Information

Support and Maintenance Schedule

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Included standard product support and optional annual managed support, with defined plan benefits, working-hour response targets and hands-on allowances.

This page is an informational overview. Customer-specific agreements, quotes and any required signatures are handled privately with Portwood.

When it applies: Applies when a signed Portwood quote or Order expressly incorporates this schedule and identifies the selected support plan and coverage period.

1 Acceptance and coverage

This Support and Maintenance Schedule supplements the Portwood Master Subscription and Services Agreement (MSA) and applies only when a signed quote or other accepted Order expressly incorporates this schedule and identifies its version. Publication, installation, a support inquiry or a discovery call does not purchase services or accept an Order. The MSA governs formation, liability, remedies, suspension and other general terms. Any variation must follow the MSA's agreed amendment and precedence rules.

Standard product support is included during an active commercial software subscription. Optional managed support is the additional annual premium-support service referred to in the MSA. Its organization-wide fee is separate from user-license fees. The Order identifies the supported products, Salesforce organizations, support contacts, coverage dates, selected plan and any expressly agreed variations. Existing signed agreements and applicable open-source rights retain their terms.

2 Standard product support

Standard product support includes product-use questions, investigation of reproducible errors in supported Portwood functionality, configuration prerequisites, available workarounds and product corrections through the supported release process. Customer submits requests to support@portwood.dev through the contacts designated in the Order. Product defect investigation and correction do not consume a managed hands-on allowance.

Standard product support does not include the private channels, managed response targets or hands-on implementation hours of a managed plan unless that plan is selected in the Order. No numerical initial-response or resolution target is established for standard support alone. The MSA's express product warranties and remedies continue to apply.

3 Managed support plans

The selected plan provides the benefits below during its agreed annual coverage period. Plans are based on support level and included work, without a numerical template-count cap. The Order records the annual fee and the organization or organizations within scope. A customized Enterprise arrangement states any different capacity, coverage or targets expressly in the Order.

Builder

Private Slack channel or email, product and setup guidance, troubleshooting, and best-practice review on request. Initial response target: 16 working hours. No included hands-on implementation hours; that work is separately quoted.

Team

Builder benefits, initial response target of 8 working hours, and 2 hands-on hours per month for agreed template edits, small builds, configuration, workflow improvements or training. Includes a monthly working session within that same allowance.

Enterprise

Team benefits, a named support expert, initial response target of 4 working hours, and 5 hands-on hours per month. The monthly working session uses that same allowance. Priority scheduling for separately scoped larger work and additional capacity are agreed with Portwood.

4 Working hours and response targets

Working hours are Monday through Friday in US Eastern time, excluding US holidays. The Order records the daily support window, customer contacts and escalation contact before coverage begins. Managed response targets count only time within that window; requests received outside it enter the next applicable working window.

A response is an initial substantive reply acknowledging the reported issue and describing the next action. An automated acknowledgment is not a substantive response. The target concerns the initial reply, not the time to complete a fix. Completion depends on the issue, customer cooperation and relevant dependencies. No twenty-four-hour coverage, proactive monitoring or application-uptime guarantee is included unless expressly agreed.

5 Hands-on allowances and additional work

Hands-on allowances cover work expressly agreed within the selected plan, such as template changes, small builds, configuration, workflow improvements and training. Working sessions and other hands-on delivery count toward the same monthly allowance; they do not add a separate allowance. Work to investigate or correct a defect in Portwood itself is not deducted from managed hours.

Before activation, the Order records the treatment of unused hours and any rate or process for additional capacity. Portwood obtains approval for additional work and its price through a quote or change request before that work begins. There are no automatic overage charges under this schedule. Larger builds, redesigns, initial implementation, broad Salesforce administration, integrations and migrations are separately scoped unless expressly included in the Order.

6 Triage and customer cooperation

A request should include the package version, Salesforce environment, steps to reproduce, expected and actual results, impact and a sanitized example. Customer must not email passwords, session tokens, public signing tokens or unnecessary personal data. Where access is needed, Customer authorizes a named account with limited permissions and an expiry, preferably in a sandbox.

Portwood and Customer assess operational impact and available workarounds. Customer reasonably cooperates with troubleshooting, tests available workarounds and maintains necessary Salesforce permissions and subscriptions. Portwood communicates material findings and the next action. A dependency on Salesforce or another provider is identified and coordinated within the agreed support scope; Portwood does not guarantee that provider's response.

7 Versions updates and service boundaries

The Order or an expressly incorporated version policy identifies supported releases and any end-of-support notice period. Support for customer-modified or unsupported versions is limited to reasonable diagnosis to identify the cause unless expressly ordered. Portwood may ask Customer to reproduce an issue on a supported release or install an applicable correction, using a deployment plan appropriate to Customer's environment.

Customer receives the updates identified in its Order through Salesforce's package distribution process and controls ordinary deployment scheduling, subject to expressly agreed critical-patch procedures. Security incidents follow the applicable MSA and DPA; support response targets do not delay a legally required security notification. Salesforce availability, permissions, guest-site configuration, external content sources and separately enabled AI or integrations retain their own dependencies. This schedule does not create a Portwood-operated hosting service.

8 Expiry renewal and transition

Coverage ends on the date stated in the Order unless renewed under its terms. The Order specifies billing, renewal method, cancellation requirements, price notices and any agreed service remedies. No automatic renewal, recurring debit or additional remedy is created by this schedule alone.

Before expiry, the parties identify open requests and any agreed handoff or transition work. Expiry of a managed plan does not itself end standard product support under an otherwise active commercial software subscription. Existing customer documents and applicable open-source rights remain governed by the MSA and their licenses. Return or deletion of authorized support materials follows the applicable agreement, DPA and Privacy Policy.