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INFINITY TRACKING LTD — SUPPORT & SERVICE LEVEL AGREEMENT (SLA)

Version 2025 |

1. Introduction

This Service Level Agreement (SLA) outlines the scope, responsibilities, performance standards, and support procedures provided by Infinity Tracking Ltd (The Provider) to its clients (The Client). This agreement is designed to ensure uninterrupted service delivery, operational transparency, and definitive accountability for all tracking, sensor, and telematics solutions deployed.

This SLA is effective from the date of service activation and is binding throughout the contract duration.

2. Scope of Services Covered

This SLA covers the availability, performance and support for all products and services purchased and deployed under the Client's service contract.

2.1 Core Tracking & Telematics Services

- Vehicle GPS tracking and security monitoring.
- Motorcycle tracking and theft prevention.
- Advanced fleet management solutions.
- Intelligent cargo tracking and smart lock monitoring.
- Driver behaviour monitoring and safety analytics.
- Wireless temperature monitoring for cold chain logistics.
- High-precision fuel monitoring systems.
- OBD (On-Board Diagnostics) tracking devices.
- Dash cam (video telematics) solutions and incident recording.

2.2 Platform Services

- Wialon cloud platform access and performance.
- Real-time dashboards and comprehensive reporting tools.

- Mobile application access and functionality.
- Data storage, retention and secure backups.
- API integration support with approved Client ERPs or dispatch systems.

2.3 Support & Maintenance Services

- Technical support (24 hours a day, 7 days a week).
- Scheduled and emergency on-site maintenance.
- Remote diagnostics and troubleshooting.
- Device replacement procedures and warranty claims.
- Software, firmware and platform updates.
- New system training and user onboarding.

3. Service Availability Guarantees

Infinity Tracking Ltd guarantees the following minimum service availability standards:

3.1 Platform Uptime

Component	Guarantee	Exclusions
Wialon Platform Access	99.5% uptime annually.	Excludes scheduled maintenance windows (maximum 4 hours per month, notified 48 hours in advance) and forces majeures.

3.2 Tracking Data Availability & Retention

- **Real-time Updates:** Data reporting frequency of **every 5–10 seconds** during active ignition/movement.
- **Data Storage:** All historical tracking data is securely stored for a minimum period of **12 months**. Extended retention periods (up to 5 years) are available upon request and separate agreement.

3.3 Dash Cam Video Storage

- **Event Clips:** Video clips triggered by critical events (hard braking, impact, panic) are automatically uploaded and stored in the cloud.

- **Continuous Footage:** Continuous high-definition footage is stored locally on the device's SD card or MDVR unit. Extended cloud storage for all continuous footage is available for enterprise clients.

4. Support Structure and Channels

4.1 Support Channels

Channel	Availability	Primary Purpose
Phone Support	24/7	Urgent technical issues, emergencies (e.g., theft, panic alerts).
WhatsApp Support	24/7	Quick questions, immediate incident reporting, fast communication.
Email Support	Working Hours (8:00 AM – 5:00 PM EAT)	Non-urgent issues, documentation requests, formal communication.
On-Site Visits	Mon–Sat	Installations, repairs, scheduled maintenance and performance audits.
Remote Support	24/7	Diagnostics, platform configuration help and software troubleshooting.

4.2 Dedicated Account Manager

Each enterprise client is assigned a dedicated Account Manager responsible for service relationship management, including:

- Quarterly fleet performance reviews and consulting.
- Report generation and customization.
- SLA compliance audits.
- System optimization and feature adoption.

5. Incident Classification & Response Times

Incidents are classified based on the severity of the impact on the Client's operation. Response Time is defined as the time between the Client logging the incident and an Infinity Tracking technician acknowledging and beginning active troubleshooting.

Priority Level	Description & Examples	Guaranteed Response Time	Guaranteed Resolution Target
P1 – Critical	Total operational failure: No tracking visibility, device tampering, complete fuel/temperature sensor failure, dash cam not recording critical events.	15–30 minutes	Within 2–4 hours (remote fix) or On-site visit same business day.
P2 – Major	Significant service degradation: Delayed reporting (e.g., hourly updates), partial data loss, incorrect critical alerts, minor platform errors impacting workflow.	1 hour	Within 24 hours (remote or on-site).
P3 – Minor	Low operational impact: Account setup errors, device renaming, report configuration tweaks, minor mobile app issues.	4 hours	Within 1–2 business days.
P4 – Administrative	Non-critical requests: Training requests, feature addition planning, custom report development, general inquiries.	24 hours	Within 2–5 business days (depending on complexity).

6. Preventive Maintenance

Infinity Tracking employs a proactive maintenance schedule to ensure maximum hardware and software performance.

6.1 Quarterly Maintenance Checks

These checks are performed every three (3) months and include:

- Device health inspection and signal strength verification.
- Wire integrity check (inspecting for wear, exposure, or tampering).
- Software/firmware updates for all active devices.
- Fuel and temperature sensor calibration and accuracy testing.
- Dash cam lens cleaning and functionality testing.

- Vehicle battery backup inspection (where applicable).

6.2 Semi-Annual Performance Audit

Conducted every six (6) months with the dedicated Account Manager, this audit covers:

- In-depth trip analysis and route efficiency review.
- Detailed fuel usage audit against baseline metrics.
- Comprehensive driver behavior review and scoring.
- System optimization recommendations to reduce costs and improve data clarity.

7. Installation Standards

7.1 Certified Technicians

All new installations, de-installations, and re-installations are performed exclusively by Infinity Tracking's trained and certified specialists.

7.2 Installation Guidelines

- **Concealment:** Secure and concealed device placement to deter tampering.
- **Secure Wiring:** Use of secure, tamper-proof wiring harnesses.
- **Power Backup:** Integration of internal power backup to ensure tracking continues when the main battery is disconnected.
- **Testing:** Rigorous testing of all device functions, alerts, and sensor readings upon completion.
- **Client Walk-Through:** Mandatory sign-off process including a client walk-through of device status checks.

7.3 Installation Documentation

Following every installation, the Client receives:

- Installation photos showing the location of the device and wiring.
- A device serial number sheet.
- An official activation report confirming signal strength and configuration.
- Vehicle assignment details on the Wialon platform.

8. Device Replacement Policy

8.1 Warranty

All devices provided are covered by a manufacturer's warranty of **12–24 months** (depending on the specific model). This warranty covers manufacturing defects and internal component failures only.

8.2 Replacement Cases (Covered)

- Device failure not caused by physical external damage or tampering.
- Internal component failure (e.g., GPS module, modem).
- Firmware issues that cannot be resolved remotely.

8.3 Exclusions (Not Covered)

- Physical damage resulting from an accident or misuse.
- Water or liquid damage.
- Incorrect external wiring or repair performed by personnel not affiliated with Infinity Tracking.
- Confirmed tampering attempts that physically damage the hardware.

8.4 Replacement Timeline

Location	Guaranteed Device Replacement Timeline
Nairobi Metropolitan Area	Within 24 hours of P1 incident confirmation.
Upcountry Locations	Within 48–72 hours of P1 incident confirmation.

9. Data Security & Privacy

Infinity Tracking Ltd adheres strictly to the **Kenya Data Protection Act** and international telematics security standards.

9.1 Data Protection Practices

- **Encryption:** Encrypted data transmission protocols (HTTPS/TLS) from device to server.
- **Access Control:** Access-controlled dashboards and **Role-Based User Permissions (RBUP)**.
- **Server Security:** Data stored on secure cloud servers with high-level physical and digital security measures.
- **Backup:** Backup redundancy for all data to prevent loss.

9.2 Confidentiality

All client tracking and operational data remains strictly confidential and will never be shared, sold, or disclosed to third parties unless explicitly authorized by the Client or required under a valid legal obligation.

10. Reporting & Analytics

10.1 Standard Reports

The Wialon platform provides instant access to standard reports including:

- Detailed Trip History and mileage logs.
- Speeding, harsh acceleration, and driver behaviour analysis.
- Fuel usage, refill, and drain reports.
- Cold chain temperature logs and deviation reports.
- Route compliance and geofence activity.

10.2 Custom Reports

Custom reports are developed to meet unique client requirements, including:

- NGO donor audits and expenditure reports.
- Corporate compliance and financial logbooks.
- HR/Transport departmental performance metrics.

10.3 Report Delivery

Clients can schedule automated report delivery via email: **Daily, Weekly, or Monthly**, in addition to generating reports on-demand through the platform.

11. Service Reviews & SLA Audits

To ensure continuous improvement and compliance, Infinity Tracking conducts a formal Service Review and SLA Audit with the Client every **quarter (3 months)**, providing:

- A comprehensive fleet performance report for the preceding quarter.
- A review of Infinity Tracking's performance against the guaranteed SLA metrics (Section 5).
- Recommendations for system optimization and technology upgrades.

- Identification of new cost-saving opportunities.

12. Termination & Exit Plan

12.1 Data Retention upon Termination

In the event of service termination, the Client will be granted a **90-day access window** to the platform to download and export all necessary historical reports and data before the account is fully deactivated.

12.2 Device Retrieval

The Client is responsible for scheduling the uninstallation (optional, fee applies) and ensuring the return of all leased devices to Infinity Tracking Ltd.

13. Escalation Matrix

The following procedure is followed to ensure timely resolution of all reported incidents:

Level	Role	Trigger for Escalation
Level 1	Support Team (24/7 Hotline/WhatsApp)	Handled immediately; first-line diagnostics and troubleshooting.
Level 2	Technical Supervisor	Escalated if the Level 1 team cannot provide a resolution within the stipulated P2/P3 SLA time.
Level 3	Support Manager	Escalated if the P1 issue remains unresolved past the guaranteed resolution target.
Level 4	Operations Director	Reserved for persistent or critical issues affecting fleet-wide operation.

14. Training & Onboarding

Infinity Tracking provides mandatory and ongoing comprehensive training to maximize client success.

Targeted Teams: Fleet Managers, Drivers, Logistics Teams, Security Teams and Administrators.

Training Formats:

- On-site, hands-on training sessions.

- Virtual training webinars.
- Recorded video guides for self-paced learning.
- Printed operational manuals and quick-reference guides.

15. Deliverables Summary (Client Guarantee)

Infinity Tracking Ltd guarantees the delivery of the following service components under this SLA:

- ✓ 24/7 monitoring and technical support.
- ✓ Secure technical documentation and user manuals.
- ✓ Monthly performance and audit-ready reports.
- ✓ Quarterly SLA compliance and fleet performance reviews.
- ✓ Proactive device maintenance and sensor calibration.
- ✓ Secure, role-based data access.
- ✓ Professional, certified installation.
- ✓ Predictive and real-time alerts.
- ✓ API integration support (when required).