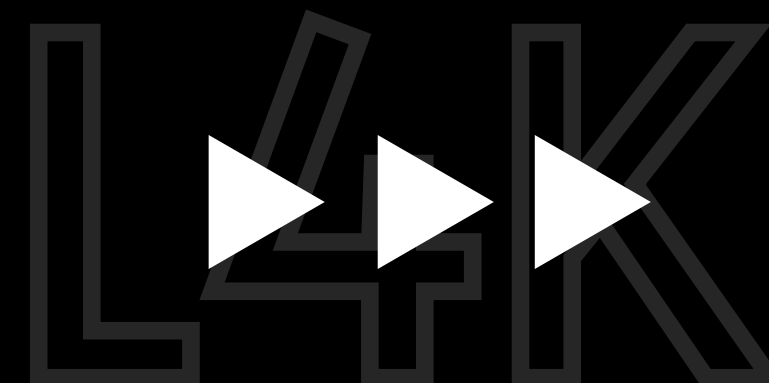




CUSTOMER SUPPORT AND LOGISTICS UPDATES

Week One for the Books!

FEBRUARY 6, 2024





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TOGETHER WE SERVE THE COMMUNITY

Thank you to everyone for your support in the AtGames new Legends 4K™ Pinball launch. It's been one week, and we've successfully shipped thousands of units across the country. We've refined our preorder emails to ensure they reach your inboxes, our customer response times have been between 5-8 hours with a 95% case completion rate. It's been fantastic to see all the excitement surrounding the unboxing and the happy faces playing virtual pinball.

We are actively monitoring feedback on any shipping issues and are committed to continuing to improve our processes to maintain a high level of customer support. We thank you all for helping us build the benchmark of Virtual Pinball.





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NEW DEDICATED 4K COMMUNITY LAUNCH

We launched a new dedicated Legends 4K™ Community with over a thousand members already and quickly growing.

* Special Thank you to the Moderator Group for running the Official AtGames Legends 4K™ Fan Page and managing the daily post traffic keeping our interwebs safe.





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LOGISTICS

- ✓ Completed
- 🎯 On target



Preorder date	9/22-9/25/2023	9/26-10/31/2023	11/1-12/31/2023	After 1/1/2024	12/12- 1/28/2024	12/12- 1/28/2024
Preorder price	\$1,099.99	\$1,299.99	\$1,299.99	\$1,499.99	Pricing Varies	Pricing Varies
Payment links sent on	1/19/24 ✓	1/31/24 ✓	2/5/24 ✓	2/12/2024 🎯	2/16/2024 🎯	1/19/2024 ✓



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LEGENDS 4K™ CUSTOMER SUPPORT

Week before
Launch (1/21-
1/26)



Average
Response Time
5h 47m



Resolution with
SLA
95%

Week 1 (1/28-
2/2)



Average
Response Time
8h 19m



Resolution with
SLA
95%

We saw a slight increase in response times during this first week of launch compared to the week previous. This was due in part to an almost 10% increase in ticket volume.

We anticipate a decrease in overall response time week after week going forward, as we refine our processes supporting the new product line.

All Track tickets (those tagged as ALP 4KP, or 4KP SSF Kit) have all fallen within our SLA range* for the date period between 1/28-2/2.

*First response time for non-technical issue: 4 – 5 hours

*First response time for tech issue: 24 hours





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SUCCESSSES

Team collaboration, rapid exchange facilitation, changing narrative of conversations after delivery and positive reception.

Turnkey processing of orders using newly **improved logistics process** for rapid order delivery, yielding reduced wait time.

Meeting **expected deadlines** and **early** fulfillment of goal for Wave 2 TAF and Wave 1 SSF Kit Preinstall customers.

New packaging with of substantial improvement successful.





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PAIN POINTS

01. Shipping damages

02. Preorder emails
hitting inboxes.



EARLY DAMAGE OR DEFECTIVE TRENDS

- **Early Trends:** Cracked topper, loose Wi-Fi antenna componentry, underside panel damage (main playfield), possible accelerometer issues, missing key.
- **Customer sentiment:** Customers overall sentiments are positive despite product damage. Fast and prompt responses and resolutions.
- **Overall CS assessment:** We are in the early reporting stages, and so far have seen overwhelming recognition of the superb product packaging and build quality. CS will have a better assessment as we continue to progress.





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OUR NEXT AGENDA

- February 8, 2024 **Announcing Day 25 Release Notes**
- February 20, 2024 **Firmware Day 25 Update**
 - Preorder pinball packs codes will be pushed to MDL and in email for redemption on APX (a demo video will be published).





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LOGISTICS

(subject to change if we encounter unexpected difficulties)



Preorder date	11/16-11/23/2023	11/24-12/31/2023	After 1/1/2024	12/12/2023-1/28/2024	11/16-11/23/2023	11/24-12/31/2023	After 1/1/2024	12/12/2023-1/28/2024
Preorder price	\$1,199.99	\$1,299.99	\$1,499.99	Pricing Varies	\$1,199.99	\$1,299.99	\$1,499.99	Pricing Varies
Payment links to be sent	3/18/24	4/19/24			3/18/24	4/19/24		



Preorder date	11/23-11/30/2023	12/1-12/31/2023	After 1/1/2024	12/12/2023-1/28/2024	12/15-12/22/2023	12/23-12/31/2023	After 1/1/2024	12/12/2023-1/28/2024
Preorder price	\$1,199.99	\$1,299.99	\$1,499.99	Pricing Varies	\$1,199.99	\$1,299.99	\$1,499.99	Pricing Varies
Payment links to be sent	3/20/24	4/22/24	5/6/24	4/22/24	3/22/24		5/8/24	4/25/24



THANK YOU!

A F F O R D A B L E F A M I L Y F U N

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