Support Addendum

1. Purpose & Scope

This Addendum supplements the Agreement between AhumAI ("Provider") and Client and governs Support & Maintenance for Deliverables. It applies only to services expressly described herein and does not modify other terms of the Agreement.

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2. Definitions

- **"Support Services"**: Bug fixes, minor updates, and technical assistance as described in Section 3.

- **"Incident"**: Any error, bug, or unintended behavior in the Deliverables that causes malfunction or degraded performance.

- **"Response Time"**: The maximum elapsed time between Client's request and Provider's initial acknowledgment.

- **"Resolution Time"**: The target elapsed time between acknowledgment and full remediation or workaround.

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3. Support Services Included

1. **Error Correction**

- Fixes for defects in code, broken links, or UI regressions.

2. **Minor Enhancements**

   - UI text changes, style tweaks, form field additions, and similar low-complexity updates ($\leq$ 4 hours of effort per request).

3. **Technical Assistance**

   - Email-based guidance on hosting, DNS, SSL renewals, and EmailJS integrations.

Requests beyond this scope (major feature work, redesigns, new pages) will be treated as separate "Change Requests" per the Agreement's out-of-scope rates.

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4. Service Levels & Hours

Severity Level	Definition	Response Time	Resolution Target
P1 (Critical)	Site down or critical functionality broken in production	2 hours	8 business hours
P2 (High)	Major feature impaired impacting core workflows	4 hours	1 business day
P3 (Medium)	Non-critical defects or cosmetic issues	1 business day	3 business days
P4 (Low)	Minor requests, general questions, or feature inquiries	2 business days	5 business days

- **Support Hours**: Monday–Friday, 09:00–18:00 IST, excluding public holidays in

India.

- **On-Call/Emergency**: After-hours P1 support available at 1.5× standard hourly rate, subject to Provider's prior agreement.

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5. Support Fees & Billing

1. **Included Hours**: Up to **4 hours/month** of Support Services are included at no additional fee.

2. **Overage**: Additional time billed at **₹2,500/hour** (or agreed currency) in 30-minute increments.

3. **Invoicing**: Monthly billing on the first business day of each month for any overage hours in the prior month. Payment terms align with the Agreement.

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6. Client Responsibilities

- Provide detailed error reports (steps to reproduce, screenshots, URLs).

- Grant necessary access (hosting control panel, database credentials).

- Consolidate feedback to minimize duplicate iterations.

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7. Exclusions

This Addendum does not cover:

- Major redesigns, new feature development, or feature scope expansions.

- Third-party software upgrades (e.g., CMS core updates) unless explicitly agreed.

- Issues due to Client's own modifications, unauthorized code changes, or force majeure events.

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8. Term & Termination

- **Term**: Effective upon Deliverable handover and runs for 4 months, only renewing unless either party gives 30 days' notice prior to renewal.

- **Termination for Convenience**: Either party may terminate this Addendum with 15 days' written notice; Client pays for all Support Services performed up to termination date.

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9. Change Management

Any request falling outside this Addendum's scope will be quoted as a Change Request, with estimated effort, cost, and revised schedule presented for Client approval before commencement.

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10. Contact & Escalation

- **Primary Support Email**: aryan@ahumai.co.in

- **Escalation Contact**:

    - Level 1: Project Lead – aadidev@ahumai.co.in

This Support Addendum forms an integral part of the Agreement and takes precedence over any conflicting support provisions.