

Support and Maintenance Policy

Our Community Pty Ltd (ABN 24 094 608 705)

Version 10

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Table of Contents

1	General	2
2	Software as a Service (Saas)	2
3	Our support offering	2
4	Customer Support	2
5	Service availability	4
6	Service credits	4
7	Status Page	5
8	SmartyNews	5
9	Product updates	5
10	Tips for avoiding disruption	6
11	System monitoring	6
12	Backup and disaster recovery	6
13	Security	7
14	Accessibility	7

1 General

- 1.1 Our Community provides **Customers** (you, the grantmaker) and your **Users** with standard support for as long as you have paid the **Annual Access Fee**.
- (a) All aspects of our operations are guided by Our Community's Manifesto – see www.ourcommunity.com.au/files/community_manifesto.pdf
 - (b) Refer also to Our Service Pledge, which outlines our approach to customer service:
www.ourcommunity.com.au/general/about_us.jsp#service
- 1.2 Terms in bold are defined in the SmartyGrants Agreement.

2 Software as a Service (SaaS)

- 2.1 SmartyGrants and SmartyFile are provided as “Software as a Service”, meaning that the system and data are hosted for you, so there is no need for your organisation to install and maintain it.
- (a) There are no specific operating system requirements.
 - (b) A list of compatible internet browsers can be found at:
help.smartygrants.com.au/systemrequirements

3 Our support offering

- 3.1 Our Community's standard support offering provides high quality customer support services, consisting of the following:
- (a) Technical support for you and your Users (**Customer Support**). Refer to clause 4.
 - (b) Standard updates (**Product Updates**), free of additional fees. Refer to clause 9.
 - (c) Fixes or work-arounds (**Defect Fixes**) to address an error, malfunction, or fault (**Defect**), that:
 - (i) renders SmartyGrants or SmartyFile unable to be used, or
 - (ii) results in an unacceptable level of interruption or degraded quality, or
 - (iii) causes SmartyGrants or SmartyFile to function in a manner that is materially inconsistent with the Documentation.
- 3.2 Refer to www.smartygrants.com/pricing for a list of inclusions, along with information about additional services and associated fees. Training options are available at www.smartygrants.com/training-options.

4 Customer Support

- 4.1 Our Community provides multiple channels for Customer Support. These include:
- (a) access to the online Documentation at
 - (i) help.smartygrants.com.au (for grantmakers);
 - (ii) applicanthelp.smartygrants.com.au (for grantseekers);
 - (b) email support at: service@smartygrants.com.au;

- (c) telephone support on +61 (0)3 9320 6888 (for Australia & International Users) and +64 4889 3068 (for New Zealand Users);
 - (d) access to the SmartyGrants Forum, where Customers can ask and answer questions, at: forum.smartygrants.com.au.
- 4.2 Users and Customers can email service@smartyfile.com.au for SmartyFile support; these emails are directed to SmartyGrants Customer Support.
- 4.3 Email and telephone support is available from 8:00am to 6:00pm (Australian Eastern Standard/Daylight Time), Monday to Friday, excluding Australian national public holidays (**Business Hours** or **Support Hours**).
- 4.4 Before accessing Customer Support from Our Community, you must do your best to respond to questions and complaints from Users relating to the use of SmartyGrants. This includes:
 - (a) listing your contact details on your Applicant Site and confirmation of submission emails, so that Users know how to contact you;
 - (b) ensuring you have personnel trained in the use of SmartyGrants;
 - (c) consulting SmartyGrants Documentation (online help);
 - (d) ensuring you and your employees, officers and agents have sufficient knowledge of the Applicant Guide and Frequently Asked Questions, available at applicanthelp.smartygrants.com.au;
 - (e) responding in a timely manner to inquiries about the required response to questions in forms;
 - (f) working with Users to ensure reported errors can be reproduced;
 - (g) where possible, recommending work-arounds.
- 4.5 Any support requests that cannot be resolved through the above measures (wherever reasonably possible as set out in clause 4.4) should be escalated promptly to Our Community by email or phone, providing a comprehensive description of the issue.
- 4.6 If the support request relates to a Defect, it must include a documented, replicable example of the Defect and any information we request to reproduce working conditions similar to those present when the Defect was discovered.
- 4.7 We do our best to respond to support requests within ten business hours. Usually, we can respond within two business hours. Response times are calculated during the Support Hours listed in clause 4.3. For example, if a request is received at 2pm on a Friday, we aim to provide a response by 4pm that day and no later than 2pm the following Monday (assuming neither day is a public holiday in Australia).
- 4.8 Our support procedure is usually as follows:
 - (a) Upon receiving a support request, we determine its priority and the actions required to resolve it. We reserve the right to upgrade or downgrade priority in accordance with our expert knowledge and opinion.
 - (b) We give priority to issues we regard as critical. We regard an issue as critical if:
 - (i) there has been application failure that materially affects the use of SmartyGrants or SmartyFile; and
 - (ii) work-arounds have been ineffective in addressing the issue; and
 - (iii) the issue affects numerous Users.

- (c) Where we do not regard an issue as critical, we schedule an investigation. After the investigation has occurred, we provide updates as we deem appropriate.
- (d) We may (at our discretion) determine that the resolution of the support request relates to functionality not currently supported. In such circumstances, we are not obliged to resolve the support request. However, we do try to offer any applicable work-arounds.

5 Service availability

- 5.1 We warrant that SmartyGrants will be available at least 99.9% of each calendar month (**Uptime Warranty**).
- (a) The Uptime Warranty extends to SmartyFile to the extent that: Users must be able to register an account, reset password, log in, fill in forms and submit.
- 5.2 However, we do not warrant that access will be uninterrupted. Without limiting any other provision in the Agreement, we are not responsible for any interruptions to access that are caused or contributed to by:
- (a) any maintenance undertaken by us or our service providers, where maintenance takes place between 8:00pm and 2:00am (**Standard Maintenance Window**) Australian Eastern Standard/Daylight Time;
 - (b) any maintenance undertaken by us or our service providers, where seven days' notice has been provided by email and prior notice has been published on the Status Page (see clause 7);
 - (c) a malfunction, interruption of access to, or failure of any network;
 - (d) any of your software, internet or network access, or computing devices;
 - (e) any unlawful, negligent or wilful act or omission, by you, your agents, contractors or invitees;
 - (f) your breach of the Agreement;
 - (g) any act or omission of a third party (other than our contractors);
 - (h) any circumstance or event beyond the reasonable control of Our Community, including natural disaster, storm, flood, fire, earthquake, power or water shortage, telecommunication failure, or acts of any government or government authority; or
 - (i) either party's exercise of its rights to terminate the Agreement.
- 5.3 The Uptime Warranty is calculated by subtracting from 100% the percentage of minutes during the calendar month (Australian Eastern Standard/Daylight Time) in which SmartyGrants was not publicly accessible, or Users were unable to perform the functions set out in clause 5.1(a), for more than one minute, excluding interruptions as set out in clause 5.2.

6 Service credits

- 6.1 Where we fail to meet the Uptime Warranty, and you have complied with provisions of the Agreement, you are entitled to claim the following credits against the next Annual Access Fee (**Service Credit**)

Uptime percentage	Service Credit
99.9% to 100%	No credit – Uptime is met

98% to 99.89%	10% of the prorated Annual Access Fee for that month
95% to 97.99%	20% of the prorated Annual Access Fee for that month
Below 95%	50% of the prorated Annual Access Fee for that month

- 6.2 To claim a Service Credit for a particular month, you must notify us in writing within thirty days of the end of the affected month. If you fail to provide written notice in accordance with this clause, you waive your rights to claim a Service Credit. Service credits can only be claimed by you, the Customer, and not your Users.
- 6.3 To the extent permitted by law, the Service Credit procedure in clause 6.2 is your only remedy (other than the ability to terminate the Agreement) for any failure to meet the Uptime Warranty in any particular month.

7 Status Page

- 7.1 We provide updates on system status at status.smartygrants.com.au (**Status Page**).
- 7.2 Updates include:
- (a) Information about system outages or critical issues;
 - (b) Information about upcoming and past product updates.
- 7.3 We recommend that you subscribe to receive email alerts from the Status Page so that you are notified of important updates, scheduled maintenance requiring an outage, and incidents that affect the availability of SmartyGrants.

8 SmartyNews

- 8.1 We issue a regular newsletter via email (**SmartyNews**). We expect you to read this newsletter, which includes updates about our products, services and policies.

9 Product updates

- 9.1 Updates and upgrades are released frequently, in line with the Software as a Service product, and include:
- (a) significant upgrades in functionality (**Major Releases**).
 - (b) new features and functionality, or improvements to existing functionality (**Minor Releases**).
 - (c) updates to ensure system stability (**Patch Releases**). Patch Releases contain mostly Defect fixes and improvements to the underlying infrastructure. Occasionally we may include changes to improve the user interface, where the change does not materially impact features and functionality.
- 9.2 SmartyGrants version numbers follow the format of <major>.<minor>.<patch>. So for example:
- (a) The first Major Release after SmartyGrants 4.0 is 5.0, followed by 6.0.
 - (b) The first Minor Release after SmartyGrants 4.0 is 4.1, followed by 4.2.
 - (c) The first Patch Release after SmartyGrants 4.0 is 4.0.1, followed by 4.0.2.

- 9.3 SmartyFile has independent version numbers and follows the format of <major>.<minor>.<patch>.
- 9.4 We typically release new functionality or improvements to existing functionality every calendar month. Also:
- (a) We provide details of a Major or Minor Release at least seven days before release, via SmartyNews.
 - (b) New features and functionality are reflected in the Documentation at the time of release.
 - (c) We may provide online training resources to convey the changes, if appropriate.
- 9.5 Releases are generally scheduled on Wednesdays. Additional Patch Releases may be scheduled as required, depending on the number and urgency of reported issues. Also:
- (a) Releases that do not require an outage ('hot release') are typically carried out during Business Hours. Users can continue using SmartyGrants and SmartyFile during this time.
 - (b) Releases that require an outage ('cold release') are typically carried out during our Standard Maintenance Window, unless a security issue or serious Defect arises and we consider that it is in everyone's best interest to fix the issue as soon as possible.
 - (c) We update the Status Page at least one Business Hour (refer clause 4.3) before each release. For example, if the release is scheduled for 9pm, we update the Status Page before 4pm of the same business day (i.e. one hour before the close of business).
 - (d) A Patch Release may occur within an hour of the notification on Status Page if it is deemed urgent.

10 Tips for avoiding disruption

- 10.1 We recommend grantmakers take the following actions to minimise disruption to users due to system maintenance.
- (a) Subscribe to SmartyNews.
 - (b) Subscribe to notifications from the Status Page.
 - (c) Set round closing times to be outside the Standard Maintenance Window. We also recommend setting round closing times to be during business hours, to ensure there is support available to your users, from you and from us.

11 System monitoring

- 11.1 Our Community engages a managed service provider (MSP) to manage our production systems. The MSP provides monitoring, configuration management and security updates.
- 11.2 Systems are monitored 24x7 with personnel always on call to respond to incidents.

12 Backup and disaster recovery

- 12.1 SmartyGrants and SmartyFile are hosted in Amazon Web Services (AWS) in Sydney, Australia. Service can continue with limited interruption if a subset of servers becomes unavailable.

- 12.2 Data is backed up daily and retained for a minimum of thirty days. In the event of a disaster, the database is restored using the daily backup and transaction logs to minimise data loss.
- 12.3 You can request weekly backups of your Customer Data in SmartyGrants, to be made available for download from SmartyGrants or via Secure File Transfer Protocol (SFTP).
- (a) Further details on this process can be found here:
help.smartygrants.com.au/backups
 - (b) Further details on pricing can be found here:
www.smartygrants.com/pricing/other-fees
- 12.4 We conduct a disaster recovery test each calendar year, including loss of Availability Zone, restoring the database, and rebuilding servers from scratch.

13 Security

- 13.1 SmartyGrants and SmartyFile provide Role Based Access Control (RBAC).
- (a) Details of the different roles for SmartyGrants can be found at:
help.smartygrants.com.au/using-smartygrants/account-settings/user-access
 - (b) Details of the different roles for SmartyFile can be found at:
applicanthelp.smartygrants.com.au/smartyfile/#SmartyFile-Userroles
- 13.2 Users log in with a username and password.
- (a) The password must meet minimum complexity rules (explained in the Documentation), and authentication is through a web-based form login, secured using HTTPS.
 - (b) Users are locked out of the system after five failed password attempts.
 - (c) Users can reset their own password.
 - (d) You can request a stricter password policy, by contacting SmartyGrants support using the contact details provided in section 4.1(b) and 4.1(c).
 - (e) Single Sign On² to the SmartyGrants Manage Site is available for an additional charge.
- 13.3 Users are automatically logged out of the system after twenty minutes of inactivity on the Manage Site, Applicant Site and SmartyFile.
- 13.4 Penetration testing is conducted at least once per calendar year. We are happy to provide technical assistance for any penetration testing commissioned by Customers.
- 13.5 More information about our security policies and controls can be requested by contacting SmartyGrants support using the contact details provided in section 4.1(b) and 4.1(c).

14 Accessibility

- 14.1 Forms in the SmartyGrants Applicant Site have been certified WCAG 2.0 Level AA compliant, and compliant with Vision Australia's standards.

² using Security Assertion Markup Language (SAML)