

Technical Services Subscription

Description	This is a recurring service for customer-specific developments related to integrations. The purpose of this document is to define the scope, assumptions, limitations, and exclusions associated with the Services provided.
Assumptions	<p>The Customer environment is on the latest software version.</p> <p>Customer responsibility: The Customer's systems and infrastructure meet the minimum requirements for the specified integrations.</p> <p>The Customer will promptly provide all required documentation, access credentials, and technical information.</p> <p>The Customer is responsible for any third-party software or services required for the integrations.</p>
Limitations	<p>This scope covers only recurring services for Customer-specific developments. Any additional enhancements, customizations, or new features will require a separate agreement and may incur additional charges.</p> <p>The scope of work does not include support for issues unrelated to the Customer-specific developments.</p> <p>The scope of this package covers up to four (4) support requests per year or up to 16 hours.</p>
Scope	<p>Momentum responsibility: Ongoing Maintenance: Provider will provide maintenance and support for Customer-specific developments, ensuring they remain functional and compatible with related products. Integration Monitoring: Provider will monitor the integrations to identify and address any issues. This may include performance optimization and troubleshooting. Technical Support: Customer will have access to address any questions or concerns related to the integrations</p> <p>Software Updates: Provider will provide updates to the integrations to ensure compatibility with new versions of the product if needed.</p> <p>Customer responsibility: As this is a Customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as mapping and testing</p>
Exclusions	Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require a additional fees.

This is an annual service.

Up to 16 hours, each year, are included with this Service.