

DigiCare Maintenance Windows

This policy is incorporated into our Master Services Agreement and describes Digica's policies with regards to the use of its Services. Should Digica receive a complaint about a Customer, Digica may view Customer Content to ensure compliance with this policy.

Application of this policy involves an element of discretion, and Digica reserves the right to prohibit particular Content and the use of our Services for a particular use.

1. Need for Maintenance Window

Information Technology Equipment requires ongoing maintenance, servicing, and/or upgrades from time to time in order to operate to their highest capability in an efficient manner. In order to proactively minimize downtime, Digica requires regular Maintenance Windows.

2. Description of Maintenance Windows

In order to provide Customer with Service Levels in the Agreement, Digica may have Service outages. Although outages may not necessarily impact Customer's Service, Customer agrees and understands that it may be necessary from time to time to interrupt service in order to improve functionality and quality of Service to Customer.

Maintenance Windows do not mean Service(s) will not be available, but Service(s) may be impacted during Maintenance Window, and as such, all Service Levels are exempt from Maintenance Window time frames.

Digica commits to Customer to minimize any impact to Customer Service(s) during Maintenance Window.

3. Minor Maintenance.

Digica routinely performs service to Services on an ongoing basis. Minor maintenance that will have no impact on Customer may be performed without notice. Some examples of minor maintenance that may be performed without notice are (but not limited to):

- Software patches that do not require reboot;
- Maintenance that do not have potential operability issues;
- Maintenance that is easily reversed without affecting Services;
- Hard Disk Optimization;
- AntiVirus Updates;

Minor Maintenance will likely be performed off peak business hours when possible. If Digica suspects that Minor Maintenance may impact Customer Service(s), Digica will postpone Maintenance to a Major Maintenance window.

4. Major Maintenance.

In order to provide Service(s) to customer, Digica must maintain our systems. As such, Digica will schedule and contain any maintenance it deems as Major to the following times. Digica may or may not communicate with Customer any potential outages that may occur due to Major Maintenance.

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Digica WILL communicate with Customer if Major Maintenance will take longer than the Major Maintenance Windows as per below.

Major Maintenance that is believed to be completed during the Windows but are taking longer than expected will be communicated to Customer as efficiently as possible.

Table 4.1 – Major Maintenance Window Times

Technology Type	Day of Week	Time of Day	Frequency
Servers	Tuesday	7 PM to 10 PM	First and Third Tuesday of month
Business Critical Servers	Sunday	12 Noon to 5 PM	First Sunday of month
Network Infrastructure	Sunday	12 Noon to 5 PM	First Sunday of month
Storage Area Networks	Sunday	12 Noon to 5 PM	First Sunday of month
<u>Business Critical:</u> Personal Computers (including Desktops, Laptops, Notebooks, Thin Clients, Zero Clients, Terminals, PDAs, BlackBerry, SmartPhones or any other “client” device	As required with customer consent	On Demand as agreed upon between Digica and Customer	On Demand as agreed upon between Digica and Customer
<u>Non-Business Critical:</u> Personal Computers (including Desktops, Laptops, Notebooks, Thin Clients, Zero Clients, Terminals, PDAs, BlackBerry, SmartPhones or any other “client” device	Any Day	Outside of Business Hours (M-F 8-6)	As required and agreed upon between Digica and Customer
Printers, Scanners, Multi-Function Units	Monday to Friday	8 AM to 6 PM	As required and agreed upon between Digica and Customer
Uninterruptible Power Systems (UPS), Power Distribution Units (PDU), and other Power related equipment	Sunday	12 Noon to 5 PM	First Sunday of month

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4.2 Important Information regarding Major Maintenance Windows

- 4.2.1 Priority Zero and Priority One calls may require special exceptions to the table above.
- 4.2.2 Any exceptions will be communicated with as much notice possible by Digica to Customer.
- 4.2.3 Maintenance Windows are for Customer owned equipment and/or Digica owned equipment.
- 4.2.4 Digica strives to minimize all outages possible, and every effort known to Digica will be made to avoid potential outages during Maintenance Windows.
- 4.2.5 Maintenance will be performed in a manner that will minimize downtime of all network services within it's Maintenance Window when possible.
- 4.2.6 Maintenance Windows indicated above do not necessarily mean that Digica will be performing maintenance during every single Window, nor does it indicate that there will be outages during the times in the Maintenance Window table.

5 Emergency Maintenance Windows

Emergency Maintenance may occur when there is an existing or imminent Major issue that is absolutely necessary to provide Service to Customer.

Customer understands that Emergency Maintenance Windows cannot be predicted, and are unplanned.

Digica endeavours to proactively manage everything within the Customer Agreement and Schedules to provide Service(s) to Customer, as well as Digica's own equipment required to facilitate such Service(s).

Digica also strives to avoid all Emergency Service, and postpone any Emergency Service until the next Major Service Window when possible.