GEO Jobe Software Support Packages

Standard Support

Standard Support means Support Technicians will work directly with you to examine any specific issues you are encountering with the utilization of GEO Jobe products. Standard Support includes the following:

- *Response Time:* Contact within 3-5 US Business Days
- Support by phone, e-mail, and live chat
- 6 Standard Support tickets are allowed per year
  - Standard support tickets include: bug reports and guidance on the use of GEO Jobe products
  - Standard support tickets do not include: software usage training, installation or upgrades of products, or direct interactions with the GEO Jobe development team.
  - Exception: If a bug report turns out to be a legitimate bug that is product wide (and not to a clients specific environment), this ticket will NOT count as support tickets for the purpose of counting how many support tickets an organization has used for a product.
  - Exception: GEO Jobe will accept and document Feature Requests when submitted. We cannot guarantee if / when they will be implemented. Feature requests do NOT count as support tickets for the purpose of counting how many support tickets an organization has used for a product.
- 100% US Based Support

Enhanced Support

Enhanced Support means Support Technicians will prioritize incoming support requests from our Enhanced Support customers (per authorized product), providing a quicker response time and resolution of incoming requests. Enhanced Support includes everything provided within Standard Support with the additions of the following:

- *Response Time:* Contact within 1 US Business Day
- 3 Premium Tickets That Escalate to a Product Developer
  - Premium Tickets are defined as a ticket that would escalate from regular GEO Jobe Support personnel to a Product Developer that is intimately familiar with the inner workings of specific products within GEO Jobe.
  - These tickets are good for one (1) year from date of license purchase
  - Further premium tickets may be purchased for an additional fee as needed.

- Dedicated Support Person
  - GEO Jobe will provide a named Support resource for your organization (i.e., "John Smith"). This will be the primary Support resource you will interact with, when available, in terms of initial request intake. However, depending on the request, we may need to escalate the request to additional Support Tiers.
- Product Installation / Upgrades included
  - GEO Jobe Support Technicians will provide product installation for your organization per product authorized for Enhanced Support. This is limited to product installations on your primary environments, and then one (1) additional product upgrade per environment per year.
  - Additional issues raised during the installation or upgrade process may require the use of a Support Ticket (below) if further assistance is requested.
- 24 Support Tickets per year. Further support tickets may be purchased for an additional fee as needed.
  - If requested, a support ticket can be used to open an additional installation or upgrade ticket beyond the initial Product Installation / Upgrades included with Enhanced Support.
  - These tickets are good for one (1) year from the date of license purchase.
- 10% Commercial List Discount on GEO Jobe Professional Services
  - With Enhanced Support, the customer could utilize GEO Jobe Professional Services for various activities, including but not limited to: ArcGIS Enterprise Installs, Upgrades, and Support, Custom Widgets for Experience Builder, Data Creation, Solution Configuration, Custom Scripting, Staff Augmentation, and More. *Note: This cannot be used in conjunction with any other discounts such as GSA or "GEO Jobe Block Hours" program.*

Considerations

- GEO Jobe products do NOT work with client data that is corrupted, not performing as intended in the existing Esri environment, or that is not a listed supported item type or file size in our documentation. Product documentation outlines best practices for usage of GEO Jobe products and it is highly recommended that users review the product documentation before opening tickets with GEO Jobe technical support.

- GEO Jobe generally supports our products working with release versions ArcGIS Online and ArcGIS Enterprise that were current at the time of our corresponding release version of the GEO Jobe product. We do not, however, provide support for release versions of our products that align with Esri products that are no longer supported outside of General Availability in the Esri Product Life Cycle of Support.

- GEO Jobe cannot support our Products when running in environments that do not meet the recommended minimum specifications.

- The customer will be responsible for execution/use of GEO Jobe products. GEO Jobe will not be performing actual functionalities or actions for a customer. The only exception is if a customer procures GEO Jobe Professional Services explicitly regarding execution/use of GEO Jobe products.

- This support is for GEO Jobe products, not customer data or the environment in which the product(s) run. For assistance with your environment or data, please contact us about our Professional Services Offerings.

- Support can provide guidance on the use of GEO Jobe Products in the form of reference materials; however, this will not be step-by-step instructions on the use of our products.   For more detailed guidance, GEO Jobe offers Product Training Packages.

- GEO Jobe expects each customer interaction to be handled with professionalism and respect for both parties. Failure to adhere to these guidelines could result in termination of the clients software license agreement.

- Support is provided in English only.

- Support will be provided remotely, and will not be performed on-site, unless otherwise negotiated and agreed upon.