

THESE SUPPORT POLICIES ONLY APPLY TO GOODDATA.CN, AND THEY DO NOT APPLY TO GOODDATA SAAS APPLICATIONS OR TO THE GOODDATA PLATFORM.

GOODDATA SUPPORT POLICY FOR GOODDATA.CN COMMUNITY, FREE AND GROWTH EDITIONS

1. Scope of Support.

1.1. GoodData.CN Community, Free and Growth editions are supported through public community support forums provided by GoodData as described below. Use of the forums is subject to their specific terms of use and the [GoodData Privacy Policy](#).

1.2. When seeking assistance via support forums, You are expected to provide a detailed description of your question.

1.3. Availability of the support forums, response times, and accuracy of responses are not guaranteed.

2. Community Support Forums.

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.

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 notice of material changes to this Support Policy on the GoodData Support portal, located at <https://support.gooddata.com>. Your continued use of the Software after receiving such notice shall constitute your acceptance of any such changes to this Support Policy.

GOODDATA SUPPORT POLICY FOR GOODDATA.CN ENTERPRISE

1. Scope of Support.

1.1. You shall be responsible for providing basic “First Level” support to Your Users and Your Customers, including receipt of initial support calls and basic problem identification and diagnosis. In the event that You, after providing basic support, are unable to resolve technical issues, GoodData shall provide You with reasonable back-up support in accordance with this GoodData Support Policy. GoodData support services (“Support”) are intended to assist You in troubleshooting and resolving specific issues relating to use of GoodData.CN Enterprise edition (the “Software”) for which You have a valid license. All Support is provided in English. GoodData will partner with You in the resolution of issues directly involving the Software that You are unable to resolve.

1.2. When seeking Support, You may need to provide application logs, information about your environment, example reproduction scenarios or any other business reasonable information as requested by GoodData Support staff. You are expected to fulfill reasonable troubleshooting tasks as recommended by GoodData Support staff. If You are unable or unwilling to provide such information and cooperation, GoodData may not be able to troubleshoot Your issue.

1.3. You are responsible for keeping the installed Software up to date. The Software is updated in major releases, with smaller “minor” updates released in between major versions. GoodData supports the current minor release and the current major release. GoodData supports the previous major release for 2 months after the release of a new major release. You are not entitled to Support for earlier versions of the Software.

1.4. Issues arising from a need for implementation or configuration of Ancillary Services are not covered under Support as described in this Support Policy.

1.5. Support does not include assistance with or support for non-GoodData products, services or technologies, including cloud services, hardware, operating systems, computer networks, databases, computers, or printers. Unless explicitly stated otherwise in the applicable license agreement, Support does not include assistance with or support of any modifications made to GoodData products by anyone other than GoodData (or a third party acting on GoodData’s behalf).

1.6. GoodData makes Support available to You seven (7) days per week, 24 hours per day, during the term of your Software license (the “Coverage Period”). You may also access the

GoodData support forums, as governed by their respective terms of service. GoodData will use commercially reasonable efforts to provide Support, and does not guarantee that it will fix any or all Software defects or make changes to the Software.

1.7. You are responsible for installing fixes or making changes to Your configuration or settings as advised under the Support policy.

2. Contacting GoodData Support.

2.1. **Online Support Portal.** You will have login access 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>.

2.2. **Email Support.** GoodData will provide You with access to Support via email. Support tickets are created for all requests received at support@gooddata.com, or through the [online form](#).

2.3. **Telephone Support.** You can contact GoodData Support on the phone number provided to You on the GoodData Support portal. If a GoodData representative is unavailable to take Your call, You should leave a detailed message that describes the support issue, and include Your phone number and email address. Voicemails will be automatically converted into Support tickets and emailed to Support personnel on duty.

2.4 **Customer Support Data.** In connection with a Support request, You may upload certain materials to GoodData consisting of technical information about the Software, Your business contact information and other information You provide, the environment in which the Software is run, and how the Software is being used (“Support Data”). You are solely responsible for taking steps necessary to protect any sensitive, confidential, or personally identifiable information included in Support Data. Those steps may include You obfuscating or removing such information or otherwise working with GoodData at the time of submission to limit the disclosure of such information.

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. If You call, email or submit a new ticket with several different issues, GoodData may create different Support request numbers to track each individual issue. Responses to Support emails are automatically logged with the original request.

4. Response Times.

For any issue with the Software reported to GoodData during the Coverage Period, GoodData will make commercially reasonable efforts to provide an initial response within the next business day.

5. 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 notice of material changes to this Support Policy on the GoodData Support portal. Your continued use of the Software after receiving such notice shall constitute your acceptance of any such changes to this Support Policy.