

# Bug Fixing

## Introduction

Iconography will spend time each month to address any bugs with your system. These bug fixes do not take away from your Maintenance Time, and will never cost you a penny! If there's a problem, we'll fix it.

The trick is knowing if you've found a bug or if you need to spend some of your Maintenance Time on a new feature. To give you some clarity, here's a little guide.

## Bug

- The site doesn't do something it did before
- Does not function as per Project Specification
- An agreed change performs incorrectly

## Not a Bug

- A requirement was omitted from the approved Specification
- An integration has broken due to the actions of a 3rd party
- An agreed change is no longer needed

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Revision #2

Created 15 July 2024 09:57:34 by Mike

Updated 15 July 2024 10:07:33 by Mike