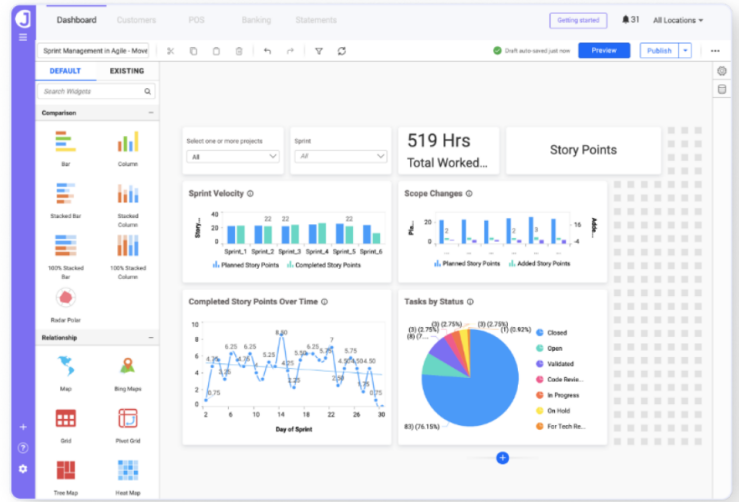


Bold BI Support and Maintenance

Service-Level Agreement



Support Services

- 24x5 support with easy access via boldbi.com/account/.
 - Escalation management for critical issues.
 - Software updates.
 - Web, email, and chat support.
 - Phone escalation*.
- *Requires support incident to be logged prior to escalation.*

Release Schedule

Four releases a year for the Cloud and Embedded editions.

Defect Reports

- Fixes for confirmed issues will be completed in the next release.
- Escalation for fixes is on a case-by-case basis.

Support Escalation

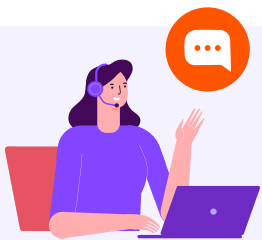
- Customer may initiate an escalation at any time.
- Guaranteed response time after an escalation is 24 hours.

Feature Requests

- Not all feature requests will be granted but we will do our best to meet your needs.
- Time to implement will be determined once accepted.

Support Service Level

- Guaranteed response in 24 hours.
- Unlimited incidents.
- Access to major and minor updates.
- Weekend and holiday support on a case-by-case basis.
- Advanced troubleshooting via web meetings on a case-by-case basis.



We provide live chat for support questions and urgent needs 16 hours a day, 5 days a week, 8 AM - 5 PM EST/IST.

Terms of Use

<https://www.boldbi.com/terms-of-use>

Contact Us

<https://www.boldbi.com/contact>

Last updated March 2021. Confidential information.

