



# Maintenance and Support

Once you have invested in MineralTree's TotalAP solution, you will want to ensure that it is optimized for your environment. MineralTree is here to answer your questions regarding the software and address issues promptly.

Your MineralTree Maintenance & Support includes:

- Access to MineralTree's support portal and online knowledgebase is available 24x7
- Access to our support center personnel is from 8:00am – 8:00pm ET Monday - Friday
- All software updates for the product(s) you license

MineralTree's TotalAP is available to you 24x7 with a minimum uptime of 99.5% measured quarterly, excluding scheduled maintenance windows.

MineralTree provides application and technical advice and assistance in connection with your use of the licensed software ("Software"). Please identify a contact person to receive on-going support and cooperation with MineralTree, to help us identify and support the resolution of an issue. MineralTree may request remote access to your software and will cooperate with you to establish the required network connections using best security practices in all cases, in compliance with our respective network security policies.

MineralTree will provide bug fixes, enhancements and regular updates to your software, which it makes generally available to all of its customers at no additional fee. As a SaaS solution, MineralTree provides on-going maintenance and support of your solution. New products, for which MineralTree charges separate fees are not included as part of your standard Maintenance and Support.

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