Last Updated: April 14, 2023

THIS SUPPORT POLICY ONLY APPLIES TO THE APPLICABLE GOODDATA CLOUD SERVICES.

IT DOES NOT APPLY TO GOODDATA.CN OR THE GOODDATA PLATFORM. THE SUPPORT POLICIES FOR THE OTHER GOODDATA OFFERINGS ARE AVAILABLE HERE.

GoodData Cloud Trial Support Policy

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 data sources, Company's identity and access management tools, 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 Cloud Professional Support Policy

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.

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, Company is expected to provide a detailed description of Company's question.

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

2.5. GoodData Support might contact Company 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 Company issue meets the criteria of a Severity Level 1 issue, Company 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 Company's Users due to an error.

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

3.1.3. GoodData Support is available to Company 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 Company.

3.2. **Contacting GoodData Support**

3.2.1. Online Support Portal. Company 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 Company's open and resolved tickets. The GoodData support portal is located at https://support.gooddata.com.

3.2.2. Email Support. Company 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, Company may need to provide necessary debugging information, example reproduction scenarios or any other business reasonable information as requested by the GoodData Support team. If Company is unable or unwilling to provide such information and cooperation, GoodData may not be able to troubleshoot Company's issue.

3.5. Company is 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 Company with notice of material changes to this Support Policy on the GoodData Support portal, located at

https://support.gooddata.com. Company's continued use of the Services after receiving such notice shall constitute its acceptance of any such changes to this Support Policy.

GoodData Cloud Enterprise Support Policy

1. Scope of Support.

1.1. Company shall be responsible for providing basic "**First Level**" support to its Users and Customers, including receipt of initial support calls and basic problem identification and diagnosis. In the event that Company, after providing basic support, is unable to resolve technical issues, GoodData shall provide Company with reasonable back-up support in accordance with this GoodData Support Policy. GoodData support services ("**Support**") are intended to assist Company in troubleshooting and resolving specific issues relating to Company and its Users' use of the Services. GoodData will partner with Company in the resolution of issues directly involving the Services that Company is unable to resolve. Company is expected to fulfill reasonable troubleshooting tasks as recommended by GoodData Support staff.

1.2. Issues arising from a need for implementation or configuration of Professional Services are not covered under Support as described in this Support Policy and can be addressed by GoodData by way of a statement of work or order form under a separate Professional Services engagement.

1.3. Support does not include assistance with or support for non-GoodData products, services or technologies, including data sources, Company identity and access management tool, computer networks, communications systems, computers, hard drives or printers.

1.4. GoodData makes Support available to Company seven (7) days per week, 24 hours per day, and it is included with the Services ("**Coverage Period**"). All Support is provided in English.

1.5. 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 Company does not approve such access. GoodData will use commercially reasonable efforts to provide Support, and does not guarantee that it will fix any or all Services defects or make changes to the Services.

1.6. In connection with GoodData's data center operations, Company specifically consents to and grants 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. **Contacting GoodData Support**.

Company may obtain Support through the following contact methods:

2.1. Online Support Portal. Company can submit a Support ticket via the online form.

2.2. Email Support. GoodData will provide Company 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. Company can contact GoodData Support on the phone number provided to Company on the GoodData Support portal. If a GoodData representative is unavailable to take Company's call, Company may leave a detailed message that describes the support issue, and include Company's phone number and email address. Voicemails will be automatically converted into Support tickets and emailed to Support personnel on duty.

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 Company calls or emails 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. Severity Levels and Response Times.

4.1. For any issue with the Enterprise Services reported to GoodData during the Coverage Period, GoodData will make commercially reasonable efforts to provide an initial Response (as defined below in Section 4.2).

4.2. As used in this Support Policy, "**Response**" means that GoodData will make commercially reasonable efforts to answer Company's telephone call or respond to Company's web or email request received during the Coverage Period, as stated in Table 1 below ("**Target Response Times**"). GoodData will then acknowledge Company's issue, and assign the issue a Support request number. In some cases, GoodData may need to obtain additional information from Company in order to resolve the issue. Response times depend on the Severity Level of the issue.

Table 1: Severity Levels and Target Response Times	
Severity Levels	Target Response Times
Severity Level 1	Within 1 hour, 24x7, 365
Severity Level 2	Within 4 **Business Hours
Severity Level 3	Next **Business Day

**Business "Days" and Business "Hours" are 6am to 6pm based upon the following three (3) geographical GoodData Support regions, excluding legal holidays in each of those regions: San Francisco/Pacific Time, Prague/CET and Sydney/GMT +11.

4.3. GoodData will make Severity Level determinations in accordance with the following guidelines:

- Severity Level 1 is an emergency condition related to an error in the Services that makes the use or continued use of any one or more functions of the Services impossible. In such cases, Support personnel will provide incremental updates in the Support ticketing system for all Company Support tickets classified as a Severity Level 1 issue every 20-30 minutes until the Services is operational again. Examples include the Services being completely inaccessible to Company Users due to an error on GoodData end.
- Severity Level 2 is, other than any Severity Level 1 issue, any condition that makes the use or continued use of any one or more critical areas of functionality of the Services inoperable and threatens future productivity. Example is inability to create new Workspaces or reports.
- Severity Level 3 is, other than any Severity Level 1 or Severity Level 2 issue, a minor problem condition or documentation error that the Company can easily circumvent or avoid. Examples include product enhancements, usage questions, and cosmetic problems.

5. GoodData Support Forums.

5.1. GoodData created the online community at https://community.gooddata.com and Slack channel at https://www.gooddata.com/slack, both designed to share experiences about GoodData services, easily receive information about

GoodData services, and get a peer-to-peer support and thought leadership on best practices.

5.2. When seeking assistance via support forums, Company is expected to provide a detailed description of Company's question.

5.3. Use of the GoodData support forums is subject to their specific terms of use and the GoodData Privacy Policy. Availability of the GoodData support forums, response times, and accuracy of responses are not guaranteed.

6. 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 Company notice of material changes to this Support Policy on the GoodData Support portal. Company's continued use of the Services after receiving such notice shall constitute its 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 Company 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. Subscription Services Technical Limits.

3.1. Company's use of the Subscription Services is subject to the technical limits set forth in the Documentation.

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

4. Updates.

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

GoodData Cloud Enterprise Service Level Commitment

This service level commitment applies only to the GoodData Cloud Enterprise Subscription Plan.

1. Availability.

The Services will be available at least 99.5% of each month during the Subscription Term, excluding “Scheduled Downtime” and “Other Causes” (“**Service Level Commitment**”). The Services are available when key components of the Services are accessible and operable over the internet.

1.1. “**Scheduled Downtime**” means the downtime resulting from regular or ad-hoc maintenance, improvements and upgrades. Scheduled Downtime is communicated in accordance with Section 3 below at least forty-eight (48) hours in advance of the maintenance time.

1.2. “**Other Causes**” means: (a) downtime resulting from a force majeure event(s) and emergency maintenance beyond GoodData control, (b) downtime caused solely by Company and its Customers' or Users’ use of the Services other than in accordance with the Agreement, including but not limited to the instructions in GoodData Documentation; (c) lack of availability or untimely response time from Company with regard to incidents that require Company's participation for source identification and/or resolution; (d) the impairment or unavailability of minor features or functionality that do not adversely affect the end user experience or productivity such as cosmetic defects or pending requests for functionality or configuration changes not included in the core Services offering; (e) system impairment or unavailability caused by scheduled routine activities such as the loading of new data; (f) Company's or its Customers or Users’ computers or network equipment and any third party activities, equipment or software not within GoodData’s direct control, including unavailability caused by network or internet outage outside of GoodData controlled networks; (g) unavailability caused by Company's data sources, Company's OIDC-supported identity and access management tool (**"IAM tool"**); and (h) unavailability caused by IAM tool provided through GoodData.

2. Downtime Measured.

Company will notify GoodData of any downtime experience within forty-eight (48) hours of the incident, and Company must obtain a “support ticket” reference number in order to track Support results and to qualify for calculation against the Service Level Commitment hereunder. The measurement of record for availability of the Services shall be GoodData’s system logs and other records.

3. Notices.

Availability notices will be sufficient if posted on the GoodData Support portal located at https://support.gooddata.com in a timely manner.

4. Updates.

GoodData reserves the right to modify, change and update this Service Level Commitment at any time, at its sole and exclusive discretion. GoodData will provide Company notice of material changes to this Service Level Commitment on the GoodData Support portal. Company's continued use of the Services after receiving such notice shall constitute Company's acceptance of any such changes to this Service Level Commitment.