

# GeoComm Direct Terms

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## Software Subscription or Software Support and Maintenance Terms

As part of a GeoComm Subscription or Software Support and Maintenance agreement, GeoComm will Provide support, as defined in the table below.

- **Tier I:** First call (via telephone or e-mail) support, triage to identify source of problem, logging, tracking and managing service requests with a goal of same day resolution
- **Tier II:** Telephone/e-mail support for issues that have been escalated from Tier I support, that are beyond configuration issues
- **Tier III:** High-level technical support for cases escalated from Tier II to GeoComm software development team

When calling or e-mailing GeoComm Technical Support, the following information will be requested:

- Customer/Agency Name
- Application or service affected
- Description of problem(s)
- Steps taken/workflow to replicate the issue
- Number of workstations or users that experience the issue
- List of recent system changes

## Severity Levels, Response Times Service Level Objectives

The below tables define the Service Level Objectives for the named software and services based on the Severity Level of the issue reported as agreed upon between GeoComm and the customer at the time of escalation. During the process of working on the issue, the severity level may be adjusted by GeoComm.

The table below represents the response time SLOs for the following applications or services: GeoComm Maps, GeoComm Dispatch Map, GeoComm Web GIS Services, GeoLynx Mobile, and GeoComm ECRF, LVF and MCS.

Severity Level	Definition	Response Time	Support Hours	Incident Updates
Level 1 (Critical)	Issue that severely impacts the use of the GeoComm application or service. The application, service, or a major component or capability is not working or functioning as designed or the customer is unable to access the application.	<= 30 minutes	24x7x365	Hourly until issue is resolved or as mutually agreed upon per incident
Level 2 (High)	Issue that impacts the use of a feature, or component of the GeoComm application or service, there is a high level of performance degradation (extremely slow or intermittent response/display).	<= 1 hour	24x7x365	Every 4 hours until issue is resolved or as mutually agreed upon per incident
Level 3 (Medium)	Issue with non-critical parts of the GeoComm application or service which are having a medium-to-low impact on customer operations, and/or a workaround is available.  Issue that is only affecting a single user/workstation.	<= 4 hours	Monday – Friday, 8:00 a.m. - 5:00 p.m. Central Time	As mutually agreed upon per incident
Level 4 (Low)	Issue with non-critical parts of the GeoComm application or service that has little-to-no impact on customer use of or access to the application or service.	<= 24 hours	Monday – Friday, 8:00 a.m. - 5:00 p.m. Central Time	As mutually agreed upon per incident

**Notes:** If during the process of working the reported issue with the customer it is determined not to be an issue with a GeoComm application or service, the customer Case will be closed. Additional support may be requested, for response times requests will be treated as a Severity Level 4.

## Methods of Requesting Support

- By phone: 866.837.7379
- By e-mail: [swsupport@geocomm.com](mailto:swsupport@geocomm.com)

## Support Hours

### Standard Support:

Monday – Friday 8:00 a.m. to 5:00 p.m. Central Time

- Severity Level 1 or 2 issues
  - By phone: 866.837.7379
- Severity Level 3 and 4 issues
  - By phone: 866.837.7379
  - By e-mail: [swsupport@geocomm.com](mailto:swsupport@geocomm.com)

### After Hours Support:

Monday through Friday 5:00 p.m. to 8:00 a.m. Central Time

Saturday, Sunday and GeoComm observed holidays: 24x7

- Severity Level 1 or 2 issues
  - By phone: 866.837.7379

The table below represents the response time SLOs for the following applications or services: GeoComm GIS Data Hub, GeoComm Contributor, GeoComm Maintainer, GeoComm Submitter and GeoComm SI

Severity Level	Definition	Response Time	Support Hours	Incident Updates
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Level 2 (High)	Issue that impacts the use of a feature, or component of the GeoComm application or service, there is a high level of performance degradation (extremely slow or intermittent response/display).	<= 4 hours	Monday – Friday, 8:00 a.m. - 5:00 p.m. Central Time	As mutually agreed upon per incident
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## Connectivity Requirements

In order to provide support GeoComm requires remote connectivity to the customer site, this can be either:

- via the internet (recommended)
- via a customer provided VPN

*Note: If GeoComm is not able to provide support via the VPN, GeoComm will request the customer provide access via the recommended connectivity via the internet.*