

Climate Ready Communities Annual Support Terms of Service, v1.2

The Climate Ready Communities Subscription Service (“Service”) is an internet-based platform offered to communities in the United States and Canada.

A community is considered a single geographically-defined area that is pursuing a single climate adaptation plan, and can include municipalities, counties, regional development organizations, and watershed councils, among others. A larger community such as a county is explicitly not permitted to share the Climate Ready Communities credentials and other materials with cities and other entities within its boundaries, such as would be needed for multiple plans to be developed within that larger geographic area.

Because of the collaborative nature of the Service, the primary subscriber (“Primary”) is the person to whom the login credentials are sent initially. The Primary is authorized to share their credentials on an as needed basis with others in their community who participate in the climate resilience planning or implementation process. A secondary subscriber (“Secondary”) is anyone who has the Primary login credentials per this criterion. All subscribers, Primary and Secondary, are bound by the following terms.

The Service provides the following support to a subscriber:

- 3 hours of consulting services per year
- Downloadable templates
- Online tutorial videos
- Subscriber website
- Monthly 60 minute live call-in forum for all subscribers; Geos Institute staff and guests will provide climate resilience topical updates and answer caller questions during this hour
- On-line, moderated forum that allows subscribers to share topics and questions with other subscribers as well as with Geos Institute staff
- Email support for technical and basic questions
- Phone support for technical website and template issues
- A web portal from which member communities access Annual Support resources

Credentials

Credentials to access the features of the Service will be sent to the person identified on the Registration form. Credentials will be sent via email within 5 business days of payment.

Templates and Tutorials

Primary and Secondary subscribers may download templates for use within their community; Primary and Secondary subscribers are not authorized to distribute these templates outside their community.

Primary and Secondary subscribers have access to view tutorials and may choose to show these tutorials to others within their community in a public meeting.

Consulting

Consulting services include phone calls, document review, or research only; on-site consultation is available for an additional fee.

Consulting services will be provided in 15-minute increments.

Consulting services must be scheduled in advance with the appropriate Geos Institute staff member. Geos Institute will work with the Primary subscriber or those authorized by the Primary subscriber to schedule all consulting services.

Additional consulting hours may be purchased in blocks at rates published on the Geos Institute website, as an add-on service.

Consulting hours expiration guidelines:

- If a community does not renew its Annual Support subscription, any consulting hours remaining from the initial subscription will expire 3 months after the expiration of the subscription
- If an Annual Support subscription is renewed, another 3 hours is added to the communities account, and any remaining hours from the prior year stay on the books and can be used any time during that next year, and up to 3 months following a subsequent expiration of the subscription
- At any time within or outside a subscription, a community may purchase consulting time in 5, 10- and 20-hour blocks and these hours have no expiration time. If the community has hours remaining from a subscription and has purchased an additional block, all the remaining hours will be counted as non-expiring

Phone and Email Support

Email support is intended for basic questions on the Guide, templates or website, not as a substitute for consulting services nor to cover in-depth topics.

Phone support is provided to resolve technical website or template issues and does not count toward consulting service hours.

No Warranty

While the Geos Institute strives to help communities be successful in building their climate resilience, the Geos Institute makes no explicit or implied warranty that the Climate Ready Communities services or Guide will ensure a successful climate resilience plan by the subscriber.

Fees

The Climate Ready Communities subscription service fee is assessed and paid on an annual basis in advance.