

# Support Service Policy (BASIC / PREMIUM)

## How to Get Support

### Self-service support

The best way for you to get help immediately is to search for a relevant help article in our Open Social [help center](#).

### Email support

Send an email to [help@getopensocial.com](mailto:help@getopensocial.com) for support. Please use your official work email address. This is so we can identify your account. We aim to reply to all support requests within one business day (09:00 - 18:00, Central Eastern Time).

### Phone support

Open Social only offers phone support within the enhanced support services, which is only available in the Open Social enterprise package.

### Bug reporting

Customers may report errors or abnormal behavior in the service by contacting Open Social via email at [help@getopensocial.com](mailto:help@getopensocial.com). We will then forward the issue to a developer, as appropriate. The resolution time depends on the nature of the problem.

Customers will cooperate with Open Social in order to ease the support process. This includes, without limitation, providing the following information to Open Social regarding the incident:

- Aspects of the service that are unavailable or not functioning correctly
- Incident's impact on users
- Start time of incident
- List of steps to reproduce incident
- Information about your operating system and browser
- Wording/attachment/image of any error message

**Exclusions.** Open Social will have no obligation to provide support if the bug arises from one of these occasions: (a) the customer used the service in a manner that is not authorized in the agreement or the applicable documentation; (b) general internet problems, force majeure events, or other factors outside of Open Social's reasonable control; (c) the malfunctioning of a customer's equipment, software, network connections, or other infrastructure; or (d) third party systems, acts, or omissions.

**Bug response.** Open Social's Support Team will assign a priority level to each bug and seek to provide responses in accordance with the table below.

Priority Level	Description	Target Response Times Within CET office hours 9am - 5pm
Critical/Blocking	Catastrophic failure of the application, large performance reduction, major errors in data storage, loss of data or security problem.  Effects a large number of users; no workaround available.	30 min
High	Service is responding and functional, limited failure of the application, some performance reduction, any errors in data storage or data loss.	1 business day
Normal	Same characteristics as a 'high' priority level, except that there is one temporary solution or work-around for the problem.	2 business days
Low	Non-critical issue; no significant impact on performance of the service but user experience may be affected; spelling mistakes, design, layout, or rare event.	4 business days

## Feature requests

Feature requests for the Basic and Premium plan can be submitted [via Receptive](#). The requests are prioritised according to votes provided by the entire Open Social customer base. Customers can also see the Open Social Roadmap on Receptive. It should be noted that Open Social does not build custom features (for a single customer) within the Basic or Premium plan.

## System Status & Availability Issues

In the event of a server or service issue affecting a significant number of Open Social customers, we'll communicate this to our customers via email within 24 hours.

### Supported systems

All users of Open Social will need a modern web browser and operating system. We support customers using the latest stable versions of Chrome, Firefox, Safari, and Microsoft Edge.

## Standard Support Services

### What is offered in the Standard Support Services?

- Access to the documentation in the [help center](#) is available to all customers at no additional cost.
- Support is restricted to the customer's employees, i.e we don't offer support services to the customers of our customers.
- Email support is available to all paying customers.
- Telephone support is available to customers in the enterprise package.

### Service interruption and server status

- Customers will receive service status announcement or service interruption via email.