TerminalBOSS™ Service & Support Reference Guide

1. Support Basics

- **Parties:** VantEdge Logistics Inc. ("Provider") and Service & Support Subscriber ("Customer").
- **Scope:** Covers service, support, and training for TerminalBOSS™ software.
- **Validity:** Active until replaced by a mutually endorsed revised agreement.

2. Support Scope

Technical Software Support

- **Normal Business Hours (Mon–Fri, 8:00–17:00 MST):** Phone & email support for Low/Medium/High issues.
- **Identify the Issue Level (Critical, High, Medium, Low, Request).**
    - Critical = complete outage or regulatory/operational disruption.
    - High = major functions down.
    - Medium/Low = partial or cosmetic.
- **24/7/365:** Critical issue support.
- **Tools Used:** Email & Phone communications, Remote desktop, and VPN access, where available.

Support Channels:

- **Email Support: support@vantedge.com**
  Include details, nature, and level of support requested. Support requests are monitored during business hours; responses next business day, if received after hours.
- **Phone Support: 403-710-8711, "Press 1"** for support (best for urgent/critical issues).
  Forwarded to on-call mobile support outside of regular business hours
- **Onsite Support:**
    - Calgary: within 72 hours (business week).
    - Other locations: case-by-case.

Response Expectations.

Classification	Criteria	Response Time
Critical	Solution not operative; compliance/data transfer failures; system outages.	**2 hrs (24/7)**
High	Substantial portion not operative.	**4 hrs (business hours)**
Medium	Workaround available, limited impact.	**8 hrs (business hours)**
Low	Cosmetic or no significant impact.	**24 hrs (business hours)**
Service Request	General support/enhancement request.	**24 hrs (business hours)**

- **If Required, Remote Access Will Be Used.**
  - Remote desktop or VPN session.
- **Receive Updates.**
  - Incident reports or logs provided on request.
  - Customers notified of maintenance/releases in advance.

Training & Application Support

- Remote user training upon installation or upgrade.

3. Provider Responsibilities

- Meet incident response times (see above).
- Notify of scheduled maintenance/releases **48 hours in advance**.
- Provide up to **10 hours of included support per month** (120 per year) for subscription holders; Additional support is billable.
- Incident reports or logs provided on request.