

Service Level Agreement

Support Channels

- Write an email to support@livelyapps.com
- Create a ticket at <https://help.livelyapps.com/servicedesk>
- Read our [Documentation](#).
- Ask a question in the [Atlassian Community](#).

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Hours of Operation

Monday - Friday 9:00 AM - 6:00 PM CEST

Lively Apps is closed on German and Bavarian [Holidays](#).

Response Time

All requests are answered within 24 business hours (3 business days), excluding national and regional holidays. We are constantly monitoring our support channels to respect the high priority of our enterprise customers and any critical issues.

Supported

Free Support for our Marketplace apps includes:

1. Investigation of problems with Lively Apps products.
2. Support with the installation of Lively Apps products.
3. Support for Upgrades and Updates of Lively Apps products.

Not Supported

Free support for our products does NOT include:

1. Support for products that are beta, release candidates, development snapshots or have reached end-of-life status.
2. Support for products, that have been altered by you or a third party.
3. Development of new functions or extension of existing functionality.
4. Support for problems, that are documented or described in detail and can not be reproduced.
5. Support for third party apps.
6. Support for end users.
7. Trainings for Atlassian products or apps.
8. Support in any language other than English or German.
9. Any other services not related to our products.
10. Support for general problems with application performance.
11. Support for versions that are not listed as compatible.