


# Brikit Support Service Level Agreement

## POLICIES AND TERMS

### SUPPORT LEVELS

Support Plan Feature	Standard
Web-based Support	8am - 5pm Pacific
Technical Contacts*	2
Answers Community Support	✔

\* Number of license technical contacts that may contact Brikit Support.

 **The following SLAs apply to all commercial and academic license holders with current support contracts.**

While Brikit attempts to respond to all issues in a timely manner, critical issues take priority. (i.e. issues that hurt our customers' production applications: Level 1, Level 2. "Production" is defined as an instance of Atlassian software with Brikit add-ons that are actively used by the customer's business.)

We make our best effort to respond within the times shown, we cannot guarantee response times for standard product support.

Level of Severity	Description of Severity	Response Goal
Level 1	Production application down or major malfunction resulting in majority of users unable to perform their normal functions.	4 hours
Level 2	Critical loss of application functionality or performance resulting in high number of users unable to perform their normal functions.	8 hours
Level 3	Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions.	24 hours
Level 4	Minor loss of application functionality or product feature question.	48 hours