



HyperlinkInfoSystem

SUPPORT & MAINTENANCE CONTRACT

FOR APPLICATION AND BACKEND

Karan Shah

HYPERLINK INFOSYSTEM | INDIA, USA, UK, FRANCE & DUBAI

Support and Maintenance Terms

These Support and Maintenance Terms apply to all delivered solutions (Applications, Website and Backend) of the development project.

Please note that Hyperlink Infosystem does not warrant, support or maintain any third party product, even if such product is resold by Hyperlink Infosystem, or used in connection with Hyperlink Infosystem products or services.

1. DEFINITIONS.

"Application" means a Customer-proprietary or third-party mobile device software application program that has been wrapped in accordance with the Documentation or modified by Customer or any Hyperlink Infosystem-authorized third party developer in accordance with the Hyperlink Infosystem Dynamics Software Development Kit (SDK) Developer Terms and Conditions, to use and/or incorporate any of the Hyperlink Infosystem Dynamics Software. "Application" also includes bug fixes, updates, and upgrades of such third-party software application programs. Applications may be available on a commercial basis from Hyperlink Infosystem-approved software vendors and third-party resellers (e.g., iTunes or Android Market, etc.). Certain Applications may be resold by Hyperlink Infosystem; however, unless otherwise expressly stated on the Order Form, Hyperlink Infosystem does not support or license any resold Applications. For clarity, Applications are not Hyperlink Infosystem Hyperlink Infosystem Software and Hyperlink Infosystem does not warrant, support or maintain Applications.

"Customer" means individual or an enterprise or government organization who will be the Sole owner of the Software.

"Eligible Customer" means a Customer who is current on support and maintenance payments to Hyperlink Infosystem for the entire duration of this Contract and has paid all applicable fees.

"End of Life" means the date after which Hyperlink Infosystem will no longer offer and Customer will no longer receive service and support for such Software.

"Ineligible Customer" means a Customer who is not current on support and maintenance payments to Hyperlink Infosystem for the entire duration this Contract.

"Permanent Solution" shall mean a patch, service pack, or build and is only applicable when no resolution or workaround is available.

"Software" means the Software Customer has licensed under an Order Form that has been accepted by Hyperlink Infosystem or a Hyperlink Infosystem authorized reseller. For clarity, Software includes Hyperlink Infosystem Dynamics Software.

"Supported Software" means Hyperlink Infosystem's Software that is supported under the terms of this agreement at the level of support as specified in the applicable Order Form. Hyperlink Infosystem reserves the sole discretion to modify what Software is excluded from the support and maintenance terms set forth below.

"Supplements" as used herein means all patches, bug fixes, and minor upgrades (releases without enhancements or new features) of the Software which Hyperlink Infosystem makes generally available.

"Update Frequency" means updates provided by Hyperlink Infosystem to the Customer concerning the Incident.

2. CUSTOMER'S OBLIGATIONS.

Hyperlink Infosystem will have no liability for any changes in Customer's software, or other systems which may be necessary to use the Software due to the installation of a Supplement. Customer shall cooperate with Hyperlink Infosystem as reasonably requested by Hyperlink Infosystem in connection with the provision of support services to the extent necessary to provide the services. Such activities may include, without limitation, the following:

- Document and submit a reproducible test case to Hyperlink Infosystem
- Provide background information
- Describe any troubleshooting steps taken by Customer
- Describe, if applicable, any changes to the Software environment
- If requested, submit validated log, configuration and other files to Hyperlink Infosystem for analysis
- Provide timely and accurate responses to Hyperlink Infosystem's requests
- Provide timely feedback on fixes and recommendations
- Provide requested documentation or other supported environments
- Provide access to third party vendor support as required
- Provide all documentation requested by Hyperlink Infosystem Technical Support in relation to incidents reported
- Provide designated point of contact for each incident reported
- Provide access to all networking statistics that may be requested by Hyperlink Infosystem in relation to incidents reported

3. SUPPORT PLANS.

Hyperlink Infosystem reserves the right to modify plan features from time to time on a prospective basis. Support shall not include New Application development.

Feature	Packages			
	Basic	Basic +	Standard	Premium
Cost per Year	USD 1320*	USD 1760*	USD 2640*	USD 4400*
	*Billed annually	*Billed annually	*Billed annually	*Billed annually
	or	or	or	or
Cost per 6 months	USD 750 Every 6 Months.	USD 1000 Every 6 Months.	USD 1500 Every 6 Months.	USD 2500 Every 6 Months.
Hours dedicated Yearly	60	80	120	200
Resources experience	1-2 years	1-2 years	1-2 years	3-5 years
Suggestions for Feature upgrades	Yes	Yes	Yes	Yes
Feature enhancements based on client needs	Yes	Yes	Yes	Yes
Technical Account Management	No	No	No	Yes
Priority queuing	No	No	No	Yes
Upgrade Notifications	No	No	No	Yes
Contact Methods	Email, phone	Email, phone	Email, phone	Email, IM, phone
Knowledgebase	Full Access	Full Access	Full Access	Full Access
Response Time Priority	24 hours	20 hours	16 hours	8 hours
Bug Fixes	Yes	Yes	Yes	Yes

* All above activities for each respective package are combinedly restricted maximum to the number of hours mentioned (Hours dedicated yearly or per every 6 months) on each package.

*The response time will be applicable during working days.

Please write here the selected Maintenance Package Name (Standard or Premium):

Basic Package: ____ Initial

NOTES:

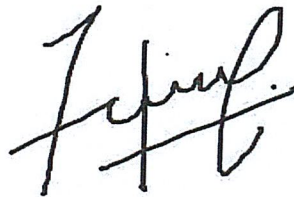
The hours mentioned above in "Hours dedicated yearly or every 6 month" includes all kind of technical support requested from client that includes bug fixes, new feature addition, communication (through any medium), deployment, or other technical support.

Post client's approval on new features (if added with this Maintenance contract), all bug fixes, testing, deployment, communication or other technical support if needed will also be deducted from hours committed as per the contract.

IN WITNESS WHEREOF, the parties have caused this Contract to be approved by their duly authorized representatives and executed and delivered in accordance with the scope of work above, with the intention of becoming legally bound hereby.

BUYER:

SERVICE PROVIDER:



Type Name and Title

Harnil Oza CEO

Company Name
Date:

Company Name: Hyperlink Infosystem
Date: 07/12/2024