

Support Policy

Last Updated: 2026-04-16 Effective Date: 2026-04-16

1. Introduction

1.1. This Support Policy of Genz IT Solutions GmbH ("**Provider**") sets out the support response times, channels, and tiers for the Capawesome Platform and for the Provider's open-source projects.

1.2. This Support Policy governs response behaviour for support requests. Infrastructure availability is governed by the Service Level Agreement (SLA).

2. Scope

2.1. This Support Policy applies to users of the Capawesome Platform (cloud services and Insiders SDKs) and to users of the Provider's open-source projects.

2.2. The applicable support tier and support channel are determined by the Customer's product and subscription.

3. Support Tiers

3.1. Community

- **Target group:** Users of the Provider's free open-source projects (standalone OSS).
- **Scope of service:** Best effort. No committed response times.
- **Channels:** Official community channels (GitHub Discussions, GitHub Issues, Discord).

3.2. Standard

- **Target group:** All paying customers of the Capawesome Platform (cloud services and Insiders SDKs).
- **Scope of service:** Response times per severity in accordance with Section 5.
- **Channels:** Email.
- **Hours:** Business hours (Monday to Friday, 09:00-17:00 CET), excluding public holidays in Baden-Wuerttemberg.

3.3. Enterprise

- **Target group:** Customers with an Enterprise Support add-on or Enterprise plan.
- **Scope of service:** Extended response times per severity in accordance with Section 5.
- **Channels:** Email and phone.
- **Hours:** Extended support hours, including 24x7 for P1.

4. Severity Classification

4.1. The severity classification applies to the Standard and Enterprise tiers. There is no severity classification for the Community tier.

Severity	Description
P1 — Production outage	The Capawesome Platform or a material cloud service is completely unavailable. The Customer's production operations are directly affected. No workaround is available.
P2 — Major functional impairment	A material function is significantly impaired. Production operations are limited but not completely interrupted.
P3 — Functional impairment with workaround	A function is impaired but a workaround is available. No immediate impact on production operations.

P4 — Question or minor impairment

General questions, feature requests, or minor impairments without material impact on operations.

5. Response Times

5.1. The following response times are target values ("**Target Response Time**"). They refer to the time until the first qualified response, not until final resolution.

Severity	Standard	Enterprise
P1 — Production outage	4 business hours	1 hour (24x7)
P2 — Major functional impairment	8 business hours	4 hours (24x7)
P3 — Functional impairment with workaround	1 business day	8 business hours
P4 — Question or minor impairment	2 business days	1 business day

5.2. Business hours and business days refer to the support hours defined in Section 3.2 and Section 3.3 respectively.

6. Support Channels

6.1. Support channels per tier:

Tier	Channels
Community	GitHub Discussions, GitHub Issues, Discord
Standard	Email
Enterprise	Email, phone

6.2. A ticketing system is not currently offered.

7. Beta

7.1. Features expressly designated as beta shall be subject to the Community tier (best effort), regardless of the Customer's subscription.

8. Exclusions

8.1. The response times set out in Section 5 shall not apply to requests relating to:

- misconfiguration or faulty integration on the Customer's side,
- outages at third-party providers (in particular Apple, Google, GitHub, GitLab),
- force majeure events as defined in the GTC.

9. Public Support Hygiene

9.1. Confidential data shall not be published in public support channels (GitHub Issues, Discussions, Discord). This includes in particular secrets, certificates, private keys, build logs containing personal data, and other Customer Data.

9.2. In the event of accidental publication, the post shall be removed without undue delay. Affected credentials shall be rotated immediately.

10. Contact

10.1. Support requests for Standard and Enterprise customers: support@capawesome.io

10.2. Community support: via the public channels listed in Section 6.1.