
LoopLearn Service Description

Version 1.04 June 2020

1. Introduction

This document sets out Service Description of the LoopLearn App and Services.

- 1.1 Terms used in this Service Description have the same meaning as in the LoopLearn Service Terms.

2. Service Description

The LoopLearn service consists of the following:

- The LoopLearn Attendance Devices
- The LoopLearn App (an online web application and various mobile apps for phones and tablets)

LoopLearn Attendance Devices are physical devices ordered from LoopLearn and supplied to the customer. They are required to be installed in the areas you wish to monitor attendance. They may take the form of a wall sensor, detached sensor or a kiosk device, other forms may be provided in the future.

LoopLearn Attendance Devices may be configured to detect people in a space (detection mode), identify people in a space (identification mode). Furthermore LoopLearn Attendance Devices may be passive or require a person to interact with them. The mode selected will determine various connectivity needs and functionality.

When correctly installed the LoopLearn Attendance Devices will observe the space they are located, within the specifications and configuration for such device, and (optionally) send images and metadata to the LoopLearn Web App when people are found to be present.

Images may be stored in the customers AWS S3 bucket. This bucket and LoopLearn Web App connections will be setup by the customer when LoopLearn is first installed.

Images can only reside in the customers S3 bucket, the LoopLearn App is given access to these images for the purposes of:

- Displaying images in the web application
- Performing identification services

Images are owned by the customer, and the customer can revoke permissions the LoopLearn App uses to retrieve images at any time, in doing so the customer will disable the LoopLearn Service.

The LoopLearn App also allows the customer to see metadata collected by the LoopLearn Attendance Devices.

The customer will be required to setup information for the LoopLearn App to function. These currently include any day/session/period times you would categorise attendance against, room/location names, names of staff/visitors/members along with relevant

identification photo's (such as an name badge identification photo) where LoopLearn devices are desired to be used.

The customer will be provided with a single administrator login, the customer may create other users if required at their discretion. Please note that attendance data contains personal information such as names and photos, so care should be taken with access details and who is given access.

3. Warranty

LoopLearn Attendance Devices are covered by warranty on device failure when used in accordance with our recommendations. If you maintain a subscription to the LoopLearn Services your LoopLearn Attendance Devices are covered under warranty for the time you are subscribed.

Where LoopLearn Attendance Devices have been provided as an outright purchase a standard 12-month warranty applies. Annual extended warranty plans may be available for such devices.

4. SLA

LoopLearn undertakes to operate a Customer Support Helpdesk, having suitably skilled support staff available from 8:30 am to 5:30 pm AEST, Monday to Friday excluding NSW and Victorian Bank Holidays to log first line support calls and to deal promptly with problems encountered.

The impact and severity of a reported fault or problem will be evaluated and discussed with the customer during the initial response. The severity of the problem will be documented according to these guidelines:

- **Critical** - A problem which must be resolved before the customer can continue normal business operations.

LoopLearn's support staff will use best endeavours to respond to the customer with a workaround within four (4) working hours of receiving notice of a critical problem being reported. Critical problems will be worked on continuously until the fault is permanently cleared or the system is operational.

- **Serious** - A problem which significantly inhibits production but does not prevent operations.

LoopLearn's support staff will use best endeavours to respond to the customer with a workaround within eight (8) working hours of receiving notice of a serious problem being reported.

- **Moderate** - Requirements which do not impede productive use of the Software.

LoopLearn's support staff will use best endeavours to respond to the customer with a workaround within seventy-two (72) working hours of a moderate problem being reported.

- **Minor** - Cosmetic production problems, general test system problems that do not affect availability of the production system, and feature requests.

This severity level will also be used to categorise general technical help desk type of calls. LoopLearn's support staff will respond to the Customer within two (2) working weeks of a minor problem being reported, or if relevant in a future version release. An example of a minor issue may be an enhancement request or notification of a misspelt word.

“Workaround” means a temporary solution provided by LoopLearn in response to a problem reported by the Licensee.

5. Professional Services

LoopLearn can offer software training and implementation services for Customers for an additional Fee.