

# MAF InfoCom™

## Software Maintenance and Support Conditions

Version 1.1 November 2022



MAF InfoCom™

## MAF InfoCom™ Scope of Maintenance and Support Services

### Product Support

During the term of this Agreement, MAF InfoCom™ shall provide to Client, telephone and/or email support for the Licensed Software. This support shall include labor during the Hours of Service as defined in SLA. Such support shall include product assistance, problem diagnosis, troubleshooting, identification of errors and error resolution. All such errors and applicable response times shall be classified according to the definitions included in Section 3. MAF InfoCom™ shall provide on-site support if and only if all other forms of support cannot fix the error.

### Error Resolution

Client shall notify MAF InfoCom™ in writing of any defect in performance of the Licensed Software in accordance with applicable specifications. Client's notification of a defect shall include sufficient detail to enable MAF InfoCom™ to duplicate the error. MAF InfoCom™ agrees to correct defects in material, workmanship or performance reported to MAF InfoCom™ during the term of this Agreement at no charge to the Client. MAF InfoCom's obligation is voided if the reported defect resulted from misapplication, neglect, improper use, or use or alteration by parties not authorized by MAF InfoCom™. After resolution of the error, MAF InfoCom™ will send an error resolution to Client, which will typically consist of updated software programs, applicable data and installation/operating instructions. These updated software programs may include other changes that have been made by MAF InfoCom™.

### Product Maintenance and Releases

MAF InfoCom™ may from time to time, distribute new product releases containing error corrections and enhancements to the version of the Licensed Software licensed by the Client. MAF InfoCom™ agrees to maintain the Licensed Software by providing the Client a copy of new releases thereof in the version of the Licensed Software held by the Client. Maintenance shall not be deemed to include the license of upgrades, new versions, enhanced or additional features for the Licensed Software but does include maintenance of all enhancements and additional features of Licensed Software otherwise licensed by the Client. MAF InfoCom™ reserves the right to respond only to errors detected by Client unless otherwise stipulated in the Service Agreement. Telephone support will be provided for any software upgrade. Product upgrades may require the Client to mail a copy of their database and/or provide remote access to the Server for MAF InfoCom™ to provide assistance. MAF InfoCom™ shall (i) provide Client with notice concerning the content of such releases; (ii) a schedule regarding support of previous.

## Service Level Agreement

Our SLA is defined according to the Severity level of the problem:

### Problem Classification

#### Severity Level 1

An error shall be defined as severity level 1 when it produces an emergency situation in which the Licensed Software is unusable, and there is no workaround available to the Client. In such event, MAF InfoCom™ will respond within two hours of receipt of the error report and commit a technical resource until an error resolution is implemented, restricted to the support plan purchased.

#### Severity Level 2

An error shall be defined as severity level 2 when: (i) a significant, but not primary, component of the system is unusable or does not function per applicable specification; or (ii) a severity level 1 problem is not 100% reproducible, but occurs frequently. In such event, MAF InfoCom™ will commit the necessary technical resources to provide an error resolution in most cases within thirty days of the Client reporting the error.

#### Severity Level 3

An error shall be defined as severity level 3 when produces an inconvenient situation in which the Licensed software is usable but does not provide a function in the most convenient or expeditious manner. In such event, MAF InfoCom™ will commit the necessary resources to provide an error resolution in a subsequent release of the software.

Goals	Severity Level 1	Severity Level 2	Severity Level 3	Help desk Support Issues
Response Time Goal	2 hours	24 hours	48 hours	24 hours
Correction Goal	24 hours	30 days	Next Version	Next Version

## Helpdesk Support

MAF InfoCom™ will provide Helpdesk support to Clients who have completed training. Support will be via remote access. Support will be for user questions on setup, operation or administration of the Licensed Software. This includes answers to specific questions, resolution of specific problems relating to the Licensed Software and directions on the use of the manuals and documentation.

Helpdesk support does not include:

- Detailed step by step installation assistance.
- Implementation for new functionality or Network elements.
- Consultation services
- Re-installation of MAF components.
- Operating System Support.
- Hardware Support not provided by MAF InfoCom™.
- Network Support
- Communication Support

## Hours of Service

MAF InfoCom™ shall provide support and maintenance during the Hours of Service: Monday – Friday 09:00-17:00 Central European Time (CET).

## Third Party Product

MAF InfoCom™ does not provide support or maintenance for any third party products which are not embedded in MAF. MAF InfoCom™ will, however, assist Client in monitoring third party problems and evaluating compatibility issues with Licensed Software. Client agrees to install and maintain versions of the third party products which are compatible with the Licensed Software.

## Client's Responsibility

The Client agrees that the Licensed Software will be operated only by personnel who have been properly trained by MAF InfoCom™, in accordance with the instructions given in any documentation provided by MAF InfoCom™. The Client shall be responsible for providing one person as the point of contact during problem situations. This contact person must have successfully completed training by MAF InfoCom™, on the operation of the Licensed Software. The Client representative should be knowledgeable in the operation of all aspects of MAF, the Operating System in use, the Client's network environment and basic information.

The Client shall be responsible for the procurement, installation and maintenance of all required hardware, operating systems, communications equipment, network components and other electronic media not purchased from MAF InfoCom™ or covered under this Agreement.

Client shall provide MAF InfoCom™ access to and use of any machines, attachments, features, communication facilities or other equipment necessary to facilitate the performance of the maintenance services.

## Additional Services

Client may purchase additional services from MAF InfoCom™:

- Installation, re-installation, engineering and/or configuration changes.
- Operator training.
- On-site visits requested by Client but not deemed necessary for support by MAF InfoCom™.
- Services performed outside of Hours of Service.
- Services performed to resolve problems due to Client or third-party actions not authorized by MAF InfoCom™.
- Troubleshooting of operating system, hardware, network, or other peripheral equipment or third-party products not covered by this Agreement.
- Modifications to the Client's database required due to Client or unauthorized third-party actions.
- Modifications to the Client's database per Client request.
- Against additional cost Client may request MAF to extend the support service hours to 24/7. If 24/7 support is purchased, the off-business hours support will include only Severity Level 1 errors resolutions.

## **Liability**

MAF InfoCom's liability to the Client resulting from the performance of maintenance or support service shall be limited to performing the services as provided in this Agreement. MAF InfoCom™ shall have no liability for any updates or upgrades in Client's hardware, which may be necessary to use updated versions of the software.

The liability of MAF InfoCom™ shall be limited according to the provisions of the MAF InfoCom General Service Conditions.

Bug Severity	Section	Description
<b>Severity Level 1</b> Response time Goal = 2h Correction Goal = 24h	Setup	Application doesn't start.
	Services	MAF ICIMS Services cannot be started.
	Email	E-mails can't be sent.
	MAF ICIMS CDR Processor	Fail to run.
	MAF ICIMS CDR Processor	Fail to calculate correct costs.
		Crash Fail to run.
	MAF ICIMS CDR Recalculation	Fail to recalculate costs.
		Crash
	MAF ICIMS CDR Retriever	Crash
		Fail to import CDR's
	Sites	Fail to create new sites.
	Data Sources	Fail to create/update data sources.
	Users & Policy	Users' credentials do not work at login.
	Tariffs	Fail to create/update tariffs
	Reports & Scheduled Reports	Fail to run reports.
Alarms Modules	No alarms are sent	
Gateways	Cannot create/update Gateways	
<b>Severity Level 2</b> Response time Goal = 24h Correction Goal = 30 days	Report Designer	New templates cannot be created.
	Destination Types	Destination types cannot be created.
	Employees	Employees cannot be created/deleted.
	Extensions	Extensions cannot be created/updated.
	Extension Types	Extension types cannot be created/updated.
	Organization Units	Organization Units cannot be created/ updated.
	Currencies	Fail to add new currencies.
<b>Severity Level 3</b> Response time Goal = 48h Correction Goal = Next Release	Event Viewer	File & Log Viewer logs are not seen
	Other	Other bugs regarding Sites and DS
		Other bugs regarding Users
		Other bugs regarding Security Policies
		Other bugs regarding Administration
		Other bugs regarding Tariffs
		Other bugs regarding Gateways
		Other bugs regarding Employees
		Other bugs regarding Extensions
		Other bugs regarding Organization Structure
		Phone Directory
		Phone Directory Groups
		Services
		Other bugs regarding Reports



## Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with over two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

## MAF ICIMS™

UC&C Monitoring Analytics & Reporting

## MAF ICIMS CC™

Live Wallboards, Real Time Agent Status

## MAF NMS™

Number Management System, DID Range Management

## MAF UCR™

Microsoft Teams Voice Recorder

## MAF LMS™

Microsoft Teams License Management System

## MAF QMS™

Microsoft Teams Call Queue Management System