

## TRAY, Inc. Service Level Agreement

This Service Level Agreement (“SLA”) specified the level of services offered by Vendsy Inc., dba TRAY (“TRAY”) to each TRAY customer (“Customer”) that has subscribed to SLA coverage under a separate commercial agreement in effect between TRAY and such Customer (“Agreement”).

### A. Customer Support

Customer may choose any of the following options for Customer Support:

Type:	Where/How:	Availability:
<b>Phone (fastest response, use for urgent cases):</b>	1-844-USE-TRAY	24/7/365
<b>Email (primary method to report non-urgent cases):</b>	Support@TRAY.com	24/7/365
<b>Documentation, Training, FAQs, Videos, Learning:</b>	TRAY.com/help	24/7/365

For account management, orders and other non-technical issues, please contact your account manager.

### B. Service Level Commitments

The following table shows the service level commitments and the target response times that TRAY makes available to Customer under this SLA for the Deliverables (the “TRAY Products”):

***Before contacting TRAY Customer Support, Customer must ensure that the issue is not caused by non-TRAY provided hardware, local network issues (including but not limited to internet access and network switches, firewalls and/or routers), the Customer’s Payment Processor or Payments Gateway (e.g., payment processor or VISA/MasterCard network outage).***

Upon receipt of notification of a problem with the TRAY Products from Customer, TRAY will assign a severity level to the reported TRAY Products problem in accordance with the Schedule listed below. Thereafter, TRAY will use its best efforts to respond to Customer’s notification and diagnose the TRAY Products problem within the estimated response period designated below for the applicable severity level. Customer will assist TRAY with the diagnosis of the problem and will be available to TRAY as needed to assist in resolving the problem.

Priority	Estimated Initial Response Time
<b>Severity 1 (Critical Impact):</b> A problem with the TRAY Products that results in critical impact to customer POS transactions across multiple locations (i.e., restaurants or stores)	10 Minutes
<b>Severity 2 (High Impact):</b> A problem with the TRAY Products that results in impact to customer POS transactions in a single location	60 Minutes
<b>Severity 3 (Medium Impact):</b> A problem with the TRAY Products that has material operational impact on customer POS transactions without a reasonable operational workaround, but can still conduct customer POS transaction	4 Hours
<b>Severity 4 (Low Impact):</b> A problem with the TRAY Products that has some operational impact but with a reasonable operational workaround and limited or no impact on customer POS transactions	24 Hours

<b>Severity 5 (Inquiry):</b> Issues or questions regarding the TRAY Products without any impact on customer POS transactions	As Possible
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### C. Service Levels

<b>Level 3 Only (STANDARD TRAY Support)</b> This level applies to all Customers unless additional support is noted on a TRAY Order	TRAY will support a Customer Help Desk that has been provided training by TRAY. The Customer Help Desk is required to triage any problem to root cause within the TRAY Deliverables. The Customer Help Desk will complete support processes including communicating with the end users, analyzing logs, isolating the root cause and other troubleshooting tasks as needed to provide documentation of the issue to TRAY. Once reported to TRAY, TRAY will review root cause, confirm findings in a lab, and coordinate resolution through Engineering or DB resources as required.
<b>Full Software Support</b>	TRAY will receive and process incoming cases directly from end-users of the TRAY Deliverables and will own all elements of the support process. TRAY will provide updates to Customer on a consistent basis.

### D. Other Considerations

1. This SLA is subject to the main Agreement in effect between Customer and TRAY.
2. Issues caused by technology or services other than the TRAY Products, Customer's networking setup, Payment Processor issues, or any other technology or services not provided by TRAY are outside the scope of this SLA. Customer must consult with the respective vendors directly to resolve issues that may impact Customer's processing of customer POS transactions using TRAY Products.
3. Customer must ensure that all TRAY Products made available by TRAY are properly configured to operate within the Customer's facilities. Please consult with your TRAY account manager if you need assistance with the configuration of TRAY Products for your specific business, products and services.