ENHANCING CUSTOMER COMMUNICATION FOR PRODUCTION SITUATIONS

As many of you know, PAR implemented the PAR Status Page to keep you informed about production related incidents, updates, and scheduled upgrades or maintenance. The Status Page enables PAR to communicate about important matters that directly affect your business. These updates are available in real-time while providing updates through resolution.

**As of <u>November 1, 2020,</u> the PAR Status Page will be the <u>sole method of communication</u>
for events listed below:**

- **Incidents:** Generally, these are unplanned situations where functionality severely impacts the use of our products or services. The situation may cause interruptions in some aspects of your business operations. Examples would include but are not limited to:
    - A critical capability is unavailable
    - System Outage

- **Scheduled Maintenance**: Planned and scheduled event. Typically, a scheduled maintenance event is associated with an improvement to the system (i.e. operating system, infrastructure, etc.), that is used in support of running our applications.

- **Planned Updates:** Planned and scheduled event. Associated with introducing a new version of an application (i.e. Brink 5.0a, Brink 5.0c). Generally, it is our intent to provide the initial update notification approximately 30 days in advance of deployment.

- **Deployment Update:** Planned and scheduled event. This is the follow up notification of the "Planned Update" confirming the deployment date and additional details of the update. Generally, it is our intent to provide this notification approximately 7 days in advance of deploying the update.

PAR will provide production related communication on the following systems via the Status Page:
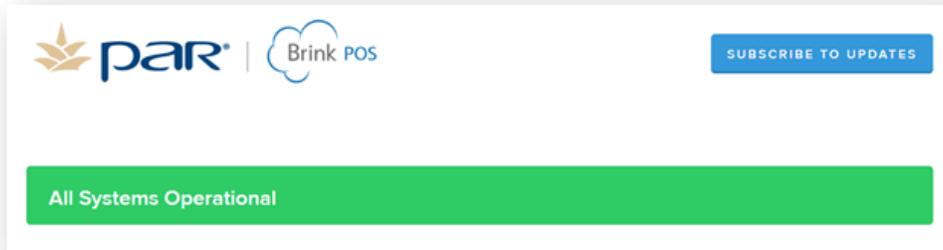- Brink POS
- PAR Pay
- PAR Payment Services
- Customer Support Telephone Service

In every case, we will proactively provide updates through resolution.

The Status Page will NEVER be used to send you promotional, marketing or sales related communications.

SIGN UP IN THESE 5 EASY STEPS!

1. Visit https://status.brinkpos.net/ and select "Subscribe to Updates" in the upper right hand corner.

2. Select your preferred method of receiving updates or both:

3. Select or de-select the components that you want to be notified about. Note: For Brink POS, select the admin server that your Brink POS application is on and then select the Brink POS component.

4. Select Save at the bottom right hand side of the page.

5. Depending on your chosen preferred method of communication, you will need to respond to the email and/or text message to confirm your subscription.

You're done! Thank you for subscribing to the PAR Status Page! If your product portfolio changes, you can return to this page to update your preferences. As always, we are here to help. The Status Page is not a replacement or substitute for our customer support. If you need assistance with a PAR or Brink product or service, please contact PAR Customer Support, available 24x7x365, by email at support.brinksoftware@partech.com or by phone at 1.800.382.6200

Thank you,

The PAR Team