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## Supporting Articles



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# Municipal Websites (CivicEngage) Central Standard Hosting and Support

8 months ago · Updated

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## Support and Maintenance

### Support Services

CivicPlus' on-site support team is available from 7:00 am to 7:00 pm CST to assist customers with any questions, concerns, or suggestions regarding the functionality and usage of CivicPlus' Municipal Website solution and associated applications. The support team is available during these hours via CivicPlus' toll-free support number and e-mail. Support personnel will respond to calls as they arrive (under normal circumstances, if all lines are busy, messages will be returned within four hours; action will be taken on e-mails within four hours), and if the Customer's customer support liaison is unable to assist, the service escalation process will begin.

Emergency support is available 24 hours a day for designated, named Customer points-of-contact, with members of CivicPlus' support teams available for urgent requests. Emergency support is provided free of charge for true emergencies (ie: website is down, applications are malfunctioning, etc.), though Customer may incur support charges for non-emergency requests during off hours (ie: basic functionality/usage requests regarding system operation and management). The current discounted rate is \$200/hour. CivicPlus shall notify Customer if a support request falls outside the included after-hours emergency support coverage prior to incurring such hourly rate.

CivicPlus maintains a customer support website that is accessible 24 hours a day with an approved customer username and password.

### Service Escalation Processes

In the event that CivicPlus' support team is unable to assist Customer with a request, question or concern, the issue is reported to the appropriate CivicPlus department.

Customer requests for additional provided services are forwarded to CivicPlus' Customer Care personnel.

Customer concerns/questions regarding the Municipal Website solution or associated application errors are reported to CivicPlus' technical team through CivicPlus' issue tracking and management system to be addressed in a priority order to be determined by CivicPlus' technical team.

All other requests that do not meet these criteria will be forwarded to appropriate personnel within CivicPlus' organization at the discretion of the customer support liaison.

Included Services:	
Support	Maintenance of CivicPlus Municipal Website Solution
7 am – 7 pm (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Usability Improvements Integration of System Enhancements Proactive Support for Updates & Fixes Monthly Newsletters Routine Follow-up Check-ins	Install Service Patches for OS System Enhancements Fixes Improvements Integration Testing Development Usage License

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