



Maica Application Upgrade Agreement

We, the undersigned, approve the upgrade of our currently installed Maica application and hereby acknowledge that we have completed all relevant testing in a representative sandbox to be satisfied with the outcomes of this upgrade, as per the below details.

We also approve the below-stated effort to be billed either under an ongoing support agreement or invoiced separately, if none exists.

Once completed, Maica takes responsibility for any resulting application defects and will address these as the highest priority but will not be responsible for any resulting data integrity issues, nor any customisations (not implemented directly by the implementation partner) that might impact the performance of Maica in the client's environment.

The following table is to be completed by **Maica** prior to the upgrade process commencing.

Detail	Description	Completion
Upgrade Version	The version of Maica to which this process will upgrade the client's production environment.	
Maica Upgrade Representative	The project lead for Maica who will be responsible for the completion of the upgrade process.	
Upgrade Effort (Hours)	The anticipated upgrade effort which will be funded either through an existing support agreement or invoiced separately if none exists.	
Upgrade Technical Lead	The Maica technical lead who will be responsible for the technical completion of the upgrade process.	



The following table is to be completed by the client prior to the upgrade process commencing.

Detail	Description	Completion
Client Name	The name of the client organisation going through the Maica upgrade process.	
Client Upgrade Representative	The project lead for the client who will be responsible for the completion of the upgrade process.	
Installed Maica Version	The currently installed version of Maica for which the upgrade is being performed.	
Production OrgId	The Salesforce OrgId in which the upgrade is being performed.	
Upgrade Verification OrgId	The Salesforce OrgId in which the client has completed their testing to ensure this upgrade will perform as expected in their production instance.	
Upgrade Technical Lead	The client's technical lead who will be responsible for the technical completion of the upgrade process.	



This document was accepted and approved on:

I acknowledge and accept that I have all reviewed release notes and post install steps from my current Maica version that will be carried out in my production org.

Maica

Client

Date

Date