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AMIR VENTURES · TRANSPORTATION MOBILITY PLATFORM

Support & Maintenance Policy

How support and maintenance work at Amir Ventures — direct access to the team that built the platform and runs it in production every day. This document explains our channels, how we prioritize, and exactly what is and is not covered.

DOCUMENT

Support Policy

APPLIES TO

Licensed platform

SCOPE

Driver, Dispatcher, Backend

Prepared for prospective licensees & partners

Confidential · illustrative of a live, in-production platform · not a contract

SUPPORT POLICY

Support & Maintenance Policy

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OUR COMMITMENT

How we support you

When you license the Amir Ventures platform, support does not route through a call-center queue. It goes to the same engineering team that designed the Driver app, the Dispatcher command center, and the cloud backend.

Our support philosophy is simple: **you talk to the people who built it.** There is no outsourced first line and no ticket that gets translated before it reaches an engineer who understands the code. The team that answers you is the team that wrote the dispatch routing, the reassignment logic, the geofencing, and the audit trail.

That team also runs the platform in **daily production for a working transportation company** — multiple dispatchers, dozens of drivers, real jobs moving every day. We experience the same behavior your operation experiences. When something needs attention, we are not guessing from a manual; we operate this software ourselves under live conditions.

REACHING US

How to reach us

Support is built into how the platform already works, plus direct lines to a point of contact who knows your deployment.

- **In-app fleet chat context**

Your operation already runs on fleet chat between dispatch and drivers; issues can be raised with full operational context attached.

- **Email**

A written channel for non-urgent requests, feature ideas, and anything you want tracked in a clear paper trail.

- **Phone**

A direct voice line for time-sensitive situations that need a live conversation.

- **A point of contact who knows your deployment**

You work with someone who knows your environment, your brand pack, and your backend — not a rotating anonymous queue.

One deployment, understood end to end

Because each licensee runs on its own separate backend and its own brand pack, support always works against your specific environment — never a generic shared instance.

PRIORITIES

How we prioritize

We prioritize honestly by operational impact. We do not publish hour-by-hour response targets we cannot guarantee — instead we are clear about what jumps the line and what gets batched.

Top priority — anything that slows or stops operations

Problems that would **lose a job, lose money, crash the app, or block dispatch** are treated as top priority and addressed quickly. These are the situations where a fleet cannot wait, and they take precedence over everything else.

- **Job or money loss**

Anything where a trip, reservation, or commission record could be lost or mishandled.

- **Crashes**

App instability on Driver, Dispatcher, or iPad that interrupts live work.

- **Dispatch blocked**

Anything preventing jobs from being created, sent, accepted, or reassigned.

Batched — features, additions, and non-urgent fixes

New features, enhancements, and minor non-urgent fixes are **grouped into regular update rounds** rather than shipped one at a time. Batching lets us test changes together, reduce the risk of regressions, and deliver a stable, well-verified update instead of a stream of one-off patches.

Impact first, not a stopwatch

We commit to how we prioritize, not to invented deadlines. Operation-stopping issues come first and are handled quickly; everything else rides the next scheduled round.

COVERAGE

What's covered

Your license includes ongoing support and maintenance across the whole platform — apps and backend.

- **Bug fixes**

Correcting defects across the Driver app, Dispatcher app, and cloud backend.

- **Platform updates**

Ongoing improvements and stability work to the shared codebase you run on.

- **Guidance & onboarding**

Helping your dispatchers and drivers get up to speed and use the system well.

- **OS & store-compliance updates**

Keeping the apps current with new iOS and Android versions and App Store / Google Play requirements.

- **Backend monitoring**

Watching the Firebase backend and Cloud Functions — dispatch routing, reassignment, reminders, recovery, and the audit trail.

BOUNDARIES

What's not covered

Being honest about the edges keeps expectations clear on both sides.

Outside the scope of support

Third-party outages (for example Apple, Google, or Firebase service disruptions), device hardware failures, and a user's own phone or network conditions are outside our control and outside support. Custom one-off feature builds beyond the licensed platform are also not included in standard support and are scoped separately.

- **Third-party outages**

Apple, Google, Firebase, or other upstream provider disruptions we do not operate.

- **Device hardware**

Failing, damaged, or unsupported phones and tablets in the field.

- **User phone & network**

Individual device settings, carrier coverage, and local connectivity issues.

- **Custom one-off builds**

Bespoke features beyond the licensed platform — scoped and quoted separately from support.

MAINTENANCE

Updates & maintenance

Maintenance is continuous, handled for you, and designed to avoid disrupting a live fleet.

We treat the platform as a product under **continuous improvement**. Fixes, stability work, and compliance updates flow into regular rounds so your deployment keeps pace with the app stores and the operating systems your drivers and dispatchers use.

- **Store submissions handled for you**

We prepare and submit builds to the App Store and Google Play so you don't manage that process.

- **No forced downtime**

Updates are structured to reach devices without stopping live dispatch or interrupting the working day.

- **Backend kept current**

Cloud Functions and database rules are maintained on your isolated backend alongside the apps.

Policy at a glance

Channels	In-app fleet chat context, email, and phone to your point of contact
Priority handling	Operation-stopping issues (job or money loss, crashes, dispatch blocked) first and fast; everything else batched
Update cadence	Regular batched update rounds, with urgent fixes expedited
Onboarding	Guidance for dispatchers and drivers included
Monitoring	Ongoing backend monitoring of Firebase and Cloud Functions

You are supported by the team that built this platform and runs it in production every day. **When it matters, you reach people who know the code and know the operation.**