



Early Literacy Station™

Opening the Door to A Lifetime of Learning



AWE's HELP DESK

All Early Literacy Stations™ are specifically designed to be easy-to-use and trouble-free, but issues can still arise at times. The AWE Help Desk is the point of contact for all questions, problems, and information or service requests for all customers. Well-trained and experienced employees deliver responsive service and technical support **throughout the entire service lifetime of every Early Literacy Station™.**

Help Desk staff will log your call and, whenever possible, will talk you through a solution immediately. If this cannot be accomplished, the advanced AWE Help Desk incident tracking system will help our staff to identify and route your request (along with the information already gathered) to an AWE employee with appropriate and detailed knowledge of the product version at issue. S/he will expeditiously work with you and / or your staff to resolve the issue.

To help ensure the best possible support, the Help Desk provides you, AWE's customer, with this Service Level Agreement outlining specific services, priorities, and responsibilities.

Help Desk Services Provided: The Help Desk provides support to the entire community of Early Literacy Station™ owners in the following areas:

- Hardware-Software Bundled Systems
- Software License-Based Products
- ELF Child-Safe Browser Issues
- AWE's Customer Portal Access and Usage Issues
- Utilization Data Upload, Synchronization, and Reporting
- Any other Early Literacy Station™ related areas



Duration: Help Desk services are provided for as long as your Early Literacy Station™ is in use.

Cost: Help Desk services are provided free of charge to Early Literacy Station™ owners.



Customer Service Statement: The Help Desk delivers high quality customer service by:

- Responding to requests for support within published time frames
- Interacting with the AWE Customer community in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance Indicators
- Striving to insure complete customer satisfaction.



Requesting Assistance/Service: Help Desk services can be accessed in the following ways:

- **By Telephone:** Call the Help Desk during the normal hours of operation at (866) 463-6357
- **By Email:** Send a message with contact information and a detailed description of the request for service to Support@AWE-Net.Com
- **Online:** Navigate to <http://www.awe-net.com/support.asp> . There, you will find a detailed form that can be filled in and submitted directly via the internet to AWE's Help Desk.



Hours of Operation: AWE's Help Desk is available twenty four hours a day, three hundred and sixty five days a year. Fully-staffed hours of operation include Monday through Friday, 8:30 am to 5:00 pm, Eastern time. The Help Desk will return all calls and email requests for support within twenty-four hours or, for after-hours requests, before the close of the next business day after the request is received.

Quality of Service: AWE's Help Desk will be proactive in seeking feedback through follow-up calls after your service request has been completed and through periodic online surveys. The AWE Early Literacy Station™ community is also encouraged to provide feedback regarding Help Desk service via email at any time to RussellS@awe-net.com. Any negative feedback or complaints will be reviewed by AWE's Chief Customer Officer and appropriate action will be taken. Confidentiality of all information received is respected and preserved.