

GORDIAN SUPPORT POLICY

Policies & Procedures Governing Gordian Maintenance, Software Availability & Support Offerings

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Table of Contents

GORDIAN SUPPORT POLICY.....	1
Policies & Procedures Governing Gordian Maintenance, Software Availability & Support Offerings	1
INTRODUCTION	2
PURPOSE.....	2
ELIGIBILITY FOR GORDIAN SUPPORT SERVICES.....	2
GORDIAN SUPPORT	2
WORKING WITH GORDIAN SUPPORT	2
ONLINE CUSTOMER COMMUNITIES.....	2
High Severity Support.....	3
Coverage.....	3
Logging a Support Request.....	3
DEFINITIONS	3
RESPONSIBILITIES	4
SOFTWARE AVAILABILITY.....	5
CUSTOMER RESPONSIBILITIES	5
General Responsibilities	5
On-Premises Product Specific Responsibilities.....	6
GENERAL LIMITATIONS AND OUT OF SCOPE SERVICES	6

INTRODUCTION

PURPOSE

The purpose of this document is to detail the Gordian Support Policy.

ELIGIBILITY FOR GORDIAN SUPPORT SERVICES

As a customer, you can receive Gordian Support services when:

- Purchased Gordian products are properly licensed with a current and valid maintenance contract with Gordian.

GORDIAN SUPPORT

WORKING WITH GORDIAN SUPPORT

<https://www.gordian.com/contact-us/>

Gordian is looking forward to working with you. Gordian Support consists of remote assistance with issues via email, website, and phone support.

Unless otherwise contracted, Gordian Support standard hours of operation (“Business Hours”) are as follows:

Monday – Friday (except for Holidays)

8am – 8pm EST – CA/US Hours

9am – 5pm GMT +1 – UK Hours

ONLINE CUSTOMER COMMUNITIES

For eligible products, get the most out of your Gordian experience by leveraging your Gordian Support community. Available 24 hours a day, 7 days a week. You can use your product’s community to:

- Interact with the Gordian support team by submitting cases (preferred method of interacting with support).
- Share product ideas with Gordian product managers and vote on ideas submitted by other members of the product community.
- Find important product documentation and the latest release notes for your product

Joining your product's community is a great way to stay informed on all the newest product features and how they can help your organization.

High Severity Support

For High Severity issues, Gordian requires calling immediately to confirm the impact and severity of the issue.

Coverage

Gordian Support is provided for problems in the current and supported Gordian releases, running unaltered on designated supported database products, office suite products, web browsers and operating systems as specified in Gordian documentation and assuming no issues with account standing.

Gordian shall only be obligated to provide support for the Software as delivered by Gordian. Gordian provides support in English. Customers with eligible products may purchase support services in additional languages subject to availability.

Logging a Support Request

Before contacting Gordian Support, please follow the process provided below:

- Ensure you are using the Software within a supported system configuration.
- Review the product documentation such as in application help and Knowledge base articles provided in your product's community.

When submitting a support request, in the subject line, provide a relevant summary that describes the issue at a high level. Requests requiring in depth troubleshooting can be accelerated by utilizing the description field to clearly convey your issue.

DEFINITIONS

- **"Excused Downtime"** shall mean: (a) planned weekly downtime which Gordian shall schedule from 6:00 pm PT Thursday to 3:00 am PT Friday; (b) planned monthly downtime once per month between 6:00 pm PT Thursday to 3:00 am PT Friday; (c) emergency downtime (which Gordian shall use commercially reasonable efforts to provide as much advance notice as possible); or (d) any unavailability caused by a Force Majeure Event.
- **"Force Majeure Event"** refers to any event or circumstance beyond Gordian's control that prevents it from fulfilling its obligations under this Support Policy. These include, but are not limited to, acts of God, government actions, floods, fires, explosions, earthquakes, pandemics, civil unrest, acts of war or terrorism, strikes, lockouts, riots, labor issues, failures or delays in computer, telecommunications, Internet service provider, or hosting facility involving hardware, software, or power systems not within the parties' control, and denial of service attacks.

- **“Gordian Support”** means the reasonable assistance and services provided by Gordian to its customers, including troubleshooting, technical help, and guidance on the use of Gordian products and software. This support may be offered through various channels such as phone, email, and online resources.
- **“Holidays”** are days when Gordian offices are closed for normal business operations as specified [here](#).
- **“On-Premises Product”** means software installed and run on computers on the premises (in the building) of the person or organization using the software. The hosting and hardware maintenance for the environment are the customer’s responsibility.
- **“SaaS Products”** means software owned, delivered and managed remotely by Gordian for use by a customer on a subscription or licensed basis.
- **“Software”** means the SaaS Products and On-Premises Product collectively.
- **“Workaround”** means a method indicated by Gordian to avoid or bypass the consequences of a known error, without issuing a fix, ensuring that the customer’s use of the software may be interrupted as little as reasonably possible.

RESPONSIBILITIES

Gordian support cases are classified using severity. Gordian will validate and adjust severity when it does not match the criteria provided below.

SEVERITY	DEFINITION	Target Response Time During “Hours of Operation”
1 - Critical*	Critical issue resulting in a complete system outage or major application failure, preventing a critical business process that has immediate financial impact or impact to data integrity. There is no Workaround available.	1 Hour
2 - High	Serious issue preventing execution of a critical business process, causing disruption of a major business function. Major functionality is severely impaired. Serious impact on daily functions or processing but there is an acceptable Workaround.	4 Hours

3 - Medium	Issue that does not prevent the execution of a critical business process and does not impact data integrity. The problem may be circumvented using an available Workaround.	2 Business Days
4 - Low	An inquiry and/or low system/business process impact issue. Examples include cosmetic defects on screens, errors in documentation, or question/how-to type requests.	3 Business Days

*Severity is assigned solely by Gordian and is the assessed possible risk or effect of an incident on Customer's business operations. Severity shall be classified by Gordian in accordance with Gordian's standard severity level classifications.

SOFTWARE AVAILABILITY

Gordian will use commercially reasonable efforts to ensure the SaaS Product is available twenty-four hours per day, seven days, per week. Additionally, during Business Hours, excluding any Excused Downtime, (referred to as the "Availability Period"), Gordian commits to providing a 99.5% availability rate during the Availability Period each calendar month for the SaaS Product offered during the term.

CUSTOMER RESPONSIBILITIES

Should you opt to not fully meet or perform your responsibilities as outlined below, Gordian's ability to offer Support Services will be significantly impaired. In such cases, Gordian will make every effort to provide Support Services taking into account the limitations and circumstances.

General Responsibilities

Customer shall:

- Provide Gordian with relevant diagnostic information including log files, configuration, and error messages.
- Create separate, unique cases for each issue encountered.
- Grant Gordian with access to necessary personnel and equipment. This may involve providing system logs and/or allowing Gordian to view a user's system through screensharing or other tools.
- Cooperate with Gordian to implement procedures and recommendations for correcting errors or malfunctions within a reasonable timeframe after receiving them from Gordian.

- Promptly respond to updates and additional requests for information. Delays in response may lead to reclassification or closure of the case.
- Provide accurate contact names, phone numbers, and email addresses for business users.
- Arrange a screen sharing session as needed, allowing to demonstrate the issue and collaborate with the Gordian to troubleshoot the issue within the customer's environment.

On-Premises Product Specific Responsibilities

Customer shall:

- Ensure Gordian has access to the equipment on which the On-Premises Product is operating and obtains the same access at the highest privilege level.
- Be responsible for keeping the environment up to Gordian's standards.
- Provide a database backup (and application files as needed) to replicate in-house environment if necessary for troubleshooting and upon Gordian's request.
- Be responsible for supervision, control, maintenance, support and management of its software, hardware, and equipment. This includes, but is not limited to, protection of information and the implementation of backup facilities in the event of errors or malfunction of the Software, hardware, or equipment. Gordian is not responsible for the loss of information or data while performing maintenance.

GENERAL LIMITATIONS AND OUT OF SCOPE SERVICES

Out of scope services listed below apply to both SaaS Products and On-Premises Products installations. Gordian has no obligation to provide any service other than those set forth in this Support Policy and paid for by the customer. For Gordian end-of-life products/components (products no longer sold by Gordian), maintenance support will occur according to the schedule and scope provided for that product.

Gordian Support services are not provided as an alternative for product training. Contacts lacking proper knowledge or training of their application may be referred to Gordian professional services for product training (fees may apply).

Gordian Support services do not include support for issues/requests arising from or related to the following:

- Unsupported releases/versions not listed in product specific documentation, including 3rd party products.
- Issues outside of functional validation of supporting systems, data availability and standardized reports, operations, procedures, or workflows.

- Improper installation by customer or use of the Software and its integrations that deviate from any operating procedures established by Gordian in the applicable documentation.
- Modification, alteration, addition, or attempted change of the Software or its integrations, undertaken by persons other than Gordian or Gordian's authorized representatives.
- Hardware or software not provided by Gordian including but not limited to database products, office suite products, web browsers and operating systems.
- Accident; unusual physical, electrical, or electromagnetic stress; neglect; misuse; failure of electric power; air conditioning or humidity control; operation of the software with other media not meeting or not maintained in accordance with the manufacturer's specifications; or causes other than ordinary use.
- Issues outside of supported Gordian release. Issues arising on Gordian Software older than supported Gordian releases are subject to best effort support when a supported Gordian release provides resolution (unless otherwise contracted). Gordian is under no obligation to provide extended support or further development commitments for incidents where a supported Gordian release provides resolution. Should a customer require additional support for unsupported Gordian releases, Gordian Support may refer the customer to procure professional services where a fee may occur.
- Issues concerning On-Premises Products

In addition, maintenance services exclude the following, any of which may be obtained from Gordian on an as-available basis (may incur a fee), or unless otherwise contracted:

- On-site troubleshooting.
- Personnel training services.
- Implementation services and/or installation services including installation and upgrades, unless otherwise contracted.
- Data migration, conversion, transfer, scripting, or any other manipulation tasks.
- Business process, data interpretation, and/or consultation services.
- Custom integrations and any other "customizations", including but not limited to custom pages, custom reports, and custom database modifications.
- Updates provided to the product under maintenance services do not include upgrades to customized software, APIs nor other Gordian professional services works. Such customization upgrades may be subject to additional fees.
- Completing tasks for users, including but not limited to data entry, system setup, record maintenance, report execution, hardware, or non-Licensed Software updates.