

Maintenance, Support and Service Level Agreements

Maintenance and Support Services

Definitions

1. "Update" means a program update, patch, bug fix, general maintenance release, or similar software code CalAmp has available for use in connection with any software-as-a-service (SaaS) solution.
2. "Upgrade" means:
 - a. Any new version release of a software-as-a-service solution, or
 - b. A release of a substantially similar type or nature of functionality as a software-as-a-service solution version, but which is not designated specifically as a new version release.
3. "Planned Maintenance" means a period of time, scheduled in advance with written notice to the customer's engagement manager, during which the System may be unavailable for normal use by customer in order for CalAmp to improve, enhance or repair the System.
4. "Emergency Maintenance" is maintenance required for the continued good performance of the systems or to address a critical security vulnerability.

Maintenance and Updates

1. During any Subscription Period, CalAmp will apply required updates and upgrades to the SaaS infrastructure during a Maintenance Window.
2. Maintenance Window:
 - a. Maintenance Requiring No Outage: Maintenance requiring no outage will take place between 9pm and 3am ET any day of the week.
 - b. Maintenance Requiring an Outage: Maintenance where the system will become unavailable will only be conducted Sundays between 12am and 3am ET.
 - c. Emergency Maintenance: At the discretion of CalAmp, maintenance may be performed any time if that maintenance is required for the continued performance or security of the system.
 - (1) CalAmp will attempt to contact the customer to provide as much notice as possible but neither successful contact nor customer agreement are required for CalAmp to conduct emergency maintenance.
 - (2) As a SaaS platform provider, CalAmp will make every effort to minimize the frequency and duration of any Emergency maintenance events.
3. Notification Window:
 - a. CalAmp will provide at least 2 calendar days of advance notification of 'planned downtime' to the customer via the registered account contacts in CTC and AO.
4. Notification Process:
 - a. Any users with an account in AssetOutlook and/or the CalAmp Telematics Cloud will be provided an email with documentation (release notes) that contains information about the changes to the CalAmp's SaaS solutions for any maintenance, updates and releases prior to them going into production. Registered users may 'opt out' of release notifications at any time.
 - b. If a user 'opts out' of email communication from CalAmp they will no longer be able to receive release notes until they 'opt in' again.
 - c. The default setting for users in AssetOutlook and the CalAmp Telematics Cloud is 'opt in'. So all new users will receive Release Notes for the platforms in which they are provisioned, unless they elect to 'opt out'.

Support

Overview

CalAmp maintains a US-based 24/7/365 Customer Support Team, accessible via a toll-free phone number 866-456-7522, or by email at solutionsupport@calamp.com. Customer Support representatives are fully trained on customer solutions. They utilize case tracking procedures and escalations in order to provide dynamic response to customer issues. English and Spanish language support is readily available and other languages can be supported via a language bank service.

1. CalAmp will provide customers with technical support and problem resolution services for all CalAmp hardware and software, Products and Services (collectively, "Support Services").
2. Support and Feature Requests can be coordinated by an embedded CalAmp Relationship Manager, or via CalAmp standard Support Services.
3. Technical Support Services.
 - a. CalAmp will provide customers with email and telephone-based Support Services 24 hours/day, 365 days/year. CalAmp will provide customers with a call-in number (toll-free) for accessing the CalAmp Support Services line and an escalation contact list if the toll free number is not answered or is busy.
 - b. Support Services will include handling and responding successfully to requests for assistance of any nature in connection with, but not limited to, the use, operation, or business functionality of, the software-as-a-service solution ("Request for Assistance") that may arise.
4. Issues and Feature Requests
 - a. Issue Prioritization
 - i. **P1 – Priority 1: Critical/Loss of service:** The SaaS solution is unavailable in a production environment. Customers will receive acknowledgement from CalAmp within fifteen (15) minutes of the issue being reported to CalAmp as 'critical' by customers.
 - ii. **P2 – Priority 2: Major:** One of the major functions or features of the SaaS solution is failing. The incident severely restricts the usability of the solution in a production environment, though the solution itself is running. There is no workaround available. customers will receive acknowledgement from CalAmp within thirty (30) minutes of the issue being reported to CalAmp as 'priority' by customers.
 - iii. **P3 – Priority 3: Minor:** The SaaS solution is running with a minor flaw and the usability of the solution is not affected or only moderately inconvenienced, the impact of the problem affects few of the users, or there is a major flaw with a workaround available. customers will receive acknowledgement from CalAmp within four (4) business hours of the issue being reported to CalAmp as 'minor' by customers.

b. Escalation and Resolution SLAs:

Priority	Acknowledgment	Response	Resolution Updates	Target Resolution	Escalate to
P1	15 Minutes	30 minutes	2 Hours	8 Hours	(1) Relationship Manager (Opt) (2) Director, Customer Support (3) Operations VP (4) Operations SVP GM
P2	30 Minutes	2 Hours	4 Hours	36 Hours	(1) Relationship Manager (Opt) (2) Director, Customer Support (3) Operations VP (4) Operations SVP GM
P3	4 Business Hours	8 Business Hours	2 Business Days	Next Scheduled Patch Release	(1) Relationship Manager (Opt) (2) Director, Customer Support (3) Operations VP (4) Operations SVP GM

c. Resolution Overview:

- i. Monitoring and reporting of issues for the customers fleet is the responsibility of the customer's Solution Manager.
- ii. If the customers Solution Manager notes an issue with the "System" (AO and/or CTC) or a unit, they will submit an issue via the CalAmp support services.
- iii. If the situation is a unit issue and it cannot be resolved remotely, then the unit will follow the CalAmp RMA process.
- iv. If customers elects to utilize a CalAmp dedicated Relationship Manager, then the overall accountability for c.i through c.iii for the customer's fleet will be part of that CalAmp Relationship Manager's responsibilities.
 1. In this case, the Relationship Manager will: (1) provide a status report on the fleet; (2) process any issue with CalAmp Support Services; (3) process any RMAs (if required); (4) provide a status report on support issues; (5) provide a status report on RMAs.

Escalation Contacts

1. The following associates currently fill the roles in the 'Escalate to' portion of the Escalation Resolution table. These names are subject to change. CalAmp will provide updated contact information if required via the CalAmp customer's relationship manager.
 - a. Level 1: Relationship Manager –
 - b. Level 2: Director, Customer Support –
 - c. Level 3: VP, Operations –
 - d. Level 4: SVP, Operations –
2. If a service interruption is identified by CalAmp or a service interruption is imminent, CalAmp will contact a customer's designated Solution Manager, or the customer's Executive Sponsor if no other contact information is provided, and provide details about the service interruption and expected service recovery timeframe.

Service Level Specifications

1. Service Level
 - a. CalAmp's Service Level Agreement for Availability is 99.5% for a 30 day period.
2. Availability
 - a. Base Service Level. During the term of this SOW, at no additional charge to customer, CalAmp will make the AssetOutlook (AO) and CalAmp Telematics Cloud (CTC) Systems available to the customer 99.5% of the time each calendar month, excluding Planned Downtime.
 - b. Measurement of availability will not include factors arising from the performance of the Internet, where the internet service is not provided by CalAmp.
 - c. CalAmp CTC and AO Platforms require periodic system down time to allow for software upgrades and system maintenance. These are announced in advance and are scheduled at off-peak times. Periodic system down time is not included in the Service Availability calculation.
 - d. CalAmp relies on data service provider partners (T-Mobile, etc.) for service and is not in control their operational performance. These outages are very rare occurrences and we work closely with our partners to restore service as quickly as possible. We reserve the right to disregard partner related outages in our Service Availability calculation.
 - e. CalAmp measures service levels based on overall system performance and considers a system unavailable when a significant part of the service is working below expectation or a significant number of devices are not reporting. Single device behavior or specific system bugs are not considered in the Service Availability calculation.