

**MASTER SERVICES AGREEMENT
ADDENDUM NUMBER 1**

This Addendum, entered into the 18th Sept of August, 2018, between the County of Siskiyou, a legal and political subdivision of the State of California of the one part, hereinafter "County" or "Customer," and Pay Tel Communications, Inc. of the other part, hereinafter "Pay Tel" or "Contractor" modifies the Inmate Telecommunications Agreement dated September 17, 2013 (hereafter referred to as the "Agreement").

For and in consideration of the mutual promised and covenants contained herein, Pay Tel and Customer hereby agree to modify the Agreement as follows:

1. **3.1 Term.** The current term ending October 3, 2018 will be extended for six (6) years, to and including October 3, 2024. This Agreement may be renewed for successive two (2) year terms upon written letter confirming the intent to extend submitted by Customer no less than 60 days prior to the expiration of the then current term.

2. **6.0 Equipment and Services Provided by Pay Tel.** This section is hereby expanded to include the provision of inteleBANKING™ Inmate Banking Service and inteleVISIT™ Video Visitation. The Inmate Banking deployment will include a lobby kiosk, booking manager kiosk, inmate banking software and related services as further described in Attachment A attached hereto. The Video Visitation solution will include 15 Visitation kiosks as further described in Attachment B attached hereto.

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IN WITNESSS WHEREOF, County and Contractor have executed this agreement addendum on the dates set forth below, each signatory represents that he/she has the authority to execute this agreement and to bind the Party on whose behalf his/her execution is made.

COUNTY OF SISKIYOU

Date: 9-18-18

[Signature]
RAY A. HAUPT, CHAIR
Board of Supervisors
County of Siskiyou
State of California

ATTEST:
COLLEEN SETZER
Clerk, Board of Supervisors

By: [Signature]
Deputy

Date: 8/28/18

CONTRACTOR: PAY TEL
COMMUNICATIONS, INC.
[Signature]
Vincent Townsend, President
[Signature]
Kurt Gabriel, Vice President Finance

License No. _____
(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ.Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. On File

ACCOUNTING:

Fund	Organization	Account	Activity Code (if applicable)
1005	203020	552600	\$.01

Encumbrance number (if applicable)

If not to exceed, include amount not to exceed:

If needed for multi-year contracts, please include separate sheet with financial information for each fiscal year.

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ATTACHMENT A – Inmate Banking

inteleBANKING™ Inmate Banking Project includes:

- 1 Tech Friends Lobby Kiosk
- 1 Booking Manager Kiosk
- Tech Friends LockDown Inmate Banking Software
- Tech Friends LockDown Server, Printer and Card Reader
- Pay Tel (supported by Tech Friends) will perform the installation and training.
- Pay Tel will coordinate the delivery schedule and training with Siskiyou County.
- Pay Tel will provide maintenance and repair of the equipment and services provided throughout the term of the contract.

Customer Responsibilities:

- Siskiyou County will be responsible for administration of software once installed
- Siskiyou County will be responsible for any electrical or network connectivity required for kiosks
- To the extent that any interface is required with a third party commissary product vendor; Customer will be responsible for any integration charges assessed by that vendor.

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ATTACHMENT B – Video Visitation

Video Visitation Project includes:

- **15 inteleVISIT™ HomeWAV kiosk units for remote and on-site video visitation**
 - 12 In Pod HomePAS Visitation Kiosks for inmate use
 - 3 Lobby HomePAS Visitation Kiosk to support on-site video visits
- Units will be powered by existing electrical outlets or power over ethernet.
- Pay Tel will perform the installation and training.
- Pay Tel will provide the wiring materials for the kiosks.
- Pay Tel will coordinate the delivery schedule and training with Siskiyou County.
- Pay Tel will provide maintenance and repair on the equipment and services provided through the duration of the contract.

County Responsibilities:

- Siskiyou County will be responsible for installation of the required wiring for kiosks
- Siskiyou County will be responsible for providing the necessary internet bandwidth (7MB/7MB)
- Siskiyou County will be responsible for any partitions, furniture or seating desired for inmates and on-site visitors.

Cost to Inmates/Visitors:

- **On-site Visitation Fee Charged to Visitor: NONE**
- **Remote Visitation Fee Charged to Visitor: \$0.50 per minute**
- **Video Message Fee Option to Visitor: \$1.00 per message**

Video Visitation Revenue Share:

- **25% of remote visitation fee revenue**
- **Commission begins upon activation of video visitation**

MASTER SERVICES AGREEMENT

This Master Services Agreement (hereinafter "Agreement") is made and entered into this 17th day of September, 2013 by and between the County of Siskiyou, a legal and political subdivision of the State of California ("Customer") of the one part and Pay Tel Communications, Inc., a North Carolina Corporation ("Pay Tel") of the other part,

WHEREAS, Customer and Pay Tel desire to enter into a long term relationship pursuant to which Pay Tel will act as the exclusive agent and provider to Customer of certain equipment and services including the inmate telecommunications equipment set forth in Exhibit A (hereinafter sometimes "Services"); and

WHEREAS, Customer understands the financial commitment on the part of Pay Tel in providing and installing equipment associated with such Services and Customer agrees to cooperate and assist Pay Tel as set forth below.

NOW THEREFORE, in consideration of the mutual promises and obligations hereunder, the parties to this Agreement do hereby agree as follows:

1.0 AUTHORITY TO CONTRACT

1.1 Customer warrants that the person(s) signing this Agreement has/have obtained the requisite authority to authorize them to bind the entity having jurisdiction over the Premises and this authority is sufficient to bind Customer to agreements of the size and nature of this Agreement.

1.2 Customer further warrants that the person(s) signing this Agreement has/have the right to license the use of the Premises in accordance with the provision of this Agreement.

2.0 LOCATION

2.1 This Agreement is for Services at or connected to the premises at the location or locations described in Exhibit B attached hereto (the "Premises") except as set forth below. Pay Tel acknowledges that Customer has initiated the process to construct a new jail facility and may or may not move into the new facility during the initial term of this Agreement. If Customer occupies the new jail, Pay Tel shall relocate its equipment or install such other equipment as may be necessary to provide the Services under this Agreement, and Pay Tel shall do so at no cost to Customer.

3.0 TERM

3.1 The term of the Agreement shall commence upon the commencement of Services and shall continue for a period of five (5) years from that date. This Agreement may be renewed for successive two year (2) year terms upon written letter confirming the intent to extend submitted by Customer not less than 60 days prior to expiration of the then current term. Such notice shall be given in strict conformance with Paragraph 9.1 below.

3.2 During the original or any renewed term of this Agreement, Customer shall not allow any other party the right to supply the same or similar Services at the Premises. In addition, Customer acknowledges and agrees during the original or any renewed term of this Agreement that if Customer commences operations at any location other than the Premises described herein, Pay Tel shall have the exclusive right to provide Services at such new location(s) in accordance with the terms and conditions of this Agreement.

3.3 In connection with the provision of Services, Pay Tel shall have the exclusive right during the original or renewed term of this Agreement, to act as agent for the Customer solely

with respect to the implementation of Services at the Premises to provide, for example, telecommunications services. In this regard, Customer agrees that it will not authorize any party other than Pay Tel to act as its agent for the purposes of negotiating, obtaining, renewing, or terminating contracts or agreements relating to the installation, operation and provision of Services at the Premises.

4.0 COMMISSIONS

4.1 For purposes of commission calculations, Customer will not be responsible for any losses due to fraudulent calls. However, Customer agrees to assist Pay Tel in efforts to prevent losses and fraud and further agrees to aid in the prosecution of any perpetrators of fraudulent calls whether such perpetrators are inside or outside the Premises.

4.2 Pay Tel will make commission payments as set forth in Exhibit C. This Exhibit will be modified as but only to the extent there is a material change in the operation of the facility or the use of Services by the inmates. With regard to modifications, customer understands and agrees that material changes are not anticipated and that adjustments will be made if such material changes are either caused or allowed to occur by Customer.

4.3 Any commission contained in this Agreement is based on information provided by customer as well as the continued cooperation of customer and customer vendors whose services affect Pay Tel's ability to earn revenue for Customer and Pay Tel. The following list provides examples of items that can affect the generation of revenue for Customer and Pay Tel,

1. A sustained reduction in Inmate population.
2. Customer restriction of access to Pay Tel equipment and services during normal awake hours (except for temporary restrictions imposed for security or disciplinary purposes.)
3. Customer restriction of Pay Tel's ability to provide collect, pre-paid collect and debit or prepaid card calls.
4. Interference or lack of cooperation by Customer-selected vendors such as the Jail Management Software and/or Commissary companies that inhibit Pay Tel's ability to commence or fully implement the installation of its equipment or provision of services to enable real-time transfer of money for the purpose of debit calling,
5. The existence or implementation by Customer of alternative communication services that reduce the demand by inmates for Pay Tel's equipment and calling services,
6. The enactment of any law or regulation impacting the rates, fees or terms for Services provided under this agreement, or
7. Any other action by Customer or Customer-selected vendors that unreasonably impede the use of Pay Tel equipment and Services by Inmates.

Customer understands and agrees that these or similar events may constitute material changes in the operation of the Premises and the information upon which Pay Tel reasonably relied in setting the commission percentage. In the event of a material change, Pay Tel and Customer will work together to reach a pro-rated adjustment to the commission percentage.

5.0 COOPERATIVE PURCHASING

Other County Boards, Sheriff's Offices, Regional Jail Authorities or Corrections Departments within the state of California ("Similar Parties") may desire to obtain services as generally described in this agreement and may award a contract to Pay Tel. Pay Tel agrees to provide equivalent services to these Similar Parties. Exact terms may be adjusted as necessary to meet the unique requirements of each organization.

6.0 EQUIPMENT AND SERVICES PROVIDED BY PAY TEL

- 6.1 Pay Tel will provide, install and operate equipment at the Premises necessary to provide the Services set forth in Exhibit A attached hereto.
- 6.2 The placement of any equipment to be provided at the Premises will be determined by Pay Tel in consultation with the Customer and may be adjusted as necessary.
- 6.3 In the event that Pay Tel provides limited free call services, such services are to be afforded only for the limited purpose of calls to approved entities and in approved locations such as in the intake or holding area. Under no circumstances should free calls be allowed for any other purpose such as the allowance of inmate personal calls after the inmate booking process, except as required by law or ordinance. Paragraph 4.3 is incorporated into this paragraph by reference.
- 6.4 Pay Tel agrees to provide Services in full compliance with all applicable rules and regulations of the Federal Communications Commission and any applicable State agency.
- 6.5 All Services will be provided by Pay Tel at its expense.
- 6.6 Customer hereby authorizes Pay Tel to contact the local telephone company and any other necessary provider to facilitate the provision of Pay Tel Services. Customer will provide space and necessary utilities, including a dedicated 24-hour 120 volt electrical service line, to support the provision of Services. Pay Tel shall pay all charges imposed by any telephone company with respect to the Services.
- 6.6 Customer hereby grants to Pay Tel the exclusive right and authority to the extent necessary to contract with a long distance carrier to handle inmate long distance calls at the Premises. Pay Tel agrees to charge operator assisted rates for inmate phone calls that are equal to or less than the tariffed rates regulated by the Federal Communications Commission and any similar State agency.
- 6.7 Any equipment provided by Pay Tel hereunder associated with the operation of the Services is agreed by Customer to be the personal property of Pay Tel and not fixtures, and it is the express intention of both Customer and Pay Tel that such equipment is and shall continue to be personal property of Pay Tel. All equipment installed by Pay Tel at the Premises shall remain the property of Pay Tel. Upon termination of this Agreement for any reason including, without limitation, termination of this Agreement pursuant to Paragraph 8.1 hereof, Pay Tel shall have the absolute right to enter upon the Premises at any reasonable time to remove its equipment. Pay Tel shall repair any and all damage to the Premises by reason of removal of Pay Tel's equipment.
- 6.8 Pay Tel agrees to maintain its equipment in good operating condition, as further described in Exhibit D, herein. In order to do so, Pay Tel shall have the right during normal business hours to enter the Premises to perform necessary maintenance and repairs as well as for purposes of inventory control. To assist Pay Tel, Customer agrees promptly to notify Pay Tel of any malfunctions or loss of equipment.
- 6.9 Nothing herein shall require or obligate Pay Tel to perform maintenance or repairs to equipment that Pay Tel does not install or separately agree to repair or maintain.
- 6.10 Pay Tel agrees that its equipment will conform with all applicable local, state and federal requirements concerning the provision of Services to those with disabilities as defined by the

Americans With Disabilities Act (hereinafter the "ADA"). Customer shall cooperate with Pay Tel to ensure compliance with all access requirements contained in applicable local, state and federal regulations relating to those with disabilities as defined in the ADA.

7.0 LIMITED LICENSE

This Agreement, among other things, applies to the provision of inmate telecommunications services including telephone calls and emails. Services generally include the monitoring, recording and archiving of calls and emails for use by law enforcement officials in accordance with all applicable laws. In order to allow such services, Customer hereby grants to Pay Tel a limited license to act under authority of Customer. Whether or not any call, email or other electronic information ("Electronic Data") is in Pay Tel's custody or control for any period of time, such custody and/or control shall be deemed under the authority of Customer's law enforcement personnel and any direction from Customer with respect to such Electronic Data to Pay Tel shall be done under a limited license to provide such data to law enforcement officials or to use for legitimate business purposes. Pursuant to this Agreement, Customer grants to Pay Tel a perpetual limited license to a) comply with requests submitted to Pay Tel by any representative of Customer; b) disclose electronic data or physical forms of such data to Customer's representatives; c) utilize such data in order to perform functions necessary to provide Services; d) monitor such data to prevent fraud; e) monitor such data for equipment quality control and maintenance purposes; f) use the data in connection with legitimate business purposes; and g) Pay Tel will notify Customer's designated administrative contact of any requests to Pay Tel from Law enforcement or other authorities as soon as is practically possible.

8.0 TERMINATION

8.1 Customer may terminate this Agreement only in the event that Pay Tel materially fails to perform its obligations under this Agreement. Customer shall be required to give written notice to Pay Tel of said failure in strict conformance with Paragraph 9.1 and Pay Tel shall have a minimum of thirty (30) business days to cure such alleged default. Notwithstanding this thirty (30) day cure provision, this period shall be extended for an additional ninety (90) days if such cure has begun and is being diligently pursued but cannot reasonably be effected within the initial thirty (30) day period.

8.2 Pay Tel may terminate this Agreement at any time upon thirty (30) days written notice to Customer in the event that regulations governing the operation of the Services constitute a material change to the economic assumptions used in connection with Pay Tel's Services under this Agreement. Pay Tel agrees to work in good faith with Customer to renegotiate the terms of this Agreement should regulations governing the operations change the economic assumptions, with the mutual goal of a continuation of Services on terms agreeable to both parties.

9.0 SUCCESSORS IN INTEREST

9.1 Customer agrees that Pay Tel shall have the right to assign this Agreement and that Pay Tel shall have the right to grant a security interest in this Agreement and in any of Pay Tel's equipment on the Premises including any and all telephones and their enclosures and/or pedestals, or other equipment associated with Pay Tel's Services. This Agreement shall be binding upon the successors and assignees of both Customer and Pay Tel, including, without limitation, any financial institution providing financial accommodations to Customer or Pay Tel.

10.0 MISCELLANEOUS PROVISIONS

10.1 All notices required to be given under this Agreement and the attached exhibits shall be sent to Pay Tel and to Customer addressed as shown on the signature page of this Agreement. Notices shall be sent by certified mail, return receipt requested. The date of receipt shall be deemed to be the date of giving such notice.

10.2 This written document, including Exhibit A, Exhibit B, Exhibit C, and Exhibit D shall constitute the entire understanding of the parties and all prior agreements and understandings are merged herein. This Agreement shall not be modified, changed or altered in any respect except in writing signed by Customer and Pay Tel.

10.3 This Agreement shall be construed in accordance with the laws of the State of California.

10.4 In the event that any paragraph or part of the agreement is held to be void or unenforceable under any law or regulation, all other paragraphs and subparagraphs hereof shall be deemed severable and remain in full force and effect.

10.5 The plural number as used herein shall equally include the singular and the masculine, feminine, and neuter genders are interchangeable as required by context.

10.6 Any and all claims or disputes arising out of or relating to this Agreement or the breach thereof shall be decided by binding arbitration in accordance with the commercial rules governing arbitration of the American Arbitration Association. Venue for such arbitration shall be Greensboro, North Carolina unless otherwise agreed by the parties. At the conclusion of this arbitration, the award may be confirmed by order of any court having jurisdiction over the parties.

11.0 LIMITATION OF LIABILITY

ANYTHING HEREIN TO THE CONTRARY NOTWITHSTANDING, PAY TEL SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF ANY CAUSE OR CIRCUMSTANCE INCLUDING WITHOUT LIMITATION, LOSS OR CORRUPTION OF ELECTRONIC INFORMATION DUE TO BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER FAULT OR CIRCUMSTANCE. FURTHERMORE, PAY TEL'S LIABILITY FOR DIRECT DAMAGES SHALL NOT EXCEED THE AMOUNT OF COMMISSIONS OTHERWISE DUE CUSTOMER DURING THE PERIOD IN QUESTION OR THE PRECEDING ONE YEAR PERIOD, WHICHEVER IS SHORTER.

This Agreement entered into as of the day and year first written above.

COUNTY OF SISKIYOU:

PAY TEL COMMUNICATIONS, INC.:

By: _____ (Seal)

By: Vincent Townsend (Seal)

By: _____ (Printed)
Authorized Agent for Customer

By: Vincent Townsend (Printed)

Date: _____

Date: 9/5/13

Attest: _____

Attest: Wanda Harder

Account Representative: George Sheers

Address: 315 S. Oregon Street
Yreka, CA 96097

Address: Post Office Box 8179
Greensboro, North Carolina 27419

Phone: 530-842-8321

Phone: 336-852-7419

Fax: _____

Fax: 336-852-9897

SEE ADDITIONAL SIGNATURES PAGE 6A

Executed in Yreka, California, on the date and year first above written.

COUNTY OF SISKIYOU

By Ed Valenzuela
Ed Valenzuela, Chairperson
Board of Supervisors

ATTEST:
COLLEEN SETZER
Clerk, Board of Supervisors

By Wendy Dejeu
Deputy

APPROVED AS TO LEGAL FORM:

Brian L. Morris
Brian L. Morris, County Counsel

APPROVED AS TO ACCOUNTING FORM:
Fund 1005 Organization 203020 Account 552600

Jennie Ebejer
Jennie Ebejer, Auditor-Controller

APPROVED AS TO INSURANCE REQUIREMENTS

Rose Ann Herrick
Rose Ann Herrick, Risk Management

EXHIBIT A

INMATE TELEPHONE SERVICE & EQUIPMENT

Equipment and services will be provided in accordance with Pay Tel's proposal to Customer dated August 7, 2013. Pay Tel's proposal is hereby incorporated by reference.

System Configuration/Site Equipment Summary

Pay Tel Centralized Inmate Telephone System sized to support:

- Fully Automated Collect, Prepaid Collect and Debit Calling Options
- 13 Stainless Steel Inmate Telephone Instruments with mounting plates
- 8 Visitation Phone Pairs (2 phones each)
- 1 Telecommunications Device for the Deaf as needed to meet facility and ADA requirements (Minicom IV TDD)
- Secure Access to ITS from County PCs and/or Laptops
- Sufficient redundant storage capacity to support 5years of call detail records and recordings and 1 year of recordings
- Half size two post Equipment Racks
- Adtran TA-924 Communications Gateways
- Cisco ASA-5505 Adaptive Security Appliances
- Netgear JG5524 Ethernet Switches
- PC Smart-UPS 1500AV Uninterruptable Power Supplies
- Telephone Punch Down Blocks
- Cisco 2801 Integrated T-1 Services Router(s)

Additional Products to be Delivered:

- Key Tracer 12 U Cabinet with 4 Panels supporting 16 Keys Each - Total 64 Keys Capacity.

Options Available for Future Deployment at Customer's Discretion:

- Investigator PRO Continuous Voice Biometrics: To be enabled for a non-commissionable license fee of \$0.25 per call.
- Tech Friends Inmate Banking Solution - Lobby kiosk, booking kiosk, integration for real-time debit transfers, release card solution, and automated inmate information system.

Tech Friends Fee Description	Amount
Tech Friends Lobby Kiosk Deposit Fee	Cash: \$4.00 Credit: \$10%, \$4.00 minimum
Inmate Transfer via Phone from Trust Account to Debit Phone Account	\$1.00 per transfer
Automated Inmate Information System (IVR)	No additional charge; however \$0.03 per minute will be deducted from call revenue before calculating commissions.

EXHIBIT B

PROPERTY DESCRIPTION

The Premises which is the subject of this Agreement:

Siskiyou County Jail
315 South Oregon Street
Yreka, CA 96097

EXHIBIT C

RATES AND COMMISSIONS

CALL RATES

Call Type	COLLECT		PREPAID COLLECT, PREPAID DEBIT CARD & DEBIT	
	Per Call Charge	Per Minute Rate	Per Call Charge	Per Minute Rate
Local	\$3.00	\$0.08	\$0.00	\$0.50
IntraLATA	\$3.00	\$0.15	\$0.00	\$0.50
InterLATA	\$3.00	\$0.69	\$0.00	\$0.50
Interstate	\$3.00	\$0.75	\$0.00	\$0.50
International 10-Digits	N/A	N/A	\$0.00	\$0.50
International Mexico	N/A	N/A	\$0.00	\$0.75
International Other	N/A	N/A	\$0.00	\$0.95

Inmate Telephone
Commission

51%

EXHIBIT D

SERVICE COMMITMENT

Pay Tel will use its best efforts to satisfy its customer and will operate generally in accordance with the following:

Pay Tel On-Site Service Liaison Supported by Local Pay Tel Service Technicians

Our exclusive "On-Site Service Liaison Program" sets us apart from the industry in terms of commitment to service. If the County chooses to use our Liaison Program, an individual approved by the facility will be trained to act as a designated contact to answer routine questions, perform minor repairs and relay service requests to Pay Tel's Operations Center.

At the option of the Facility, the Service Liaison duties can be incorporated in the job description of a current employee and Pay Tel will compensate the Facility. The second option would be for the Facility to approve a current or former employee to perform the Liaison duties on his or her own time, and Pay Tel will compensate the Liaison directly.

A complete inventory of spare equipment and replacement parts for the ITS system and inmate telephones will be maintained at the facility if the County elects to use an on-site Service Liaison.

Audit Capability

Pay Tel will provide authorized Siskiyou County personnel with tools necessary to audit service activity and system performance, to include:

Pay Tel ITS Phone Activity Report showing activity for a user-defined time window (i.e. 24 hours, 48 hours, etc.):

Report on all phones, group of phones, or a single phone.

- a. Date/Time phone last went off hook and total number of off hooks for time threshold
- b. Date/Time of last successful call (i.e. answered and accepted) and total number of successful calls for time threshold

Service Ticket Module Access

Including the ability to:

- a. Open a new ticket
- b. View status of open tickets
- c. View historical ticket information

Local Representation

While most routine phone repairs will be performed by the Service Liaison, Pay Tel will also retain the services of a local technician to provide backup technical support and repair. Any local technicians utilized for this project will be trained by Pay Tel and certified to perform all potential repairs associated with the proposed inmate telephone service.

On-Site Inventory of Spare Equipment

Pay Tel will provide and maintain on-site inventory of spare components to minimize the time to repair. Where possible, rack mounted spares will be pre-installed and ready to be swapped in the event of component failure.

The following chart outlines the three Service Level Agreements for System Service Outages.

PAY TEL SERVICE ACTION LEVELS for ITS SYSTEM SERVICE OUTAGE

<u>Level</u>	<u>Definition</u>	<u>Time-Line</u>	<u>Commitment</u>	<u>Notification Intervals</u>
ALL	ALL Issues	<15 Minutes	Initial Response: to generate trouble ticket Assess Issue & Assign Severity Level	
1 – Minor	Less than 10% of the system is not responding	< 2 Hours No Later than Next Business Day No Later than Next Business Day	Follow-up Response: Diagnose problem, determine course of action and engage necessary resources On-site Commitment (when needed) Corrective Action Expectation	2 Hours 6 Hours 12 Hours Next Business Day
2 – Serious	Between 10% and 30% of the system is not responding	< 1 Hour <12 Hours <12 Hours <1 week	Follow up Response: Diagnose problem, determine course of action and engage necessary resources On-site Commitment (when needed) Corrective Action Expectation Post-event Report & action plan to avoid future issues of this kind (if applicable)	30 Minutes, 2 Hours 4 Hours 12 Hours
3 - Major	Over 30% of the system is not responding	< 30 Minutes <4Hours <4 Hours <1 week	Follow up Response: Diagnose problem, determine course of action and engage necessary resources On-site Commitment (when needed) Corrective Action Expectation Post-event Report & action plan to avoid future issues of this kind (if applicable)	30 Minutes 45 Minutes 2 Hours 4 Hours

*Note: On-site commitments may be adjusted as agreed or required by the designated County Contact.
(All times noted are measured from the time an issue is reported.)*