Aquevix Application Support Policy

OVERVIEW

These policies apply to custom software development performed by Aquevix for demonstrable problems with installing, compiling or running current versions of application on an appropriate hardware, operating system, and configuration as delivered to the customer as per contract.

The Maintenance and Support Policies are subject to change at Aquevix's discretion.

SUPPORT LEVELS

Basic Maintenance (Free)
Basic maintenance support is the support provided by Aquevix after the completion of the project as per the contract.

The key features of this level support are:

- Web based self service portal to file issues, track progress and close issues available at: http://projects.aquevix.com
- Initial Response to support requests within 2 business days.
- Resolution Response Time Goal of 3 business days for Severity Level 1 problems and with other problems being addressed in subsequent maintenance releases.
- Maintenance release every 3rd week with spot testing.
- Rejections from Apple Inc. that require change in functionality will not be covered.
- Bugs in 3rd party libraries will be addressed as per their support policy.
- Developers and testers are not exclusively assigned to the project.
- Basic support is provided via projects portal and emails only.

Paid Maintenance
Paid maintenance support is the support provided by Aquevix after the completion of the project when customer is paying for a monthly or quarterly maintenance of the application. The minimum duration of this support is 3 months and is payable every month in advance.

The key features of this level support are:

- Project portal, e-mail, and phone support via designated Aquevix Coordinator.
- Web based self service portal to file issues, track progress and close issues available at: http://projects.aquevix.com
- Initial Response to support requests within 1 business days.
- Resolution Response Time Goal of 1 business days for Severity Level 1 problems, 3 business days for Severity Level 2 problems and with other problems being addressed in subsequent maintenance releases.
- Maintenance release every 2nd week with spot testing or immediately as per maintenance contract.

- Rejections from Apple Inc. that require change in functionality will be covered.
- Bugs in 3rd party libraries will be addressed as per their support policy. Workarounds may be provided for interim relief.
- Developers and testers may be exclusively assigned to the project as per the contract.

Problem Reporting Checklist

To help us serve you quickly and efficiently, please take a few minutes to gather some information before contacting support. We will ask you for:

- Browser, Browser version and Operating System version
- Time of day when the problem occurred
- Relevant Screenshots that demonstrate the problem
- Call Stack or Stack trace if visible.
- Input that was made to reproduce the problem
- Output received when problem was reported
- Detailed steps to reproduce the problem

Support Channels

Aquevix Support is available via the following channels. The mix of channels available varies by support level offering.
- Technical Support Via the Web: http://projects.aquevix.com
- Email: support@aquevix.com
- Phone support at   +91 (11) 456-00-412
- International Skype/Viber support: At request.

Maintenance and Support Period

Aquevix Maintenance and Support period begins on the Effective Date of the first upload to Apple, Google or Server whichever event comes first for a duration of 1 month or longer as per contract. If no formal contract was signed then this support is not valid and may be offered by Aquevix at her discretion for a period of no more than 1 month.

DEFINITIONS

Defect

A defect is any error, unexpected result, or incorrect behaviour that deviates from the expected result or use as per the original requirements (or subsequent accepted changed requirements of the project). Architectural modifications in subsequent application releases or failures resulting from the use of undocumented application behaviour, or use in an unplanned way or use on unsupported platforms will not be classified as a defect. Any changes done by client on server side, code, configuration or associated software/services are also not classified as defects.

Defect Resolution

In order to verify a defect or problem report, Aquevix may require a small but complete test scenario that can be tested consistently in demonstrating the problem. This test case must be reproducible and require no other third party software. The severity guidelines below assume that a defect can be reproduced in-house. If Aquevix cannot reproduce the bug in-house, the customer may be directed to paid services for additional assistance regarding services and

mentoring that falls outside of the scope of Support. The time required to create, debug, install, or update any test cases will be excluded from any stated resolution time goals.

Initial Response Time Goal
The time for a return call from Aquevix to the supported application to acknowledge the receipt of the defect or problem report.

Resolution Response Time Goal
The average time required to provide a documented fix, recommend a workaround, or target the date of availability for a workaround or fix that restores full functionality to the application using best efforts.

Workaround
To resolve unexpected or undesirable behaviour, support engineers may provide workarounds or suggestions for modification of the application or customer code or settings to resolve the reported problem or defect. Workarounds are supplied through the best efforts of the support team and may represent changes in application code that have not been fully certified or tested. Any code modifications, suggestions, or workarounds are presented "as-is" without any express warranty or claim of compatibility.

SEVERITY DEFINITIONS

Aquevix categorises the issues as follows:

Severity Level 1 (ActiveCollab Priority Level: Highest)
The problem causes a live deployed production application to stop, crash or cease to function. Work cannot reasonably continue, the application is mission critical to the business and the situation is an emergency requiring immediate attention towards resolution.

Severity Level 2 (ActiveCollab Priority Level: High)
The problem severely restricts the functionality of the application within a live deployed production application, but the production application can continue to run/operate. A workaround may be provided to improve the working of the application.

Severity Level 3 (ActiveCollab Priority Level: Normal)
The problem restricts the functionality of the application within a live deployed environment and/or significantly impedes pre-deployment staging efforts. Severity Level 3 problems include a degradation of reliability or performance or limited access to a non-critical function of the application. Severity Level 3 problems include those for which a workaround had been provided, but for which a permanent improvement is still necessary.

Severity Level 4 (ActiveCollab Priority Level: Low/Lowest)
The problem does not significantly restrict the functionality of the application within a live deployed environment and/or has only a minor impact on pre-deployment staging efforts.

SERVER MANAGEMENT AND MAINTENANCE

Server management and maintenance is only applicable if part of the contract for the duration of the contract. In basic support server management is only provided for problems related to bugs in the application. Aquevix does not provides backups or preventive support without valid maintenance contract that includes server support.

Physical server management is not provided by Aquevix and requires support from VPS or Dedicated hosting providers. Any issue that requires server support will not be resolved in the timeframes mentioned above and will require additional time as per the support from hosting providers.