

## REGIONAL HOURS OF AVAILABILITY AND SUPPORT CONTACT CHANNELS

Region	Regular Support Hours	Support Contact Channels
<b>USA</b>	Monday - Friday 8:00 AM-8:00 PM EST Excluding Federal Holidays	<a href="http://support.granicus.com">support.granicus.com</a> 1-800-314-0147
<b>Canada</b>	Monday - Friday 8:00 AM-8:00 PM EST Excluding Statutory Holidays	<a href="http://support.granicus.com">support.granicus.com</a> 1-800-314-0147
<b>Europe</b>	Monday - Friday 9:00 AM-5:00 PM GMT Excluding Statutory Holidays	<a href="http://support.granicus.com">support.granicus.com</a> +44 (0) 800 032 7764
<b>Australia &amp; New Zealand</b>	Monday - Friday 9:00 AM-5:30 PM AEST Excluding National Holidays and Victorian public holidays	<a href="http://support.granicus.com">support.granicus.com</a> +61 3 9913 0020
<b>Subscribers govDelivery Help</b>	Monday - Friday 8:00 AM-8:00 PM EST Excluding US Federal Holidays	<a href="http://subscriberhelp.granicus.com">subscriberhelp.granicus.com</a> <a href="mailto:subscriberhelp@granicus.com">subscriberhelp@granicus.com</a> 1-800-439-1420 USA +44 (0) 808 234 7450 Europe
<b>Emergency Support</b>	<i>Emergency technical support is available 24/7 <b>by phone</b> only for customers experiencing a <b>Level 1</b> outage as defined below</i>	

## TECHNICAL SUPPORT SEVERITY LEVEL DEFINITIONS

Severity Level	Description	Time to 1 <sup>st</sup> Response	Granicus Action
<b>Level 1 EMERGENCY</b>	Incident represents complete unavailability of the Granicus Products for all users and no workaround is available	Within two (2) hours	Incident response process is initiated upon verification. Work on a resolution begins immediately (24/7/365). Notifications and updates of resolution or work arounds are provided to affected clients via case, or if several clients are affected, via <a href="http://status.granicus.com">status.granicus.com</a> .
<b>Level 2 SEVERELY IMPAIRED</b>	Incident occurs when a major feature of the product is not working or fails repeatedly and there is no workaround available	Within four (4) hours	Incident response process is initiated upon verification. Case is evaluated whether a solution or acceptable work around can be achieved. Notifications and updates of resolutions or work arounds are provided to affected clients via case, or if several clients are affected, via <a href="http://status.granicus.com">status.granicus.com</a>
<b>Level 3 IMPAIRED</b>	Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available	Within one (1) business day	Upon verification case is assigned and work on resolution begins within 1 business day. If the issue is reported after hours, it will not be assigned until the next business day.
<b>Level 4 LOW IMPACT</b>	Incident that has a limited business impact; primary functionality is unaffected	Within three (3) business days	Upon verification case is assigned and work on resolution begins within 3 business days. If the issue is reported after hours, it will not be assigned until the next business day.

Granicus shall use commercially reasonable efforts to resolve incidents affecting Granicus Products. Incidents that require debugging of programming code may need to be corrected during the next regular update cycle. Resolution time will be based on the details and severity of an incident. Regular follow-ups will be communicated with the customer until final resolution is reached

## PRODUCT AVAILABILITY

Granicus will use commercially reasonable efforts to make the Granicus Products Available 99.9% of the Available Hours of Operation, calculated on a calendar quarter basis, as follows:

$$\left[ \frac{\text{Total time in a quarter} - \text{Unexpected Downtime} - \text{Scheduled Downtime} - \text{Service Disruption}}{\text{Total time in a quarter} - \text{Schedule Downtime} - \text{Service Disruption}} \right] * 100$$

Reasonable efforts are made to avoid Scheduled Downtime to perform maintenance, however, in circumstances where Scheduled Downtime is required, notification will be posted at least 10 days in advance for all Product Suites, scope of maintenance activities may be refined to ensure adherence to published schedule. Customers can subscribe to product specific email notifications on the status page [status.granicus.com](http://status.granicus.com)

Notifications for Granicus Products of any system-wide outages will be posted to [status.granicus.com](http://status.granicus.com) and will occur within one (1) hour from the time the issues are first recognized by Granicus.

Reports of Unscheduled Downtime will be provided upon request up to once per calendar quarter.

Term	Definition
<b>Availability</b>	ability of a user to access the Granicus Product via the internet. Granicus uses industry-standard third-party monitoring to measure Availability through URL monitoring (HTTP)
<b>Available Hours of Operation</b>	twenty-four hours a day, seven days per week, minus Scheduled Downtime
<b>Maintenance</b>	updates, upgrades, bug fixes, and patches to the Granicus Products. Maintenance times vary by Product. An up-to-date maintenance schedule can be found at <a href="http://status.granicus.com">status.granicus.com</a> .
<b>Scheduled Downtime</b>	is the period when the Granicus Product may be inaccessible to permit Granicus to perform Maintenance services
<b>Service Disruption</b>	is the downtime arising from causes beyond the reasonable direct control of Granicus, such as events caused by Client's action or inaction, force majeure, interruption or failure of digital transmission links or telecommunications, certificate expirations, hostile network attacks, issues arising with customer Domain Name Systems (DNS), or Client Web Application Firewall (WAF).
<b>Unscheduled Downtime</b>	is any time after the first five minutes of downtime where the Granicus Product is not Available in any way.

## OUTAGE CREDIT

Any credit provided within this Technical Support and Availability document will be referred to as an **Outage Credit**. The Outage Credit shall be applied as credit to the customer's following renewal term for the customer's affected Granicus Product and will be added to the end of the then-current period of performance and shall be provided upon the customer's request.

Outage Credit is available solely to the extent Unscheduled Downtime created unavailability of the entire Granicus product. Unscheduled Downtime **does not include** Service Disruption. In no event shall any credit for a calendar quarter exceed the seven (7) days of Outage Credit. Granicus shall have the ability to determine at its reasonable discretion whether Unscheduled Downtime has occurred.

Per calendar quarter, Granicus will provide Outage Credit as follows:

Site Outage per Quarter (Unless Otherwise Specified Below)	Amount of Outage Credit (Unless Otherwise Specified Below)
>99.9%	No Outage Credit
99.8-98.0%	1 day credit
97.9-97.0%	3 days credit
96.9% or less	7 days credit