Support Service Level Agreement

> ⓘ **Support Hours**
>
> Customers can expect support during CET business hours, i.e. Monday - Friday, 9:00. AM - 6:00. PM

This agreement covers support for plugins developed by Sourcesense. The support can be provided to customers that purchased the Add-On via Atlassian Market Place. This agreement may be revised.

Customer Support

When requesting support via the channels listed below, customers can expect to respond within one business day and reasonable attempts to resolve the problem. There are no guarantees regarding successful resolution or any compensation in case of failure resolving the problem.

The points of contact are the following:

- Answers request
- Issue request
- Email contact
- Review on the Atlassian Marketplace

Support can be requested in English or Italian language.