

Technical Support

Maintenance Connection Technical Support Services is dedicated to providing timely, thorough and efficient resolutions to your issues. SMA also includes right to new versions of purchased software.

SMA also includes 2 hours of no charge installation support per year for the software during standard business hours using our then current standard install process. There are two channels you can choose from currently: all upgrades as soon as commercially available, only major upgrades and upgrades that are considered important for you or all users. Additional hours are available at our then current rates.

SMA also includes the right during standard business hours to receive assistance at our “normal” hourly rate installing upgrades on systems where you have chosen to or are unable to use our then current standard install process (for example, servers that are not internet enabled and servers where you choose to not allow our tooling for receiving upgrades.)

This agreement does not cover 3rd party products such as hardware, operating system, network or 3rd party software. Customers are not permitted to modify Maintenance Connection applications or databases. Any issues related to these types of 3rd party products or modifications are not covered by this agreement and are billable.

As of January 2017, due to security concerns and ongoing blocking of features on HTTP by major browsers, we only support systems with properly installed HTTPS. We can often provide assistance at our “senior” support rates to help set up HTTPS if you want or have difficulty. If the issue turns out to be part of our normal support and not related to HTTP vs HTTPS, only the time spent determining it is not an HTTP/HTTPS issue will be billable, the rest will be based on our normal terms.

Availability

You can place a service request by sending an email to: SUPPORT@MaintenanceConnection.ca

Responsibilities

We Will:

- Use best efforts to resolve the incidents you submit regarding Maintenance Connection supplied software
- Document each incident and its resolution
- Track the duration of open incidents and escalate when needed
- Confirm with you that the incident is resolved

You Should:

- Resolve any hardware, operating system, network or 3rd party software issues before reporting an incident
- Assign an appropriate urgency rating to the incident
- Perform problem determination and diagnostic activities suggested by technical support promptly and completely
- Perform problem resolution activities as suggested by technical support

Training

Training is available at extra cost.

Support Incident Numbers

Support incident numbers (SI#) may be used to track support incidents that can not be closed quickly. This number will be communicated to you when reporting an incident. If the incident is reported by voicemail or email, you will be contacted typically by email with the incident number. Please refer to this number whenever contacting us regarding this issue.

Response Time

Response time is defined as the length of time between when a call is received by Technical Support Services and when a Technical Analyst Contacts the client. Although we can't always guarantee response times, a combination of incident severity level and incident urgency level is used to prioritize incidents. Support Services strive to maintain a minimum level of response based on these criteria.

Incident Severity Levels

The severity level is defined by the incident definition and is intended to portray an objective measure of the problem. Severity levels are assigned by the Technical Analyst. Some examples of severity levels:

- **Critical:** The customer's application is down and inoperable. All users are unable to use the system. The customer's productivity is threatened.
- **High:** The customer's application is severely limited. The situation is causing a significant impact to certain portions of the customer's business operations and productivity.
- **Medium:** The customer's application is slightly limited. The situation has impaired operations, but most business operations and user productivity continue.
- **Low:** The customer's application or user productivity are not affected.

Incident Urgency Levels

The urgency level is a way to classify the incident based on the caller's priorities. For example, if there are deadlines or other constraints involved, urgency may be relatively high even though the severity level is relatively low. Urgency levels are assigned by the caller and allow the Technical Analysts to respond in a more effective manner. Urgency levels are as follows:

- Most urgent
- Normal
- Least urgent

Reporting on Incidents

Please ensure you provide the following information:

- Your email address
- Which application used (Project Management or Collaboration)
- Your name
- Company name
- Incident urgency level
- Complete problem description
- Incident number (if reporting on an existing issue)

Via Email

For the best service, always send information to Support@MaintenanceConnection.ca

If you are successful in resolving an incident, please ensure you contact us with the details.

- If you are emailing about an unresolved incident, include the incident number in the subject line.
- If email is directed at a particular Analyst in another office, please include their name in the subject line
- If your E-mail is urgent, include the estimation of urgency on a scale of 1 to 3 in the subject line.

Incident Escalation

The goal of the escalation process is to assist in returning your application to an operational state as quickly as possible. Ultimately, the closure of the incident to your satisfaction is desired. All incidents that cannot be resolved by the Help Desk Analyst (1st level support) or the Technical Analyst (2nd level support) will be promptly escalated to our Product Specialists (3rd level support). Should our third level support be unsuccessful, management will be notified and additional resources may be brought from appropriate departments.

SMA must be paid up for these terms and services to apply

Your SMA (Software Maintenance Agreement) must be paid up to date for all software and licenses installed, in order to qualify for the noted services described.

If SMA is allowed to elapse (unpaid) for 3 months or more, Maintenance Connection software is not eligible for future SMA.

Other Maintenance Connection Services

Maintenance Connection may contain links and integrated services from other companies. We hereby pass through all appropriate then current terms from Service Level Agreements we have with our vendors. Should you want to see any of these agreements simply send your request to Support@MaintenanceConnection.ca with the words “Service Level Agreement” in the subject line.

Service Level Agreement Changes

We reserve the right to change this Service Level Agreement at any time. We will post any changes at <https://www.maintenanceconnection.ca/documents.html> so that our users will know what to expect from services provided at this site.

If you have questions about this Service Level Agreement, please send e-mail to sales@MaintenanceConnection.ca or support@MaintenanceConnection.ca or talk to your salesperson.