THESE SUPPORT POLICIES ONLY APPLY TO THE APPLICABLE GOODDATA PLATFORM SUBSCRIPTION SERVICES. THEY DO NOT APPLY TO ANY TRIAL OR PROOF OF CONCEPT ACCESS TO THE GOODDATA PLATFORM NOR TO OTHER GOODDATA PRODUCTS.

GOODDATA SUPPORT POLICY FOR GOODDATA PLATFORM GROWTH SUBSCRIPTION PLAN

1. Scope of Support.

1.1. GoodData Platform Growth subscription plan 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, 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 stored, managed and 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. GoodData Support.

3.1. 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 Subscription Services that makes the use or continued use of the Subscription Services impossible. Examples include the Subscription 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, during the term of Your subscription to GoodData Platform Growth Subscription Services (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 Subscription Services defects or make changes to the Subscription Services.

3.1.4. GoodData reserves the right to request access to a User’s Subscription 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. You are expected to fulfill reasonable troubleshooting tasks as recommended by 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 fulfil reasonable troubleshooting tasks as recommended by 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 notice of material changes to this Support Policy on the GoodData Support portal, located at https://support.gooddata.com. Your continued use of the Subscription Services

after receiving such notice shall constitute Your acceptance of any such changes to this Support Policy.

GOODDATA SUPPORT POLICY FOR GOODDATA PLATFORM ENTERPRISE PLAN

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 You and Your Users’ use of the Subscription Services. GoodData will partner with You in the resolution of issues directly involving the Subscription Services that You are unable to resolve. You are expected to fulfil reasonable troubleshooting tasks as recommended by GoodData Support staff.

1.2. Issues arising from a need for implementation or configuration of Ancillary 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 Ancillary Services engagement.

1.3. Support does not include assistance with or support for non-GoodData products, services or technologies, including databases, computer networks, communications systems, computers, hard drives, networks or printers.

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

1.5. GoodData reserves the right to request access to a User’s Subscription 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. GoodData will use commercially reasonable efforts to provide Support, and does not guarantee that it will fix any or all Subscription Services defects or make changes to the Subscription Services.

1.6. 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 stored, managed and 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.

You may obtain Support through the following contact methods:

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

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 may 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.

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 or email 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 Subscription 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 Your telephone call or respond to Your web or email request received during the Coverage Period, as stated in Table 1 below (“Target Response Times”). GoodData will then acknowledge Your issue, and assign the issue a Support request number. In some cases, GoodData may need to obtain additional information from You 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 Subscription Services that makes the use or continued use of any one or more functions of the Subscription Services impossible. In such cases, Support personnel will provide incremental updates in the Support ticketing system for all customer Support tickets classified as a Severity Level 1 issue every 20-30 minutes until the Subscription Services is operational again. Examples include the Subscription Services being completely inaccessible to Your Users due to an error.
- **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 Subscription Services inoperable and threatens future productivity. Examples are failures of data connectors that prevent loading or syncing of new data into customer Workspaces.
- **Severity Level 3** is, other than any Severity Level 1 or Severity Level 2 issue, a minor problem condition or documentation error that the customer can easily circumvent or avoid. Examples include product enhancements, usage questions, and cosmetic problems.

5. GoodData Support Portal.

You will have login access to the GoodData Support portal located at https://support.gooddata.com, which provides You with access to your open and resolved tickets, information about the GoodData Subscription Services, including but not limited to the latest release notes, actual Platform status, service announcements, Support contact methods and access to the Documentation.

6. GoodData Support Forums.

6.1. GoodData created the online community at https://community.gooddata.com and Slack channel at https://www.gooddata.com/developers, 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.

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

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

7. 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 Subscription Services after receiving such notice shall constitute your acceptance of any such changes to this Support Policy.

GOODDATA SERVICE LEVEL COMMITMENT

This GoodData Service Level Commitment applies only to the GoodData Platform Enterprise Subscription Plan and does not apply to GoodData Trial, Proof of Concept, Free, or Growth GoodData Platform Subscription plans.

1. Availability.

The Subscription 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 Subscription Services are available when Users are able to successfully login to the application and access their Workspace.

1.1. “Scheduled Downtime” means the downtime resulting from either a Force Majeure event(s) or for regular maintenance, improvements and upgrades.

1.2. “Other Causes” means: (a) downtime caused solely by You and Your Customers or Users’ use of the Subscription Services other than in accordance with the Agreement; (b) lack of availability or untimely response time from You with regard to incidents that require Your participation for source identification and/or resolution; (c) 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 Subscription Services offering; (d) system impairment or unavailability caused by scheduled routine activities such as the loading of new data; and (e) Your or Your Customers or Users’ computers or network equipment and any third party activities, equipment or software not within GoodData’s direct control.

2. Scheduled and Unscheduled Maintenance.

Scheduled Downtime does not count against availability. Scheduled Downtime is considered regularly scheduled if it is communicated in accordance with Section 4 below at least forty-eight (48) hours in advance of the maintenance time.

3. Downtime Measured.

You will notify GoodData of any downtime experience within forty-eight (48) hours of the incident, and You 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 Subscription Services shall be GoodData’s system logs and other records.

4. Notices.

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

5. Exclusion of Trial and Demo Accounts.

GoodData Trial Services, demo accounts and other test and/or development environments are expressly excluded from this Service Level Commitment or any other GoodData service level commitment.

6. Subscription Services “Platform Limits".

6.1. Your use of the Subscription Services is subject to the “Platform Limits” set forth in the Documentation here: https://support.gooddata.com/hc/en-us/articles/215858108-Platform-Limits.

6.2. Actual Subscription Service entitlements may differ from Platform Limits based on the Subscription Services offering You select.

6.3. In the event You or Your Users exceed any of the Platform Limits defined above in Section 6.1, GoodData will have no liability to You under this Service Level Commitment.

7. Updates to the Service Level Commitment.

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 You notice of material changes to this Service Level Commitment on the GoodData Support portal. Your continued use of the Subscription Services after receiving such notice shall constitute your acceptance of any such changes to this Service Level Commitment.