



Trekea Planned Maintenance Policy

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Valid until superseded

This document defines the Planned Maintenance Policy for the FieldLogs service provided by Trekea Mobile unless otherwise specified in customer specific contractual agreements.

1. Purpose

Planned maintenance is required to apply software patches, security updates, infrastructure upgrades, and configuration changes. Trekea will use commercially reasonable efforts to minimize disruption to Customer operations.

2. Maintenance Windows

Region	Start	End
Americas	07:00 Sat	11:00 Sat
EMEA	23:00 Fri	03:00 Sat
APAC	14:00 Fri	18:00 Fri

Note: “Region” related to the geographic location of primary data centre hosting the customer’s service. All times are Coordinated Universal Time (UTC). Standard Maintenance is monthly — Non-Production environments are maintained on the first weekend after the second Tuesday of each month, and Production environments on the second weekend after the second Tuesday. Each standard window is up to four (4) hours. Windows may be adjusted by mutual written agreement.

- Standard Maintenance — routine monthly platform maintenance performed per the schedule above; Trekea endeavors to minimize downtime, but service availability during these windows is not assured.
- Mandatory Maintenance — essential security and stability work that cannot be deferred, even within a 72-hour notice period.
- Emergency Maintenance — unscheduled, reactive work for critical issues (for example, a zero-day vulnerability rated high on the CVSS scale), undertaken without waiting for customer approval.
- Deferral — a customer may cancel a given standard window with at least 72 hours' notice, up to a maximum of one window per calendar quarter; deferred work rolls into the next scheduled window.

3. Scheduled Downtime

Scheduled Downtime is excluded from service availability calculations in accordance with the Cloud Addendum. Trekea will share the maintenance schedule for the following quarter at the start of each quarter.

4. Emergency Maintenance

Emergency maintenance may be required to address critical security vulnerabilities or restore service stability. Trekea will provide a retrospective incident report within five (5) business days.

5. Infrastructure Vendor Maintenance

Microsoft Azure or Amazon AWS (or the Cloud Provider of choice) may schedule platform-level maintenance, typically with approximately seven (7) days' advance notice. Trekea will relay such



notices where received in advance and is not responsible for the timing of vendor-scheduled maintenance.

6. Customer-Requested Maintenance

Customer may request additional maintenance windows by submitting a request with at least ten (10) business days' notice. Customer-requested downtime is not counted against Trekea's uptime obligations.

7. Deferred Maintenance

While not advised, Trekea recognizes that there may be exceptional business situations in which a Customer needs to defer a Standard Maintenance window. By exception, a Customer may cancel a given window by providing at least seventy-two (72) hours' prior notice via the Trekea service centre. Failure to provide notice in time will result in the maintenance proceeding as scheduled. No more than one window may be cancelled in any calendar quarter.

Maintenance that has been deferred will be undertaken during the next scheduled Standard Maintenance window, together with any other activity required for that window. This may result in maintenance exceeding the normal schedule and will not be regarded as an outage.

8. Contact

Maintenance notifications will be sent to the Customer contact designated in the applicable Order Form.