



# Sirma Technical Support Policy for Creatio Marketplace

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Contact

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## 1. Description of Support Services

As part of the license agreement, the following services are provided to the end customers:

- Administration, monitoring, support, and troubleshooting of the server infrastructure supporting the Video Calls by Sirma application;
- Administration, monitoring, support, and troubleshooting of the software product;
- Problem analysis;
- Generating suggestions for problem resolution;
- Resolving issues within the timeframes specified in this Agreement;
- Publishing updates and new versions with prior notification via email.

In case of Service interruption due to force majeure, the COMPANY shall make every reasonable effort to restore the Service as quickly as possible.

## 2. Service Hours

- A working service is provided to all customers on a 24/7 basis, including official holidays and non-working days. Technical support will be provided according to the terms described below.
- 2.2 Technical support will be provided during working hours from 9:00 AM to 6:00 PM on official business days in the Republic of Bulgaria.

## 3. Support Channels

	Essentials Pack	Business Pack	Enterprise Pack 10
Support via email	+	+	+

## 4. Incident Severity Levels, Response and Resolution Times

Incident registration is done by sending an email to: [creatio@sirma.com](mailto:creatio@sirma.com). The response time from reporting an issue depends on the classification of the problem.

Classification	Description	Response Time	Resolution Time
<b>Urgent</b>	Frequent issues causing the entire solution to stop working for the majority of users;;	1 hour	1 business day
	Frequent issues causing a core functionality of the solution to stop working for the majority of users;		
	Behavior causing other devices, systems, or critical applications not to work for the majority of users;		
<b>High</b>	Important, non-critical functionality not working for the majority of users;	2 hours	3 business days
	The solution is working significantly below its specification for the majority of users;		
<b>Medium</b>	A function that is not critical to the entire system but is not working for the majority of users;	8 hours or next working day	5 business days
	A function is not working under rare or unusual conditions;		
	A problem that occurs for a minority of users;		
<b>Low</b>	Questions related to configuration or	2 working days	10 business days

	operation of the solution;		
	Issues in documentation		

## 5. Planned Maintenance

- For planned maintenance, the notification will be sent at least 3 business days in advance. Planned maintenance will be conducted only during the period from 11:00 PM to 07:00 AM ("Maintenance Window"). The COMPANY will organize the maintenance in a way that minimizes its impact on the End Users, and the operation of the Service and Applications.
- Planned maintenance will be conducted only during the maintenance window. The maximum duration of planned maintenance cannot exceed 6 hours.
- Planned maintenance will not occur more than once every calendar month.