

# Schedule 3 (Maintenance SLA)

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# Maintenance SLA

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## 1. Introduction

1.1. This Schedule 3 sets out the service levels applicable to the Maintenance Services.

## 2. Scheduled Maintenance Services

2.1. The Provider shall where practicable give to the Customer at least 5 Business Days' prior written notice of scheduled Maintenance Services that are likely to affect the availability of the Hosted Services or are likely to have a material negative impact upon the Hosted Services, without prejudice to the Provider's other notice obligations under this Schedule 3.

2.2. The Provider shall provide all scheduled Maintenance Services during Business Hours.

## 3. Updates

3.1. The Provider shall give to the Customer written notice of the application of any security Update to the Platform and at least 5 Business Days' prior written notice of the application of any non-security Update to the Platform.