

Support and Software Service Levels

This Support and Software Services Levels Exhibit (“Support Exhibit”) applies to OpenGov’s Master Services Agreement or End User License Agreement (each the “Agreement”). Capitalized terms not defined herein have the meaning indicated in the Agreement. To access support and receive important notifications about changes to the Software Services, Customers must opt in to OpenGov’s support portal (the “OpenGov Help Center”).

1. Support for OpenGov Software Services

Table 1: Standard and Premium Support Offerings

Offering	Standard	Premium
Unlimited Number of Support Cases per Year	✓	✓
Unlimited Access to OpenGov Help Center	✓	✓
Unlimited Access to OpenGov Status Page	✓	✓
Unlimited Access to OpenGov University	✓	✓
Access to Phone/Chat Support 4:00 AM PT to 7:00 PM PT Monday through Friday, excluding OpenGov holidays	✓	✓
Increased Response Times	-	✓*

* See Table 2 for increased response times for premium support, which includes 24/7/365 support for Urgent severity cases.

Table 2: Severity Levels and First Response Times

Severity Level*	Severity Definition	First Response Time	
		Standard	Premium
Urgent	Complete loss of Software Services with no workaround, blocking the Customer's business operations.	One (1) Business Hour	One (1) Calendar Hour
High	Severe defect or configuration issue with no workaround, causing significant disruption to the Customer's business operations.	One (1) Business Day	Two (2) Business Hours
Normal	Partial reduction in Software Services with a workaround available, resulting in low-to-medium impact on the Customer's operations.	Four (4) Business Days	Eight (8) Business Hours
Low	Routine support requests for minor issues with negligible to low impact on the Customer's business operations.	Eight (8) Business Days	Two (2) Business Days

* OpenGov will determine the Severity Level assigned to each support issue in its reasonable discretion, but taking into consideration the Severity Level input by Customer.

2. OpenGov Uptime Percentage

- 2.1. OpenGov’s Quarterly Uptime Percentage is 99.9% for the Software Services (excluding any OpenGov software not hosted by OpenGov).

- 2.2. Unavailability is defined as any 1-minute period where all connection requests to the Software Services fail (“Failed Connection”). A Failed Connection is counted only once per 1-minute period and not across overlapping periods (e.g., 12:00:00–12:00:59 and 12:00:30–12:01:29). OpenGov measures uptime using industry-standard monitoring tools.
- 2.3. “Quarterly Uptime Percentage” is calculated by subtracting from 100 the percentage of 1-minute periods during any quarterly billing cycle that the Software Services are Unavailable out of the total number of minutes in that quarterly billing cycle.
- 2.4. Process. Customers shall notify OpenGov of any Unavailability via the OpenGov Help Center within 30 days of the Unavailability event.

3. Exclusions. This Support Exhibit does not apply to any:

- 3.1. Features designated Beta;
- 3.2. Issues or configuration changes caused by third party software or services;
- 3.3. Scheduled maintenance communicated at least 24 hours in advance via the OpenGov Help Center;
- 3.4. Support for issues related to the operation of the Software Services due to Customer’s firewall or hardware (e.g. personal computers or browser issues) and loading required add-on programs;
- 3.5. Unforeseen high user request volume from the Customer;
- 3.6. On-site support; and
- 3.7. Errors resulting from:
 - 3.7.1. Abuses or behaviors violating the Agreement;
 - 3.7.2. Customer’s unauthorized actions, inaction, or those of Customer’s employees, agents, contractors, or vendors, or unauthorized access through Customer’s passwords or equipment due to inadequate security practices;
 - 3.7.3. Failure to adhere to required configurations, use supported platforms, follow acceptable use policies, or misuse the Software Services beyond its intended functionality or OpenGov’s published guidance.