

Version: 2.0

Maytech Premium Care Plan

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The Premium Care Plan provides an enhanced support commit from Maytech. The following provisions are in addition to the standard Maytech SLA.

Provisions

In addition to the standard provisions of the Service Level Agreement in Appendix 2 of the contract, in consideration of the Customer paying the premium care package fee, Maytech will provide the following additional support services to the Customer for the period of time covered by the fee paid:

In Respect of a Critical Incident

- A guaranteed one hour response at all times to a telephone report from the Customer of a Critical Incident.
- A telephone support hotline available to the Customer at all times to report a Critical Incident.
- Priority status updates at least once every 30 minutes in the event of a Critical Incident if requested by the Customer.
- Resolution of the problem if it is within Maytech's control at the earliest opportunity.
- Priority restoration of the Customer's services following a Critical Incident.
- Site availability alerts.

A Critical Incident is any incident that renders the Service inoperative or severely degraded.

In Respect of a Serious Incident

- During the Customer's contractual support hours, a response within two hours to a report from the Customer of a Serious Incident.
- Resolution of the problem if it is within Maytech's control within 24 hours.
- Notification to the Customer when the problem is resolved.

A Serious Incident is any incident that impairs the full availability or functionality of the Service.

In Respect of a Non-Serious Incident

- During the Customer's contractual support hours a response within 24 hours to non-critical enquiries from the Customer and an answer to the Customer within 48 hours.

A Non-Serious Incident is any incident that is neither critical nor serious.

Planned Maintenance

- During the PCP coverage period, Maytech will also engage in prior consultation with the Customer in respect of planned maintenance outages.

