

## SCHEDULE C Snohomish County Support Services Agreement

**THIS** Support Services Agreement (“SSA”) is made part of and incorporated by this reference into the JustWare Annual Maintenance and Support Agreement (the “**Agreement**”) entered into by and between Snohomish County, a political subdivision of the State of Washington, (the “**County**”) and Pine Technologies, LLC (the “**Vendor**” or “Contractor”) effective July 1, 2021.

**1. Definitions.**

“Error” means either (a) a failure of the Software to conform to the specifications set forth in the Documentation, resulting in the inability to use, or restriction in the use of, the Software, and/or (b) a problem requiring new procedures, clarifications and/or additional information. An Error is reported by completion of a Ticket.

**6. Escalation Path For Technical Support Issues.** If the County is not satisfied with the technical support provided by Vendor, the County shall contact Vendor’s Lead Support Engineer as the first escalation point. If Vendor’s Lead Support Engineer is not available or the County wishes to escalate to the next level, The County shall contact Vendor’s VP, Professional Services. Such contact persons may be changed from time-to-time at the sole discretion of Vendor, upon written notice to the County.

“Software” has the meaning given in the Software License Agreement between Journal Technologies and the County.

“Technical Support Contacts” has the meaning given in Section 8 below.

**2 Support Obligations.** This agreement provides additional details regarding Vendor’s support services obligations to the County (“Support Services”).

**3. Error Reporting.** The Technical Support Contacts may report Errors by any one of the following means:

Microsoft Teams – Chat and Phone: Available 24x7.

Issue submittal and response  
After-hours pager response service for Severity 1 issues

E-Mail: Available 24x7, Live response during standard service hours  
Address: customersuccess@itspinetech.com  
After-hours pager response service for Severity 1 issues

Standard service hours are 8:00AM – 5:00PM Monday to Friday PST, excluding all public holidays.

**4. Conditions for Providing Support.** Vendor’s obligation to provide Support Services is conditioned upon the following: (a) County makes reasonable efforts to correct the Error after consulting with Vendor; (b) County provides Vendor with sufficient information and resources to correct the Error either at Vendor’s Customer Support Center or via remote access to County’s site, as well as access to the personnel, hardware, and any additional software involved in discovering the Error; (c) County procures, installs and maintains all equipment, telephone lines, communication interfaces and other hardware necessary to operate the Software and allow Vendor to provide the Support Services. All remote access by Vendor shall comply with the County’s network security rules. Vendor shall promptly notify the County if it experiences problems remotely accessing the County’s system.

**5. Technical Support Contacts.** The Vendor Customer Support Center will provide telephone and/or web-based support. The County may modify its designated Technical Support Contacts at any time during which the County is authorized to receive Support Services. Technical Support Contacts will be the only interface to the Vendor Customer Support Center. In an emergency, a Vendor Customer Support Engineer will begin working on an Error for an unauthorized contact on an exception basis subject to later verification and involvement of a named Technical Support Contact.

### Support Severity, Response and Resolution Table

Severity Code	Condition	Response	Staff Commitment & Escalation (as required)	Case Resolution (business days)
Severity 1 Urgent / Catastrophic Impact	<ul style="list-style-type: none"> <li>Complete inability to use the Software and there is no reasonable Workaround; or</li> <li>Severely limited ability to use major functionality of the Software and there is no reasonable Workaround.</li> </ul>	1 Service Hour	<ul style="list-style-type: none"> <li>Immediate engagement of Technical Product Specialist</li> <li>Immediate notification of Support Manager.</li> <li>Further escalation to Senior Developer.</li> </ul>	3 business days unless otherwise agreed by the parties.
Severity 2 High Impact	<ul style="list-style-type: none"> <li>Severely limited ability to use major functionality of the Software; or</li> <li>Complete inability to use minor functionality of the Software</li> </ul>	4 Service Hours	<ul style="list-style-type: none"> <li>Escalation from Support Desk Representative to Technical Product Specialist</li> <li>Further escalation to development staff.</li> </ul>	5 business days unless otherwise agreed by the parties.
Severity 3 Medium Impact	<ul style="list-style-type: none"> <li>Limited ability to use major functionality of the Software; or</li> <li>Minor errors in functionality of the Software.</li> </ul>	8 Service Hours	<ul style="list-style-type: none"> <li>Escalation from Support Desk Representative to Senior Support Desk Representative, then to Technical Product Specialist.</li> <li>Further escalation to development staff.</li> </ul>	10 business days unless otherwise agreed by the parties.
Severity 4 Low Impact	<ul style="list-style-type: none"> <li>General inquiries on the use of a Software module; or</li> <li>Minor cosmetic errors, e.g. in layout and formatting; or</li> </ul>	24 Service Hours	<ul style="list-style-type: none"> <li>Escalation from Support Desk Representative to Senior Support Desk Representative, then to Technical Product Specialist</li> </ul>	As mutually agreed to by the parties.
Severity 5	<ul style="list-style-type: none"> <li>Feature Requests.</li> </ul>	40 Service Hours	<ul style="list-style-type: none"> <li>As available.</li> </ul>	As mutually agreed to by the parties.

Support Feature	Standard Service Hours	Extended Service Hours
Hours of Service	8:00AM – 5:00PM PST	24 X 7

Level	Name	Position	Teams Name	Mobile Phone	Email
Initial Contact	Devin Dockstader	Lead Support Engineer	Devin Dockstader	435-313-6309	devin@itspinetech.com
Final Contact	Ben Stocks	Vice President, Professional Services	Ben Stocks	435-650-8558	ben@itspinetech.com

## Snohomish County

## Pine Technologies, LLC

BY:

\_\_\_\_\_  
(Authorized Signature)

NAME:

\_\_\_\_\_  
(Print or Type Name of Signatory)

TITLE:

\_\_\_\_\_  
(Title)

DATE:

\_\_\_\_\_  
(Execution Date)

BY:

\_\_\_\_\_  
(Authorized Signature)

NAME: Ben Stocks

\_\_\_\_\_  
(Print or Type Name of Signatory)

TITLE: CEO

\_\_\_\_\_  
(Title)

DATE: 5/20/21

\_\_\_\_\_  
(Execution Date)