

Service Level Agreement



Computer Technologies, Inc. will respond to your registered support issue(s) within 2 business days (although our standard response times are typically less than 1 business day in most cases). Our normal business hours are Monday - Friday, 7:30am-4:30pm Central.

Support Includes

- Help with issues during installation & upgrade
- Help troubleshooting issues with Computer Technologies, Inc. add-ons
- Help identifying workarounds to known issues

Support Does Not Include

- Product Training
- Customers who do not have a valid license
- Support related add-ons not developed by Computer Technologies, Inc.
- Support for JIRA versions that are no longer supported by Computer Technologies, Inc. add-ons
- Support for customers' configuration of JIRA or Computer Technologies, Inc. add-ons
- Beta or Development releases
- Support in any language other than English