

GoodData Cloud Support Policies and Service Availability

Last Updated: 7/18/2022

GOODDATA SUPPORT POLICY FOR GOODDATA CLOUD TRIAL

1. Scope of Support.

1.1. GoodData Cloud Trial is supported through the public Community Support Forums provided by GoodData (“**Community Support**”).

1.2. All Support Services are provided in English.

1.3. Support Services do not include assistance with or support for non-GoodData products, services or technologies, including databases and data sources, your OIDC providers, computer networks, communications systems, computers, hard drives, networks or printers.

1.4. In connection with GoodData’s data center operations, You specifically consent to and grant GoodData’s worldwide service personnel the express right to access, troubleshoot and provide technical support or implementation services related to any Customer Data that is processed in GoodData’s data centers. Please see GoodData’s Privacy Policy, incorporated herein by reference, for more information about GoodData’s processing of Support-related data.

2. Community Support Forums.

2.1. GoodData created GoodData Community at <https://community.gooddata.com> and a Slack workspace available through <https://www.gooddata.com/slack/>, in order to allow GoodData users, customers, and partners to share their experiences with GoodData products and services, easily receive information about GoodData products and services, and get peer-to-peer support and thought leadership on best practices.

2.2. Use of the Community Support Forums is subject to the [GoodData Community and University Terms of Use](#) and the [GoodData Privacy Policy](#).

2.3. When seeking assistance via Community Support Forums, You are expected to provide a detailed description of Your question.

2.4. Availability of the Community Support Forums, response times, and accuracy of responses are not

guaranteed.

2.5. GoodData Support might contact You directly in case they detect a community issue which will be better to resolve outside the public Community Support Forums.

3. Updates to the Support Policy.

GoodData reserves the right to modify, change and update this Support Policy at any time, at its sole and exclusive discretion. GoodData will provide You with notice of material changes to this Support Policy on the GoodData Support portal, located at <https://support.gooddata.com>. Your continued use of the Services after receiving such notice shall constitute Your acceptance of any such changes to this Support Policy.

GOODDATA SUPPORT POLICY FOR GOODDATA CLOUD PROFESSIONAL

1. Scope of Support.

1.1. GoodData Cloud Professional is supported through the public Community Support Forums provided by GoodData (“**Community Support**”) and further through support services provided by GoodData personnel (“**GoodData Support**”) for Severity Level 1 issues (together “**Support Services**”).

1.2. All Support Services are provided in English.

1.3. Support Services do not include assistance with or support for non-GoodData products, services or technologies, including databases and data sources, your OIDC providers, computer networks, communications systems, computers, hard drives, networks or printers.

1.4. In connection with GoodData’s data center operations, You specifically consent to and grant GoodData’s worldwide service personnel the express right to access, troubleshoot and provide technical support or implementation services related to any Customer Data that is processed in GoodData’s data centers. Please see GoodData’s Privacy Policy, incorporated herein by reference, for more information about GoodData’s processing of Support-related data.

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Use and the [GoodData Privacy Policy](#).

2.3. When seeking assistance via Community Support Forums, You are expected to provide a detailed description of Your question.

2.4. Availability of the Community Support Forums, response times, and accuracy of responses are not guaranteed.

2.5. GoodData Support might contact You directly in case they detect a community issue which will be better to resolve outside the public Community Support Forums.

3. GoodData Support.

3.1. Severity Level 1

If Your issue meets the criteria of a Severity Level 1 issue, You may contact GoodData Support personnel directly using the methods described below.

3.1.1. Severity Level 1 is an emergency condition related to an error in the Services that makes the use or continued use of the Services impossible. Examples include the Services being completely inaccessible to Your Users due to an error.

3.1.2. Issues not meeting the Severity Level 1 criteria will be rejected, and You will be asked to post it into the Community Support Forum.

3.1.3. GoodData Support is available to You seven (7) days per week, 24 hours per day (the “Coverage Period”). GoodData will use commercially reasonable efforts to provide an initial response for Severity Level 1 issues within 1 hour, and does not guarantee that it will fix any or all Services defects or make changes to the Services.

3.1.4. GoodData reserves the right to request access to a User’s Service environment to help troubleshoot any issues, and GoodData may not be able to troubleshoot the issue if such access is not approved by You.

3.2. Contacting GoodData Support

3.2.1. Online Support Portal.

You will have the option to register to the GoodData support portal, which provides access to the Documentation, an [online form](#) for submitting support tickets, and access to Your open and resolved tickets. The GoodData support portal is located at <https://support.gooddata.com>.

3.2.2. Email Support.

You may also contact GoodData Support via email. Support tickets are created for all requests received at

support@gooddata.com, or through the [online form](#).

3.3. How Requests Are Logged and Tracked.

For each specific support request, the GoodData Support team creates a support ticket and assigns a support request number.

3.4. When seeking GoodData Support, You may need to provide necessary debugging information, example reproduction scenarios or any other business reasonable information as requested by the GoodData Support team. If You are unable or unwilling to provide such information and cooperation, GoodData may not be able to troubleshoot Your issue.

3.5. You are expected to fulfill reasonable troubleshooting tasks as recommended by the GoodData Support team.

4. Updates to the Support Policy.

GoodData reserves the right to modify, change and update this Support Policy at any time, at its sole and exclusive discretion. GoodData will provide You with notice of material changes to this Support Policy on the GoodData Support portal, located at <https://support.gooddata.com>. Your continued use of the Services after receiving such notice shall constitute Your acceptance of any such changes to this Support Policy.

GOODDATA CLOUD PROFESSIONAL AVAILABILITY

1. Availability.

GoodData will make a commercially reasonable effort to make the Service and its functionalities generally available to You during the Subscription Term, except during Maintenance or Outage periods.

1.1. "Maintenance" means activity delivering upgrades and improvements impacting Service availability. Maintenance may be scheduled either regularly or on an ad hoc basis.

1.2. "Outage" is an unscheduled unavailability of the Service.

2. Notices.

Availability notices are usually posted on the GoodData Support portal located at <https://support.gooddata.com>.

3. Services Technical Limits.

3.1. Your use of the Services is subject to the technical limits set forth in the Documentation.

3.2. If You or Your Users exceed any of the technical limits defined above in Section 3.1, GoodData will have no liability to You and GoodData reserves the right to decrease performance or suspend the Service.

4. Updates.

GoodData reserves the right to modify, change and update this Services Availability description at any time, at its sole and exclusive discretion. Your continued use of the Services after receiving such notice shall constitute your acceptance of any such changes to this Services Availability description.