical Support for assistance. Documentation is available through both SiteWatch and TunnelWatch Help systems.
3. Use reasonable efforts to isolate, document and report errors in your software or hardware accurately to DRB Systems Technical Support.
4. Provide the required specific support information, mentioned previously, to DRB Systems Technical Support.
5. Be willing and able to conscientiously carry out the troubleshooting steps given by DRB Systems Technical Support.
6. Follow DRB Systems Best Practices Guidelines (please see pages 10-11).

### Service Level Objectives

DRB Systems Technical Support goal is to exceed our customers' expectations for service, quality and value. We constantly strive to earn our customers' long-term loyalty by working to deliver more than promised, being honest and fair, and "going the extra mile" to provide exceptional personalized

service that creates a pleasing business experience.

DRB Systems Technical Support has established guidelines for initial response and ongoing work effort. The following Service Level Objectives are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee regarding DRB Systems Technical Support resolution efforts.

**Service Level Objectives**

<b>Rapid Response Technical Support Service Level Objectives</b> (DRB Systems Support strives to exceed these Service Level Objectives)	
Type of Support	Initial Response
<b>In-House Support</b> (includes weekends and in-house staffed holidays)	88% of all incoming calls answered within 3 minutes and 97% of all incoming calls answered within 7 minutes
<b>E-Mail Support</b>	Responses by end of next business day
<b>After-Hours Emergency Support</b>	Calls returned within 15 minutes

**Important:** You may be required to provide appropriate authorization to access your SiteWatch and/or TunnelWatch system; any delay in authorizing access may impact DRB Systems Technical Support’s attempt to provide help within the targets specified above.

**Customer Satisfaction**

DRB Systems Technical Support’s commitment is to provide support that:

- Meets a reasonable initial response time and resolves issues in a timely manner as set by DRB Systems Management team.
- Is professional, knowledgeable and friendly.
- Meets terms and conditions of active support memberships.
- Is a defined process for call handling and the escalation of customer issues.
- Delivers high level of customer satisfaction, which is evaluated by customer satisfaction surveys and feedback.

DRB Systems Technical Support uses customer satisfaction surveys to identify areas of opportunity and to reinforce our successful behaviors:

- **Telephone Surveys** - DRB Systems Technical Support conducts telephone surveys chosen randomly each month in which you may comment on our products and services beyond Technical Support.
- **On-Line Surveys** - You can send comments on our products and services through a feedback form on our website at [www.drbsystems.com/public/support/contact\\_us/survey/](http://www.drbsystems.com/public/support/contact_us/survey/).