



EFFECTIVE AS OF 9/16/20

INCREDIBLE TECHNOLOGIES COVID-19 CASINO CUSTOMER SUPPORT

IT is continuously monitoring the COVID-19 pandemic along with the orders and guidance issued by federal, state, local and tribal bodies. The health and safety of our employees, customers and their patrons remain our priority. IT has offices in Illinois and Nevada that are subject to executive orders in those states that limit IT's ability to function; however, IT has resumed most business functions, although some functions are operating in a restricted capacity.

IT is, and will continue to comply with all federal, state, local and tribal orders applicable to the operation of our offices, manufacturing and distributing products, and support of our customers and products in the field. To assist with general inquiries, IT has compiled the following FAQ. For further questions, customers are encouraged to contact IT directly.

TECHNICAL SERVICE	CUSTOMER SERVICE	GAMING PARTS
<p>Phone: (855) 803-1622 Fax: (847) 454-9008 GamingTechService@itsgames.com 24 hours a day, 7 days a week</p>	<p>Phone: (855) 803-1623 Fax: (847) 454-9156 CustomerService@itsgames.com 8:00 AM to 5:00 PM Central Time</p>	<p>Phone: (855) 803-1623 Fax: (847) 454-9156 GamingPartsDept@itsgames.com 8:00 AM to 5:00 PM Central Time</p>

COVID-19 FAQ

Q. Is your Technical Service Department available to provide over-the-phone support?

A. Yes. Our Technical Service Team is available to provide technical assistance.

Q. Is your Customer Service staff available?

A. Yes. Our Customer Service Team is working remotely and is available to assist with any inquiry you may have. Furthermore, any questions on open orders, new orders or scheduling technicians can be directed to them.

Q. Can I order parts, including software?

A. Yes. Our Parts Department is open and facilitating order placement. The status of any given order will be coordinated and communicated with customers on an order-by-order basis.

Q. Can I request an IT technician on-site?

A. Yes, but the timing of deployment will depend on the jurisdiction as IT is following state, local and tribal regulations regarding “non-essential travel.” The regulations are changing frequently and being monitored closely. IT has technicians in the following states; CA, FL, IL, LA, NV, NJ, NY, OH, OK, MS, AB (CAN). Please contact the IT Technical Service team if you’re in need of technical support.

Q. Will IT be restarting/servicing lease games?

A. Yes. IT will be restarting/servicing lease games upon request when feasible based on the jurisdictional regulations and constraints. For efficiency sake and limiting unnecessary exposure, we ask that willing customers power up our machines and advise of any issues before requesting an IT technician. Our machines are built to be resilient and easy to service, even after an extended power-down duration.

Q. What PPE precautions is IT taking with its field staff?

A. Any IT employee who visits a casino customer will be supplied with and required to wear a mask. They have also been outfitted with thermometers to ensure a temperature below 100.4. They will also be supplied with gloves to wear when applicable and disinfectant wipes to sanitize their work area. Additionally, they will comply with any other procedures required by the casino.

Q. Is IT’s sales team travelling?

A. Yes, in limited capacity. Our Sales Team will also be following the same regulations as mentioned above and will continue support their customers from their home offices until such a time that “non-essential” and “interstate travel” opens across the majority of states. If travel is deemed critical, it will be permitted with added approvals at IT and casino customers.

Q. When will IT’s production facility be open?

A. IT’s production facility is in the State of Illinois. On May 29th, Illinois moved to Phase 3 of the Restore Illinois plan which does allow for non-essential manufacturing. IT’s manufacturing is now open and following strict safety protocols as set forth by the state for our production staff.

Q. Does IT have cleaning recommendations for your machines?

A. Yes. Our “Approved Cleaning Procedures” documentation can be found on our COVID-19 Resource Center at www.itsgames.com.

Q. Are any departments at IT unavailable at this time?

A. No. All IT staff remain employed, while noting that the majority of them are working from their homes and challenging themselves to learn new ways to service our customers and products. While our limited access to our facilities will cause some delays, we have put processes in place to service the industry, continue development of products and remain operational.

Q. What other policies is IT putting in place for their staff to protect them from COVID-19?

A. Visit itsgames.com/covid19 for the most up to date information.
