MAVES Software Support Policies

Operating System Support Policy

Maves indicates operating system requirements to clients during initial installation of the Maves software, and when upgrading to the latest version of Maves. In addition to these requirements, clients must maintain their operating system to current levels to continue to receive full support. This section describes the operating system requirements that must be met to receive full support.

Red Hat Enterprise Linux

Maves' preferred Operating System (OS) platform is Linux by Red Hat Enterprise. Specifically Red Hat Enterprise Linux is the only operating system being recommended for new deployments. The current version being recommended is RHEL 7.x. For existing installations, Maves continues to fully support the Maves application software running on OS versions of RHEL 5.x, 6.x and 7.x. For all supported versions Maves requires that the OS support license is maintained by our customers with the operating system vendor.

IBM AIX

The AIX operating system is deprecated as a supported platform for Maves software. Maves continues to support existing customers currently operating the Maves application software on the AIX operating system running on version AIX 5.x through 6.1, and with a current support license.

Service Level Objectives

A key element of the Maves support services is Incident Response; this provides access to a support Help Desk for issues in daily use of Maves software. Maves will investigate and resolve each user request submitted. This is a basic service that is provided for all Maves products that are covered under a support agreement, irrespective of the age of the Maves application software.

When responding to client support requests Maves will endeavor to place a higher priority on those issues that are critical to the operations of our clients and respond accordingly. This section outlines the prioritization approach and how Maves will respond. Although the nature of different issues can vary significantly and thus impact the ability of Maves to meet these objectives in every instance, Maves will always strive to meet these service level objectives.

The following table indicates priority levels and accompanying response time objectives. While all support issues are responded to as quickly as possible, the response time objective indicates the maximum time that should pass between the time a support issue is submitted to the time when a Maves support team member begins the investigation. Our response times do not guarantee a fix within these time frames and we will request that you monitor service status for more information on any

investigation and resolution. Response times as noted below are during business hours and they are carried forward to next business day except for Priority 1 (Urgent) matters.

Priority Level	Definition	Response Time (Up To)
P1 - Urgent	An error renders the program completely unusable or nearly unusable or introduces a high degree of operational risk. No workaround is available. Until this error is resolved, the program's use is mostly halted. Many users and/or core program functions are severely impacted.	1 hour
P2 – High	An error causes essential functionality of the program to be consistently unavailable or obstructed, and causes a moderate level of operational risk. A workaround may be available, but use of the program is degraded. A moderate number of users are impacted but overall the program continues to function.	4 hours
P3 - Normal	An error causes inconsistent behavior or inconvenience but does not impede most normal functions of the program. The error may affect non-essential functions or impact a smaller number of users.	1 business day
P4 - Low	An error that has a small degree of significance or is a minor cosmetic issue. These errors do not impact the normal daily use of the program and can be accepted for a short period.	3 business days

Hours of Service

The Maves automated support system is operational 24 hours a day, 7 days a week allowing requests to be submitted at any time. Support responses by support staff are generally restricted to business hours*, 5 days a week. An Extended Support Subscription is available that provides support response outside of business hours for Urgent and High priority requests. The Extended Support Subscription provides support response during evenings, weekends, and statutory holidays, excluding Labor Day, Christmas Day, and New Year's Day.

* Business hours are Mon – Fri 9am to 5pm for your local time zones from Atlantic to Pacific in continental North America. Excludes federal statutory holidays.

MAVES Software Support Policies

Submitting Incident Requests

Maves recommends using the online web form available on the Maves customer support portal accessible from http://support.mymaves.com. Alternatively, users can submit requests via email by sending an email to support@maves.com.

Please note; email systems may be subject to delays and interruptions. For this reason, we strongly encourage the use of the online customer support portal, especially when submitting requests that are of a more urgent nature. In addition to avoiding the potential delays that can occur using email, the online customer support portal allows users to indicate a priority for the incident request. We believe the support portal provides features that help users monitor their requests more effectively, providing a better experience when managing requests.

Guide to Escalation

Requests that exceed the response time objective, based on the priority level of the request, will automatically be escalated within Maves' customer management team. At any time, when a client feels a request is not being dealt with in a timely or satisfactory manner, the client may request escalation of their issue. Please use the request number as a reference when escalating a request.

Maves Escalation Levels and Contact Details

Escalation Level	Contact Person	Contact Information
1st Level	Lead Support Desk	Phone: +1 905 882 8300 x2303 Email: supportlead@maves.com
2nd Level	Director of Operations	Phone: +1 905 882 8300 x2303 Email: operations@maves.com