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# Support Subscription Agreement

Resgrid is a complete open-source platform for dispatch, incident and resource management. A Resgrid Support Subscription is a service program that is specially designed for IT professionals and businesses to ensure business continuity.

A subscription provides access to more frequent builds and releases of Resgrid's open-source software and to receive priority professional support from the Resgrid team. Without a support subscription support is provided by public GitHub issues.

## 1 Resgrid Support Subscription Plans

Below are the Resgrid Support Subscription plans. Pick the right plan for you and scale as your needs change.

|  | Basic | Standard | Premium |
|---|---|---|---|
| *Access to more frequent builds* | Yes | Yes | Yes |
| *Technical Support Location* | via Support Portal | via Support Portal | via Support Portal |
| *Support Tickets Included* | 3 | 10 | Unlimited |
| *Initial Response Time* | 3 Business Days* | 2 business day* | 1 business day* |
| *Remote Support (SSH/HTTPS/RDP) Hours Included* | 0 | 0 | 10 |
|  | **$2,499 per year** | **$4,999 per year** | **$9,999 per year** |

*Guaranteed first response time on critical support requests

### Notes

- Subscription period of one year (12 months) from the purchase date. All prices are in USD.
- Technical support for this subscription is provided via helpdesk software monitored email address and/or a support portal.
- Technical support is only provided in English.
- Initial Response Time is for Resgrid's business days and operating hours, which may differ from yours, see section 3.10.

## 2 Scope of Coverage

A Resgrid Support Subscription Agreement includes the following:

- Access to more frequent builds and releases of our open-source software
- Installation support
- Usage support
- Configuration
- Diagnosis
- Bug reports and fixes

Technical support only covers the latest stable release.

What is not included: We do not support modified packages or code, third party software or services, community or other open-source projects upon which our releases are based on, code development, system and network design, designing or implementing security rules, backup/recovery strategies, data recovery, high availability design or configuration to meet any specific regulations or compliance standards. Support plans, unless otherwise indicated, do not include any; monitoring, routine or preventative maintenance or any proactive response.

We provide support to assist in your installation for the type of support plan purchased. Please note, we estimate that it can take 40 hours to get Resgrid up and running and configured at a system level and we do not recommend using all of your Remote Support hours to have us do the installation; as it cannot be completed in the hours available.

### Notes
- You can still submit support requests through our GitHub issues page. Issues submitted there do not count against your available support request balance.
- Issues submitted via GitHub are not subject to the terms of this agreement.
- If you are a user of our Hosted solution general support via our Support Portal is included, but tickets submitted are assigned a general priority and are added to the queue. Response times for hosted support requests vary based the number of tickets ahead.
- Open-source users without an active Resgrid Support Subscription who submit support requests via our portal or email may not get a response or their ticket may be closed without a resolution or reply.

## 3 Additional terms and conditions

### 3.1 What is a Resgrid Support Subscription

A Resgrid Support Subscription is a service program design to help IT professionals and businesses to keep their Resgrid deployments up-to-date, and it provides access to professional support services.

### 3.2 What is "access to more frequent builds and releases"

Each of Resgrid's open-source software hosted on GitHub have a release cadence of twice (2 times) a year. Usually this is targeted around January and July, but may be delayed to in-flight work or other issues. Releases may also be postponed or cancelled if there is no pending code to release or pending work not in a releasable state.

With a Resgrid Support Subscription you will gain access to our active development releases which are usually updated every week. This allows quick turnaround time for potentially reported and fixed issues.

### 3.3 Purchasing and activating a Resgrid Support Subscription

You can buy a Resgrid Support Subscription through our website on our Open-Source page (https://resgrid.com/Home/OpenSource). When checking out please supply the email address that support issues will be originating from. Once the purchase has been confirmed you will receive a welcome email to that email address and any current relevant information for utilizing technical support.

You can respond to your welcome email and add up to 2 additional email address that are authorized to send technical support requests. Note, the use of email addresses with auto-replies (for example: an email address of a ticket system) is prohibited.

### 3.4 Upgrading your subscription level

You can easily upgrade from one subscription level to a higher one during your subscription period. Only the difference between the two subscription prices will be charged for the remainder of your current subscription term. You will need to open a ticket from one of the authorized email addresses to request the upgrade.

### 3.5 Downgrading your subscription level

Downgrading from a higher to a lower subscription level is not possible during the one-year (12 months) period. You can cancel your current subscription, which prevents automatic renewal, and after the term has ended order another subscription at your desired level.

### 3.6 Renewal and Cancellation

A Resgrid Support Subscription will automatically renew after one year (12 months) from your initial purchase date. Renewal rates are subject to change, but you will be notified of any change in your rate with the option to cancel in accordance with these terms.

If you do not want to renew, you need to request the cancellation of your upcoming renewal at least 72 hours before you will get billed. You can perform this request by opening a ticket from one of the authorized email addresses.

As each billing cycle is one year, therefore your access will continue for the remaining time of the current one-year (12 month) period. Already activated, welcome email has been sent, and paid for products and subscriptions cannot be refunded.

### 3.7 Definition of a critical support request

A critical issue severely impacts the use of the software in a production environment. This situation halts the operations of the entity and no procedural workaround exists.

The ticket priority is subject to change by the support agent at any time.

### 3.8 How do I receive the builds and releases?

Resgrid uses a private file sharing system to deliver builds and releases and a private docker register system to deliver docker images. As apart of your support subscription activation accounts will be created for you in both systems.

### 3.9 How long before I receive my welcome email?

It usually takes between 1 and 3 business days to confirm your purchase and for us to create the accounts in our systems for to you utilize. If you encounter a critical issue in that time period you can email team@resgrid.com to start getting support. Once your accounts are created a support request will need to be created to track any support requests made during that time frame.

### 3.10 Business days and hours

Resgrid's business days are Monday through Thursday and our business hours are 0900 (9 a.m.) to 1700 (5 p.m.) PST/PDT. Resgrid's offices are closed every Friday and also closed for United States Federal Holidays (https://en.wikipedia.org/wiki/Federal_holidays_in_the_United_States#List_of_federal_holidays). Additionally, Resgrid's office may also be closed for company holidays. During which time a notice will be places on the support portal. Normally holidays 2 weeks around July 4th and 2 weeks at the end of the calendar year.

### 3.11 Does this support agreement apply if we also pay for the hosted version?

Yes, you can use this support agreement if you are an entity that is already paying for the hosted version of Resgrid to get increased support ticket priority. Please note though, as a customer of the hosted version of Resgrid you already get private support via the support portal, but your ticket priority is fixed and added to the general support queue.

### 3.12 How is the support request balance utilized

Each of the Resgrid Support Subscription packages has a yearly allotment of support requests that refresh after every renewal of your subscription. For every support request submitted, regardless of criticality, that an agent responds to is deducted from your available balance.

A support request (ticket) is a singular issue or question that is defined when the support request is initially created. If another issue gets introduced during the lifecycle of the support request that is different then the initial definition a new support request will need to be created.

Tickets may be closed by the customer or support agent at any time, for any reason and may not be reopened.

### 3.13 Remote "Hands On" Support

Remote, hands on, support is provided in some Resgrid Support Subscription packages. These hours refresh after every renewal of your subscription.

To utilize Remote Support, it will need to be requested as part of an existing support request. Access will need to be given to the agent to be able to remotely connect to and interact with the target system. Access will entail an ability to connect to the system and credentials for logging in, and preforming operations needed to facilitate the request.

Account credentials needed may vary based on the request but could be system administrator, sql sa, sudo, admin, department admin or root. Accounts should be provided for us with the required level of permissions beforehand. These accounts and their passwords should be enabled and active for the support period then disabled with their passwords changed once it's ended.

We will do our best to keep this information secure, but it will be transmitted over the Internet to services we use to facilitate support and should be treated as publicly available and secured as such.

Agent Remote Support time will be noted in the ticket and deducted from the available Remote Support balance.

## 3.14 How long do builds stay on the private systems?

The Resgrid system is delivered via Docker Container images. Support Contract customers gain access to our internal Docker Registry to pull images from. Images are retained on the Internal Registry for the latest 14 releases after which older release are removed to reclaim space.

If you need access to older images we recommend pulling and storing those images in a local registry on your internal systems.

## 4 Resgrid is open-source software. Why should I buy a Support Subscription?

Resgrid software is licensed under the Apache-2.0 License which means you have the freedom to use the software's source code. That means you do not pay for the software's source code (or license); you pay for the support subscription service.

The Resgrid Support Subscription adds real business value to your operations by proving access to a broad infrastructure of services, like:

- Access to exclusive frequent builds and releases.
- Enterprise support to resolve your urgent technical requests.
- Access to Resgrid experts via the support portal.
- Private communication channel, via the support portal.
- Flexible support subscription plans scalable to your business needs.
- Fast turn-around on bug fixes and some feature requests.

## 4.1 Example of Business Value

Because every Resgrid Support Subscription includes access to exclusive frequent builds and releases, which are in-between the official stable releases on our GitHub pages, you can report an issue, and get a fix within days or weeks as opposed to months.

If you are using Resgrid open-source without a support subscription, you will submit an issue to our GitHub page, we will work to resolve that issue which may result in a code change or update. That will be committed via Git to our repository and included in the next release, which could be months away.