



## ***Maintenance Support Agreement***

***Updated March 8, 2024***

Your purchase of Streamwell (“the software”) includes maintenance support, and this document is intended to outline what that includes and excludes in a human-readable way.

### **Maintenance support covers the following:**

- Email support for questions pertaining to regular operation / administration of the software.
- Assistance with bugs or anomalies preventing regular operation of the software.
- Periodic updates and improvements to the software, including assistance with applying these updates for non-enterprise customers (on request).
- Assistance in urgent disaster recovery scenarios, where the deployment environment has not changed.

### **Maintenance support does not cover the following:**

- Re-deployment of the software on new hardware or transferring to new hardware.
- Custom deployments which require a scope of work beyond the included installation.
- Workflow consultation or end-user coaching.
- Assistance with third-party hardware or software.
- Customization of the software, or support for issues with deployments which have been customized by the end-user themselves.

While we are happy to assist with these needs, they qualify as professional services and would constitute chargeable work. Please contact us or your reseller with any professional services inquiries.

### **How to get Support:**

**Send an e-mail to [support@streamwell.net](mailto:support@streamwell.net)**

Please include a detailed description of the issue along with the registered name of the customer in your inquiry, and whenever possible a copy of the server and engine logs available in the Administration area of your server. To help isolate the issue, either note the time the issue occurred or try to reproduce it first then immediately grab the log file.

We are on Eastern time and aim to respond to all inquiries on the same or next business day.

## If you own a perpetual license for **Streamwell**:

Streamwell perpetual license purchases include a 2-hour onboarding session with support such as:

- Remote configuration of the Streamwell server application
- Assistance with port forwarding and network configuration
- Training for the system administrator and power users

Please note advanced deployments, extended end-user coaching, custom integrations, bespoke feature development or other consultation beyond the scope of regular support may constitute chargeable work beyond the scope of this onboarding session.

To maximize the success of a remote install, remote access (TeamViewer, AnyDesk, Zoom support session) must be provided by the customer, along with admin access to your router if we are to assist with installation and network configuration. Your server should have minimum 4 CPU cores and 8GB RAM, with a fast hard-wired ethernet connection.

Certain aspects of maintenance support may be carried out through your reseller, or via a joint effort between Streamwell and the reseller to try and achieve the best possible results. An example of this is software updates, which should typically be supervised by the reseller as they will have more information on your unique network environment, remote access credentials, VPN accounts, etc. While we are of course here to help in any way we can, your reseller should be considered the first point of contact for support inquiries.

## If you subscribe to **Streamwell in the Cloud**:

Streamwell in the Cloud servers are hosted on dedicated resources for each customer. Starter plans run on VPS (Virtual Private Servers) with dedicated CPU cores and RAM. Higher-end and Enterprise plans run on 100% Bare Metal Servers. Australia, APAC and other geographic regions outside of Canada / USA / EU may not be eligible for unmetered bandwidth or bare metal servers. The network port speeds indicated above are the minimum you will receive depending on market rates and availability at the time of purchase. All cloud servers require a 1-hour maintenance window every 3 months which will be scheduled with each customer to avoid any impacts to the service.

## Notes:

- 1 year of maintenance support is included with all Streamwell license purchases. Ongoing maintenance support is typically charged at 25% of the original license cost per year.
- In all cases, customer success is our top priority and we aim to respond to all inquiries in a timely manner.
- This document will be updated from time to time as Streamwell evolves. You will be notified of any updates by email.
- Users of Streamwell must accept our [Terms of Service](#) and [Privacy Policy](#) upon starting up the software for the first time. All support and professional services fall under the umbrella of those policies.
- If you have any questions or concerns about this maintenance support agreement, please direct them to [support@streamwell.net](mailto:support@streamwell.net) and we will be happy to assist you.

**Thank you for being a Streamwell customer!**