

Support and Troubleshooting Process

Datacap Systems Inc. employs a support call management software system which was developed in-house to create, track and resolve of customer initiated support requests. Support personnel must use the system to track every customer originated contact for support. The software tracks the following information for each incident (call):

- Contact name
- Contact date and time
- Support technician responsible for incident
- Urgency (whether caller is on-site)
- Processing provider involved
- Reseller/dealer involved
- POS package involved
- Call type – problem code
- Customer type (Dealer, End User, Integrator, Processor)
- Datacap product involved
- Incident Notes

The call type/problem codes included usual technical questions and also the ability to refer an incident to engineering for review. Support technicians are trained to refer all questions which may involve applications bugs or security related issues to the appropriate engineering personnel for investigation, characterization and any necessary remediation.

Management reviews the technical support logs regularly to maintain acceptable service quality and identify adverse trends in product performance or security concerns.

It is Datacap's policy to handle support related information in a confidential manner, respecting the integrity of business and technical data belonging to our customers. Support personnel are instructed not to share information regarding support calls with other than the initiating contact and must obtain management permission to do otherwise.

In addition, support personnel are instructed as follows regarding the handling or access to sensitive customer data:

1. Handling of Sensitive Authentication Data

It is against Datacap Systems Inc.'s policy to collect any Sensitive Authentication Data (including any track data, card validation codes or PIN data) or Cardholder Data for any reason.

Our troubleshooting processes do not require the collection of Sensitive Authentication Data or Cardholder Data, nor should it be accepted from a customer.

2. Remote access

Datacap Systems Inc. does not support customers that use NETePay 5 with remote access. NETePay 5 does not support any remote access capability directly. Support personnel are prohibited from using third party remote access products to interact with customer systems.