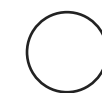




# Support & Maintenance



# What is the Support & Maintenance Program?

- Like other types of warranties, our Support & Maintenance Program offers peace-of-mind when it comes to protecting your application from defects and issues.

- This program provides allocate team bandwidth for defined time. In using the program, Client gets the benefits of stand-by support team. The Support & Maintenance plan covers any bugs or issues that might arise after launching your application. Problems due to operating system or browser updates will also be remedied with the Support and Maintenance plan.



Secure Investment by maintaining application

Team is available when you need them



## 1. How does the Support & Maintenance plan work?

In a Support & Maintenance plan, you pay for a predetermined number of hours of support and maintenance per month at a fixed cost. The number of hours starts at 8 or 12 and increases by 4-hour increments. 16, 20, and 24 hours/month plans are available. We do not provide service plans less than 8 hours/month.

## 2. Do unused service hours roll-over to the next month?

Any unused service hours will not be rolled over to the next month.

## 3. What is the minimum cost of the Support & Maintenance plan?

The minimum for 1 Platform is 8 hours plan which will cost \$560/month.  
The minimum for 2 Platform(Web + Mobile) is 12 hours plan which will cost \$840/month.

## 4. What if I exceed the number of hour I purchased?

If you exceed the initial number of hours you purchased, you will be charged \$100/hour for any additional work.



# Support & Maintenance

## - FAQ



**01** How many Support & Maintenance hours will I need?

It really depends on the number of platforms (iOS, Android, Web) your application is on, as well as the complexity and size of the application. Our team will help you determine the right number of service hours for you.

**02** What is not covered under Support & Maintenance?

Adding new features or enhancing existing features is not covered under the Support & Maintenance plan.

**03** Are you able to provide Support & Maintenance without a monthly plan/can you pay for it hourly?

No, we do not offer Support & Maintenance on an hourly basis.

**04** Do you offer 24/7 support?

No, Our team support application on working days only.





**Q. What is Sunflower Lab's Service Level Agreement (SLA)?**

**A.** Sunflower Lab's SLA, as shown in the chart below, is based on three priority levels: High, Medium, and Low. Depending on the priority, it will take between one and five workdays for the support team to examine and create a solution. No matter the priority, we will acknowledge the issue within 4 hours.

Priority	Definition	First Response	Update Client with Resolution and Timeline
<b>HIGH</b>	A full service outage. It completely impacts the user's ability to work.	4 Hr	1 Day
<b>MEDIUM</b>	An incident that partially impacts the user's ability to work or one for which a workaround exists.	4 Hr	2-3 Days
<b>LOW</b>	An incident that has no impact on the user's ability to work.	4 Hr	4-5 Days





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