

Complete App & Server Maintenance Covers routine maintenance including OS and dependency updates, minor server patches, database backups (weekly), and ensuring the app remains functional on current OS versions (latest + one prior version of iOS and Android). Does *not* cover major version upgrades, architecture changes, rewrites, or migration to new servers/platforms — those are quoted separately. The maintenance window is business hours (Mon–Fri, 10 AM – 7 PM PKT) unless a critical outage occurs.

Advanced Monitoring & Analytics We set up and maintain crash reporting, uptime monitoring, and basic performance analytics (e.g., Sentry, Firebase Crashlytics, or equivalent). Includes a monthly summary report. Custom dashboards, advanced data pipelines, or integration with third-party BI tools (Mixpanel, Amplitude, etc.) are available as paid add-ons.

App Store Management We manage the App Store and Play Store listings. Uploading builds, managing screenshots/descriptions, and handling review responses. Up to **2 listing updates per month** (metadata, screenshots, descriptions). Full ASO overhauls, new store registrations, or transfers are billed separately. The client is responsible for maintaining their own developer accounts and associated fees.

Third-Party Integration Management Covers monitoring and maintaining existing third-party integrations (payment gateways, maps, push notifications, social logins, etc.). If a third-party provider pushes a breaking API change, we'll handle the fix as part of the plan, provided the fix requires under **4 hours of development work**. New integrations or major rework beyond that threshold are quoted as separate work.

Beta Testing Environment We maintain one staging/beta environment for the app so the client can test before production releases. Includes TestFlight and/or Firebase App Distribution setup. The environment mirrors production but is not guaranteed to be identical in performance or data. Load testing, QA automation setup, and dedicated test devices are not included.

Priority Bug Fixes Bug reports from support plan clients are triaged ahead of non-plan clients. Critical bugs (app crash, payment failure, login blocked), acknowledged within 4 business hours, fix deployed within 24–48 hours depending on complexity. Non-critical bugs (UI glitches, minor logic issues), acknowledged within 1 business day, resolved within 3–5 business days. This covers bugs in code we originally developed. Bugs caused by client-side changes, third-party outages, or OS-level issues are excluded and shall be billed if they require significant work. Monthly cap: up to 15 hours of cumulative bug fix effort. Anything beyond that is billed at our standard hourly rate.

Priority Customisations Small feature tweaks and UI adjustments are included, up to 5 hours per month of customization work. Examples: changing a color scheme, updating copy, adjusting a flow, adding a small toggle. New feature development, new screens, new API endpoints, or anything requiring design/architecture work is scoped and quoted separately. Unused hours do not roll over.

Priority Support Support plan clients jump the queue. Queries are responded to within 4 business hours during business days (Mon–Fri, 10 AM – 7 PM PKT). This is not 24/7 support. Weekend or after-hours support is available only for critical production outages and is limited to acknowledgment and initial triage — full resolution may carry into the next business day.

WhatsApp Support Get direct access to our support team via WhatsApp for instant messaging, quick questions, and real-time assistance during business hours. This channel is for communication and coordination only. Bug reports and feature requests must be submitted through the ticketing system to be tracked and actioned. Response time: within 4 business hours on business days.

Free App Store Deployments (max 10/month) We handle up to 10 production deployments per month across iOS and Android combined (e.g., 5 iOS + 5 Android = 10). Each deployment includes build generation, submission, and monitoring through app review. Expedited or emergency deployments outside business hours count as 2 deployments against the cap. Deployments beyond 10 are charged at a flat per-deployment fee.

Automatic Policy Compliance We proactively monitor for Google Play and App Store policy changes and apply necessary adjustments to keep the app compliant. This covers metadata, privacy policy links, permissions declarations, SDK compliance updates, and data safety forms. Does not cover major code-level changes required by platform policy shifts (e.g., migrating to a new billing API mandated by Apple/Google) — those are scoped separately.

Discounted Add-ons Integration Get special pricing on add-on integrations for our ready-made products. Premium subscribers receive up to **20% discount** on ready-made product add-ons only, eligible after one month of active subscription. Terms & conditions apply.

Disclaimer

VATIVEAPPS, L.L.C. reserves the right to modify, update, or discontinue any aspect of this support plan, including pricing, service scope, response times, included hours, and discount percentages, at any time, with or without prior notice. Any changes will apply from the next billing cycle and will not affect services already delivered within the current billing period.

This support plan does not constitute a Service Level Agreement (SLA) and all response times and resolution targets mentioned herein are best-effort estimates, not guaranteed commitments. VATIVEAPPS shall not be held liable for delays caused by third-party service outages, app store review processes, client-side changes, force majeure events, or circumstances beyond our reasonable control.

All services are provided on an as-is basis within the defined scope. Any work outside the scope of this plan will be quoted and billed separately. By subscribing to this plan, the client acknowledges and agrees to these terms.

For questions or clarifications, contact us at contact@vativeapps.com