

SERVICE LEVEL AGREEMENT (SLA)

Agreement Overview

By purchasing DevAcrobats add-ons, you also receive support service, and its scope is outlined in this document. Our support team targets to respond in 24h and to provide subsequent updates on the progress on every 48h, but usually this happens much faster when raised within official business hours.

Support Service Availability

Business hours: 08:00 – 22:00 (EEST), Monday – Sun.

Support Service Scope

Support of DevAcrobats add-ons with valid license in the following cases:

- Issues during installation of DevAcrobats add-ons
- Issues during upgrades of DevAcrobats add-ons
- Troubleshooting issues with DevAcrobats add-ons usage and identification of possible workarounds.
- Issues of using documented DevAcrobats add-ons features

- Security vulnerabilities management

Support Service Exclusions

- Clients without valid license.
- Training for DevAcrobats add-ons.
- Administration, configuration and troubleshooting issues related to Atlassian applications, e.g., Jira, Confluence, etc.
- Support of add-ons not developed by DevAcrobats.
- Known limitations and issues outlined in the documentation or within release notes.
- Beta or Development releases of DevAcrobats add-ons.
- Support of issues that occur in browsers other than Atlassian officially supported.
(<https://confluence.atlassian.com/cloud/supported-browsers-744721663.html>)
- Support requests submitted in other than English language.
- Support of free DevAcrobats add-ons.

Support Channels

- Help Desk / Tickets System (<https://devacrobats.atlassian.net/servicedesk/customer/portal/1>)
- Documentation (<https://devacrobats.atlassian.net/wiki/spaces/POFJ/overview>)

[HTTPS://PERFORMANCE-OBJECTIVES.COM/DATA-SECURITY-AND-PRIVACY-STATEMENT/](https://performance-objectives.com/data-security-and-privacy-statement/)

[HTTPS://DEVACROBATS.ATLASSIAN.NET/SERVICEDESK/CUSTOMER/PORTAL/1](https://devacrobats.atlassian.net/servicedesk/customer/portal/1)

[HTTPS://MARKETPLACE.ATLASSIAN.COM/APPS/1218655/PERFORMANCE-OBJECTIVES-CHARTS-REPORTS?TAB=OVERVIEW&HOSTING=CLOUD](https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports?tab=overview&hosting=cloud)

[SLA \(HTTPS://PERFORMANCE-OBJECTIVES.COM/SERVICE-LEVEL-AGREEMENT-SLA/\)](https://performance-objectives.com/service-level-agreement-sla/)

[EULA \(HTTPS://PERFORMANCE-OBJECTIVES.COM/END-USER-LICENSE-AGREEMENT/\)](https://performance-objectives.com/end-user-license-agreement/)

[SECURITY \(HTTPS://PERFORMANCE-OBJECTIVES.COM/SECURITY-POLICY/\)](https://performance-objectives.com/security-policy/)

[STATUS \(HTTPS://DEVACROBATS.STATUSPAGE.IO/\)](https://devacrobats.statuspage.io/)

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