Last Updated: November 11, 2026

THIS SUPPORT POLICY ONLY APPLIES TO GOODDATA.CN, AND IT DOES NOT APPLY TO GOODDATA CLOUD OR TO THE GOODDATA LEGACY.

# GOODDATA SUPPORT POLICY FOR GOODDATA.CN ENTERPRISE

## 1. Scope of Support.

1.1. Company shall be responsible for providing basic “First Level” support to its Users and its Customers, including receipt of initial support calls and basic problem identification and diagnosis. In the event that Company, after providing basic support, are 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 use of GoodData.CN Enterprise edition (the “**Software**”) for which Company has a valid license. All Support is provided in English. GoodData will partner with Company in the resolution of issues directly involving the Software that Company is unable to resolve.

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

1.3. Company is 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. Company is not entitled to Support for earlier versions of the Software.

1.4. Issues arising from a need for implementation or configuration of Professional 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 Company seven (7) days per week, 24 hours per day, during the term of Company's Software license (the "**Coverage Period**"). Company 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. Company is responsible for installing fixes or making changes to Company's configuration or settings as advised under the Support policy.

## 2. Contacting GoodData Support.

2.1. **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. Responses in the GoodData support forums may include responses generated by AI assistants.

2.2. **Online Support Portal**. Company 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 Company's open and resolved tickets. The GoodData Support portal is located at https://support.gooddata.com. When submitting a support ticket through the online form, Company's Users may choose to use an optional AI assistant, provided by a third-party service provider, which reviews the request and may suggest relevant answers before the ticket is submitted. AI-generated suggestions may be inaccurate or incomplete and do not replace a response from GoodData Support. See the GoodData Privacy Policy for more information.

2.3. **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.

2.4. **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 should 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.

2.5 **Customer Support Data**. In connection with a Support request, Company may upload certain materials to GoodData consisting of technical information about the Software, Company's business contact information and other information Company provides, the environment in which the Software is run, and how the Software is being used ("**Support Data**"). Company is solely responsible for taking steps necessary to protect any sensitive, confidential, or personally identifiable information included in Support Data. Those steps may include Company 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 Company calls, emails or submits 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 Company notice of material changes to this Support Policy on the GoodData Support portal. Company's continued use of the Software after receiving such notice shall constitute its acceptance of any such changes to this Support Policy.