

MaintMaster® License

Thank you for using MaintMaster reliability software and Services (“Services”). The Services are provided by MaintMaster Systems AB (“MaintMaster”), Sweden.

1. MaintMaster License

For MaintMaster, a License holder is a legal entity (“you”, “your”) that will be held responsible for managing users, administrators, systems and other Services. This License entitles you to use our Services as described in this License. All Services are provided as subscriptions.

The License holder is responsible for:

- managing Systems within the MaintMaster License
- managing Access licenses, controlling and limiting access to these systems
- managing Solution Administrators administrating these systems
- the content submitted, the Data Controller
- payments of invoices from MaintMaster
- being our counterpart of any disputes

2. General Online Terms

The MaintMaster General Online Terms apply to all Services governed by this License. Make sure you have read and accepted the MaintMaster General Online Terms.

3. License validity

Unless otherwise agreed in a written Agreement between you and us, a license:

- is obtained in the MaintMaster Portal where all license details (such as company name, currency, address, contact persons, edition, access licenses) is registered
- have subscription fees according to current price list at MaintMaster webpage
- is invoiced based on number of access licenses monthly in arrear, payment terms of net 20 days
- is continuously renewed until terminated
- can be terminated by you with 1 months’ written notice
- can be terminated by us with 12 months’ written notice

4. License grant

MaintMaster gives you a worldwide, non-assignable and non-exclusive license to use the software provided to you by MaintMaster as part of the Services. This right is for the sole purpose of enabling you to use and enjoy the benefit of the Services as provided by MaintMaster, in the manner permitted by these terms.

5. Access to your systems

Easily put, what you pay for is the number of people having access to your systems made available as part of the MaintMaster service. You invite people to interact with your MaintMaster systems. With this invitation, there is always an Access license that you will be held accountable for to fulfill all its conditions, regardless of that person being within or outside your organization. The actual access to your data is governed by the permissions you give the user in each system.

There are four distinct access licenses that you may grant your users:

- Advanced user – users that have full privileges in the MaintMaster system and can impersonate other users, only governed by the permissions they are given
- Standard user – users that can create, view, report, edit, delete and do everything available in MaintMaster except advanced administrative tools, also limited by the permissions they are given

- Essential user – users that can view almost everything, but restricted to only use guided user interaction for creating and reporting, they cannot edit and delete any information in MaintMaster, also limited by the permissions they are given
- Basic user – users that can view almost everything, but restricted to only be able to create jobs using guided user interaction, also limited by the permission they are given

In addition to these users, you must register at least one Solution Administrator. A user holding any access license, can also be registered as a Solution Administrator without any additional fee (see Editions Chart on page 4). A Solution Administrator administrate all external matters concerning license, systems and users. Solution Administrators are also the legal representatives for the license and the receiver of all technical and business information from us.

6. Available systems

Using our Services, you can create and manage multiple systems. These systems may have different configurations and versions. A Solution Administrator is required on your part to manage these systems. In most respects, you can think of a system as equal to a database, but in reality, a system is comprised of a certain configuration of software, a storage area and a database.

There are four available types of systems:

- Production system – the live environment for everyday use
- Sandbox system – safe test environment with limited life span, always a fresh copy of the production system at creation
- Integration Sandbox system – safe test environment for testing integrations, always left untouched between tests
- Training system – for demonstration and training purposes with limited life span, updated by MaintMaster to reflect new features and best practice to work with our online training

You may create multiple systems within your License, but the number of systems and the availability of Sandbox systems are limited by the License Edition; see Editions Chart on page 4.

7. Data storage size

The maximum total size of the databases and data storage within your license is limited. The limitation depends on your License Edition; see Editions Chart on page 4. Backups, see below, are not affected by these limitations.

8. Helpdesk service

MaintMaster Helpdesk services are included in all License Editions during standard office hours in your region for any person having a MaintMaster Advanced or Standard user license. During same hours, a response to a support request will be given within one hour, otherwise first hour the following workday. A solution or confirmation to the problem will be presented as soon as possible. For severe problems and resolving them, see section Service Level Agreement.

Enterprise customers also have access to a Solution Manager, a single point of contact, well familiar with your entire solution, in addition to the Helpdesk. Your Solution Administrators get monthly Enterprise reports of support status, progress help and other business help from the Solution Manager.

9. Service Level Agreement

The availability of our service outside scheduled maintenance windows is very high. Our ambition is to give you at least 99.9% availability. The guaranteed level for production systems depends on your License Edition; see Editions Chart on page 4.

All production systems are operated and monitored 24/7/365. Maintenance windows are advertised to Solution Administrators at least 10 days in advance and are always kept as short as possible, never exceeding 8 hours, never more than one window per quarter.

If we fail to deliver agreed availability outside maintenance windows for any quarter, you are eligible for credits to future Services. The credits will apply to the monthly fee. For each 0.1 percentage downtime in excess to agreed level one tenth of your total monthly fee is credited to your License, with the maximum of a full month. Refunds are applied if credit is due at the end of a contract.

10. Version Management

Using the Services, the latest public release of the software is always included in the subscription. Updates will be advertised to all Solution Administrators at least 10 days in advance. If your License gives you access to Sandbox systems, these will be automatically updated with coming release, Release Candidate, at least 4 weeks prior to Public release. Such a release is considered validated, if not otherwise reported, 10 days after update.

11. Backup policy

Backup is kept both for your convenience and failover purposes. All systems have a failover backup policy, your production systems may also be available for restore or on-premises storage. Backups are always stored both on site at hosting location and off site to ensure compliance with our Disaster recovery plan.

The backup policy varies for different Licenses; see Editions Chart on page 4.

12. Configuration and extendibility

The Services are possible to extend with Addons and Modifiers to tailor the behavior of the system individually to your needs. It is also possible to integrate other Services with the MaintMaster service. Addons, modifiers and integrations are offered separately and not included in this License. The availability for this extendibility depends on your License; see Editions Chart on page 4.

For Businesses and Enterprises utilizing the possibilities of addons, integrations and modifiers, acceptance tests in Sandbox environments are required. These tests are also required as a final step for each release of the service made available in the Sandbox, each release considered validated, if not otherwise reported, 10 days after update.

13. About these Terms

We may modify this License to, for example, reflect changes to the law or changes to our Services. Changes will not apply retroactively. However, changes addressing new functions for a Service or changes made for legal reasons may be effective immediately. Your Solution Administrators will be provided with a notice of upcoming changes as far in advance as we reasonably can provide such a notice.

MaintMaster License Editions Chart

Service	Team Edition	Business Edition	Enterprise Edition
Users			
Solution Administrator*, included	20	20	100
Advanced user, available	Yes	Yes	Yes
Standard user, available	Yes	Yes	Yes
Essential user, available	Yes	Yes	Yes
Basic user, available	Yes	Yes	Yes
Environment			
Production systems, maximum number	1	2	100
Sandbox (test and verification environment)	No	Yes	Yes
Integration Sandbox (for integration testing)	No	Option	Option
Training systems available	Yes	Yes	Yes
Data storage size, maximum total	5 GB	50 GB	1 TB
SLA			
SLA, availability for production systems	Best effort	99.9%	99.9%
Backup Failover, all systems	Yes	Yes	Yes
Point in time restore, production systems	14 days	14 days	35 days
Monthly backup	12 months	12 months	12 months
Production system backup on demand	No	No	Yes
Extendibility			
Addons available	No	Option	Option
Integration adapters available	No	Option	Option
Custom Modifiers available	No	No	Option
Support			
Helpdesk	Yes	Yes	Yes
Solution Manager	No	No	Yes
Support and Recovery priority	Best effort	Second	First

Yes = included in the subscription

Option = available as additional subscription, not included by default in this License

No = not available for the edition

* Note that Solution Administrators also require an access license (of any available type).