

This document is designed to apply to Canonical customers with standard contracts covering Ubuntu Advantage Services as defined here:

<https://www.ubuntu.com/legal/ubuntu-advantage-service-description>

It does not cover hardware certification, cloud partners, field engineering or snap customers although pieces may apply. This is up-to-date as of 1st July 2021.

Canonical Locations

Canonical may provide services from any location, including but not limited to the following countries. At the time of writing Canonical has hired individuals from the following locations.

- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Croatia
- Czech Republic
- Denmark
- Egypt
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- India
- Ireland
- Isle of Man
- Italy
- Japan
- Kenya
- Lithuania
- Mexico
- Netherlands
- New Zealand

- Norway
- Pakistan
- Philippines
- Poland
- Portugal
- Romania
- Russia
- Slovakia
- Slovenia
- South Africa
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Tunisia
- Turkey
- Ukraine
- United Kingdom
- United States
- Uruguay

Canonical also has specific a physical presence including data centers or labs in:

- United Kingdom
- United States
- China
- Taiwan
- Japan

Third-Party Information

We are providing disclosure on key systems that may have more than summary information about customers/cases/etc.

Customer interaction	Link/ description	Holder of data	Geolocation
Support portal	support.canonical.com	Salesforce	Global / EU
Customer large file upload	files.support.canonical.com	Files.com - AWS	US

Calling us	Phone system	AWS	Global
Remote access/view	remote.support.canonical.com	BeyondTrust/Bomgar - AWS	US
n/a	Possible Documents/Emails or joining a Google Meet	Google's G Suite	Global