

OUR SUPPORT SERVICES

MINDPRO – SUPPORT SERVICES

This Service Level Agreement (SLA) outlines our availability commitments for the Software as a Service (SaaS) platform. It defines the expected service levels, responsibilities, and remedies in the event of service interruptions. We put our customers first and are dedicated to delivering reliable service and support at all times. Prompt and personalized issue resolution is a top priority for us. We aim to provide a seamless, user-friendly in-product experience, backed by round-the-clock support. To clearly understand our support service terms, scope, and commitments, please refer to the information below.

_ SUPPORT CHANNELS

Whenever you need assistance, please submit your request through our support system via this link: [Customer Support](#). If you're an Atlassian Solution Partner, you can access our dedicated service desk for partners here: [Partner Support](#). For any questions about our support services, feel free to contact us at support@mindproapps.com.

_ SERVICE AVAILABILITY

We strive to maintain 99.9% uptime for our products each calendar month, excluding scheduled maintenance and force majeure events, you can always visit this following link to see our products uptime and status: [Mindpro - Status Page](#).

Scheduled maintenance will be communicated at least 48 hours in advance and will typically occur during off-peak hours. Maintenance windows generally do not exceed 4 hours per month. We are not liable for service interruptions caused by events beyond our control, including but not limited to natural disasters, government actions, network failures, or outages from Atlassian or other third-party service providers.

_ SUPPORT AVAILABILITY AND RESPONSE TIMES

Mindpro's support availability and business hours are from 9:00 AM to 6:00 PM GMT-3, Monday through Friday. Outside business hours you can still open a support ticket and get your support request be collected. Also, you try one of the self-serve options ([Help Center](#), [Atlassian Community](#)). As soon as you raise a support ticket at Mindpro, we will respond to support-related requests submitted by you within the following time frames:

- Within 8 Business Hours – High Priority Requests (e.g., application down, major malfunction causing business revenue loss, a large number of staff unable to perform their normal functions, or failure of a critical deployment activity).
- Within 16 Business Hours – Medium Priority Requests (e.g., application issue with moderate business impact or an issue with a temporary workaround).
- Within 48 Business Hours – Low Priority Requests (e.g., general questions, requests about licensing, security and privacy details, product demos, or issues with minimal business impact that can be reasonably tolerated).

_ SUPPORT SERVICES SCOPE

To help you get the most out of Mindpro products, our support services focus on assisting with technical issues, setup, and product-related questions. We've clearly outlined what is and isn't covered to set the right expectations and ensure efficient support. See below for the full scope of what is included in, and excluded from, our support:

Included Support Services:

- Assistance with installation and configuration processes
- Troubleshooting issues related to licenses, application features, and installation
- Identifying effective workarounds
- Support with questions regarding the app's security, privacy, and compliance
- Tailored problem-solving strategies for specific needs, whenever possible

Excluded Support Services:

- Product training (except for partner-specific training)
- Licenses that are invalid, expired, or associated with inactive subscriptions
- Third-party applications not developed by Mindpro
- Issues related to Atlassian apps (e.g., Jira, Jira Service Management, Rovo, etc..) and platform components (e.g., Automation, APIs, Security)
- Cloud and Data Center versions of Atlassian apps or platform components not supported by Mindpro
- Support in languages other than English or Brazilian Portuguese

_ BUG FIXES AND OTHER ISSUES

While regular bugs are assessed and prioritized according to our internal roadmap, critical and security-related issues receive higher attention. Below, you'll find how we classify and respond to each type of bug, along with our policy on delivery and versioning of fixes:

Regular Bugs - Mindpro provides its products "as is," and there is no guarantee that a submitted bug will be fixed. Like other vendors on the Atlassian Marketplace, we reserve the right to regularly assess the impact of bugs and

prioritize fixes according to our internal roadmap.

- Critical Bugs - Exceptions are made only in cases where a critical failure renders the product completely unusable. In such instances, we will address the issue with high-priority efforts. All bug fixes are delivered in the latest product version, no fixes will be backported to older versions.
- Security Bugs - Security-related bugs are threaten differently with higher priority by Mindpro, we follow [Atlassian's Security Bug Fix Policy](#) on how to solve security issues in our apps available in the Atlassian Marketplace.
- Bug Fixes - All bug fixes are delivered in the latest product version, no fixes will be backported to older versions.