

GeoComm Partner Terms

Software Subscription or Software Support and Maintenance Terms

Partner will provide Tier I support, as defined below. GeoComm will provide support to Partner or directly to End Users, as mutually agreed on, for Tier II and Tier III. Save a copy of template to an appropriate location.

- **Tier I:** First call support, triage to identify source of problem, logging, tracking, and managing service requests; customer communication (unless otherwise mutually agreed upon in advance)
- **Tier II:** Telephone/e-mail support for issues tracked by partner to mutually agreed upon demarcation point or related to GeoComm solution
- **Tier III:** High-level technical support for cases escalated from Tier II to GeoComm software development team

If Partner traces issue to the GeoComm application and the issue requires escalation to GeoComm for Tier II support, the following information must be provided to GeoComm for problem triage, management and final resolution:

- Customer/Agency Name
- Partner ticket/case number
- Partner severity level assignment
- Product(s) affected
- Description of problem(s)
- Steps taken to replicate the issue
- List of recent system changes
- List of errors in system

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

*Incident Management and Communication with customer within defined Incident Update timelines:

Partner is responsible for all customer incident management and communications. GeoComm will communicate with partner designated contact. GeoComm and Partner acknowledge there may be times when joint communications and / or meetings with the customer are required. When required, GeoComm will support the need for joint communications and/or meetings with the customer.

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

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

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

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Case Escalation Process

Level I – Technical Support: Create an internal GeoComm ticket and communicate the number back to Partner. Level I technician gathers additional information and triages the reported issue.

Level II – Technical Support: If Level I technicians are unable to resolve the issue or there is a critical issue, the ticket will be escalated to our Level II support for additional troubleshooting and resolution.

Level III – Development Support: If the Level II technician is unable to resolve the issue, the Development team will be pulled into the incident for additional support. These issues are usually newly encountered and may require a code change.

Level IV – Executive Support: If resolution to an incident requires an emergency code change, the Executive Support members are contacted to prioritize any emergency hot fix that would be needed.

Communication Escalation Path

Phone Number	Title
866.837.7379	Technical Support – 24x7
320.227.6803	Technical Support Manager
760.716.7664	Vice President of Customer Success

Partner Responsibilities

Remote access: To provide support, GeoComm Technical Support team requires remote access to the GeoComm application or service at the customer location. It is the partner's responsibility to work with the customer to provide the following to enable this remote access.

- Internet connection (recommended)
- VPN

Customer provided hardware and Ubuntu Linux administration and support: Partner and/or customer are responsible for issues related to the hardware (server and Digi board) as well as ongoing administration of the operating system.

Third party vendor coordination: When GeoComm applications and services are interfaced with and / or dependent on data from customer's other applications (e.g., ALI data, CAD data, AVL data, RapidSOS, What3Words, Pictometry, etc.) partner is responsible for communicating and coordinating joint support efforts with these third-party vendors.

Third party vendor application or service upgrade notifications: When GeoComm applications and / or services are interfaced with and / or dependent on data from customer's other applications (e.g., 911 call handling, CAD, AVL) it is partner's responsibility to notify GeoComm of any planned updates at least 30 business days prior to the upgrade. It is also partner's responsibility to coordinate a meeting between the customer, other vendor and GeoComm at least 20 business days prior to planned upgrade to allow time to determine if the upgrade may create an incompatibility with the GeoComm application or service.