

5.5 POS support service levels

For POS support, the following service levels apply:

5.5.1 Availability and response time

	Service Window	Response Time*
POS First Line Support	24 x 7 x 365 availability	90% within 45 seconds
POS Second Line Support	9:00-18:00 hours CET, PST and SGT on local business days	8 local business hours
Emergency Support**	24 x 7 x 365 (outside local business hours via email to dedicated emergency email address)	30 minutes

* **Response time:** The time between:

1. the moment the issue is reported by Merchant to Adyen together with all reasonably required information to be able to investigate and address the issue; and
2. the moment Adyen has (in the case of POS First Line Support) responded to a call or (in all other cases) provided its initial feedback on the issue and has started the resolution process of the issue (automated confirmation of e-mail receipt is not considered initial feedback).

** **Emergency Support (for priority 1 and 2 issues):** Support for issues in Payment Terminal Software which block the submission of Transactions via a particular model of Payment Terminal generically, so excluding issues affecting one individual Payment Terminal.

5.5.2 Resolution time (for POS Software issues)

Priority	POS Software Issue	Resolution time target*
Priority 1	Issue blocking acceptance of payments for all Payment Methods via all (properly updated) Payment Terminals of a particular model	4 hours after ticket is logged with Adyen
Priority 2	Issue blocking use of an individual Payment Method via all (properly updated) Payment Terminals of a particular model (payment via other Payment Methods still possible)	1 Business Day
Priority 3	All other issues in POS Software materially hindering the acceptance of payments.	Reasonable efforts to resolve in next Update

** The resolution target regards Adyen making an Update available for the POS Software (or a recommended change in the setting of the same) that resolves the issue or provides a work-around for the same. This resolution target only applies to issues originating in the POS Software and caused by a previous Update issued by Adyen for such POS Software. Excluded from the resolution target are issues caused or originating in: software embedded by the hardware manufacturer of the Payment Terminal, systems or software of Scheme Owners, third-party POS Devices, user error, not installing Updates or not following installation and usage instructions as provided by Adyen.*