

Ticketer – Service Definition

This Service Definition provides a concise description of the services provided by Ticketer. It is intended to be read alongside the Framework Agreement, Order Form(s), Service Level Agreement (SLA), and supporting Schedules. In the event of conflict, the contract documents take precedence.

1. Service Overview

Ticketer provides an integrated ticketing platform comprising on-vehicle hardware, cloud-hosted software (SaaS), and associated support services for public transport operators.

Services may include (as defined in the applicable Order):

- Supply and installation of electronic ticketing hardware
- Access to Ticketer's cloud-hosted Platform and Software Services
- Support, training, and configuration services

2. Service Scope

The scope of services is defined in the relevant Order and may include:

- Software Services delivered as a hosted SaaS solution
- Support Services in accordance with the SLA
- Installation, setup, and training services where agreed

Services are provided on a non-exclusive basis and for the Customer's internal business use only.

3. Service Levels & Support

3.1 Service Availability & Uptime

- Ticketer uses commercially reasonable endeavours to make the Platform available on a 24x7 basis.
- Target availability levels, service measurement, and service credits (if applicable) are defined exclusively in the Service Level Agreement.

3.2 Incident Management

- Incidents are prioritised, responded to, and resolved in line with the Service Level Agreement.
- Escalation paths and communication obligations are defined contractually.

3.3 Support Hours

- Support Services are provided during defined Business Hours unless otherwise stated in the SLA or Order.

4. Onboarding, Implementation & Hypercare

- Ticketer provides onboarding and implementation services as specified in the Order.
- Implementation activities may include configuration, integration support, training, and go-live preparation.

4.1 Hypercare Support

- Following go-live, Ticketer provides a defined hypercare period to support operational stabilisation.
- Hypercare may include:
 - Enhanced support and incident monitoring
 - Access to setup and configuration support
 - Structured knowledge transfer and refresher training

4.2 Training & Enablement

- Training services are provided as agreed in the Order and may include driver, operational, and administrative training.

- Training delivery may be on-site or remote.

4.3 Customer Success Management

- A dedicated Customer Success Director is assigned to provide strategic oversight, service alignment, and ongoing relationship management.
- Customer Success engagement includes regular service reviews and coordination across support and delivery teams.

5. Maintenance & Changes

- Ticketer may carry out planned maintenance and apply updates or upgrades to the Platform.
- Where reasonably practicable, advance notice will be provided.
- Changes to services are managed through the contractual change control process.

6. Data Management

6.1 Data Backup & Restore

- Ticketer maintains data backup and recovery procedures in accordance with Good Industry Practice.
- Client Data is backed up regularly as part of the operation of the Platform.
- In the event of data loss or corruption, Ticketer will use reasonable commercial endeavours to restore Client Data from the most recent available backup.
- Data restore is the Customer's sole and exclusive remedy for data loss, as set out in the contract.

6.2 Access to Data on Exit

- Upon termination, Ticketer will, on request and subject to the contract, provide a backup copy of Client Data in a machine-readable format.
- Data retention and deletion timelines are governed by the exit provisions of the agreement.

7. Business Continuity & Disaster Recovery

- Ticketer maintains documented Business Continuity and Disaster Recovery Plans.
- Disaster Recovery Services are provided in accordance with the Disaster Recovery and Business Continuity Plan schedule.
- Disaster Recovery arrangements are designed to support service continuity and recovery following a Disaster, as defined contractually.

8. Hosting & Location

- The Platform is hosted in secure, cloud-based environments selected by Ticketer, in the UK.
- Hosting arrangements and data residency requirements are defined contractually.

9. Security

- Ticketer operates information security controls aligned with recognised industry standards.
- Security obligations, data protection requirements, and audit rights are defined in the Information Security and Data Processing schedules.

10. Service Constraints

- Services may be subject to dependencies outside Ticketer's control (e.g. telecommunications networks).
- The Platform is provided as a standardised service; configuration options are limited to those supported by the product.

11. After-Sales & Ongoing Management

- Ongoing service management is provided through support services and governance arrangements defined in the agreement.
- Regular service reviews may be conducted where contractually agreed.

This document is descriptive only and does not create additional obligations beyond those set out in the contract.