ESG Maintenance Policy

February, 2018

The following information regarding Engage Solutions Group Ltd maintenance policy is subject to change at the Company's sole discretion.

MAINTENANCE TYPE

There are 2 types of maintenance: system maintenance and release maintenance. System maintenance is for sustaining the security, availability, and performance of the infrastructure and software supporting the services. Release maintenance is for upgrading services to the latest product version to deliver enhanced features and functionality.

There may be times when maintenance is scheduled outside of regular maintenance windows in order to maintain system performance, reliability, security and stability of the infrastructure. If emergency system maintenance is required, customers are notified 8 hours prior via the service desk email address they registered with the Company. Emergency system maintenance is conducted on an as-needed basis and can occur any day of the week.

Maintenance	Frequency	Notification	Customer Obligations
Release	Typically four times a year.	Typically 3 months	In some cases, upgrade on premises component of the solution is required. Remain on current GA release.
System	Typically every 6 weeks.	Typically 2 weeks before	
Emergency	As required.	Minimum of 8 hours	Remain on current GA release.

MAINTENANCE FREQUENCY AND NOTIFICATION

Apart from emergency maintenance, ESG performs maintenance every six weeks on Saturdays, between 8:00 pm to 10 pm UK time.

RELEASE MAINTENANCE

In the event any release maintenance materially changes either the administrator or user experience, ESG provides customers a non-production site to observe and/or test the new release prior to such release moving into production. ESG generally provides such a non-production site for a period of thirty (30) days for customers to ascertain what, if any, impact there may be on its user groups. Additionally, if the nature of the changes requires the customer to work with ESG Services on any customisation for any of the newly introduced elements, a reasonable period of time to complete such work will be agreed upon between ESG and customer and access to the non-production site will be extended during any such period. ESG provides its customers with advance notice of the upcoming release and system maintenance with a reference to the applicable release notes as well as the location of the non-production site noted above. ESG alongside many leading global software vendors deploy one version of code so that every customer has the same version. This enhances stability and allows the latest features and innovation to be deployed. ESG can only support the current GA release.

DEPRECATED FEATURES POLICY

A deprecated feature is a feature that appears in a prior cloud version and is not recommended for continued use, is discontinued and/or is superseded by an alternative implementation. ESG reserves the right to deprecate, modify, or remove features from any new version; provided, however, ESG will use reasonable efforts to avoid deprecating or removing any feature which is currently being substantially used by customers. ESG will use reasonable efforts to post notices of feature deprecations one quarter in advance and will highlight any deprecated features within the appropriate release notes.