



Open Social ®

Support Service Policy

Basic & Premium Plans

Version

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How to Get Support

Self-service support

If your query falls into an area where Self-Support is required, you will be able to find relevant help articles in our Open Social® help center at lets.getopensocial.com.

Email support

For a more personal approach depending on the query, you can send an email to help@getopensocial.com for support. Please use your official work email address. This is so we can identify your account. Our aim is to reply to all support requests within one business day (09:00 - 18:00, Central-Eastern Time).

Phone support

This form of support at Open Social® is only offered within the enhanced support services that are only available in our 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 or our portal at [OS Support](#). Our support will then forward the query to the developers team most appropriate to handle the issue. The resolution time depends on the nature of the problem. For a more speedy resolution of the problem, customers will be required to include when possible the following information to the support:

- Aspects of the service that are unavailable or not functioning correctly
- Incident's impact on user(s)
- Start time of the incident
- List of steps to reproduce incident or a mention of the reproduced steps
- 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. Support Service Policy Open Social ® Basic/Premium Date: 18 - January - 2018 Version: 1.14

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

Figure 1. Level of priority and response actions for bugs.

Feature requests

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

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 or end-users 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 planned status announcement or service interruption notification via email.

