

Miro

Support Policy

This RealtimeBoard, Inc. dba Miro (“**Miro**”) Support Policy is issued under and forms part of the Miro Terms of Service, Master Cloud Agreement or other Miro agreement which references this policy and any capitalized terms not defined herein shall have the meanings ascribed to them in such Miro agreement.

Miro offers support services for the Service (“**Support**”) in accordance with the following terms:

1. Support.

- A. Contact Support. Customer may report errors or abnormal behavior of the Service (“**Incidents**”) by contacting Miro through the support ticketing portal at <https://miro.com/contact/support/>. Miro has no obligation to address Incidents, does not commit to fixed response times and reserves the right to determine the resolution of Incidents (if any) in its sole discretion.
- B. Self-Service Knowledge Base. Miro may offer the [Miro Support and Help Center](#) or other publicly accessible blogs, forums or interactive features (“**Self-Service Knowledge Base**”). Any information submitted to this Self-Service Knowledge Base will be publicly available, so Customer is advised not to submit any confidential or sensitive information. Miro is not responsible for the validity or content of any information displayed through the Self-Service Knowledge Base (including any advice regarding the Service), and the Self-Service Knowledge Base is not part of Support as provided by Miro.

2. Premium Support. The following additional terms will apply only if Customer has purchased Premium Support:

- A. Incident Submission and Customer Cooperation. Customer may report Incidents by contacting Miro through the support ticketing portal at <https://miro.com/contact/support/>. Customer will provide information and cooperation to Miro as reasonably required for Miro to provide Support. This includes providing the following information to Miro regarding the Incident:
 - Aspects of the Service that are unavailable or not functioning correctly
 - Incident’s impact on users
 - Start time of Incident
 - List of steps to reproduce Incident
 - Relevant log files or data
 - Wording of any error message
 - Incident ID# (when specified by Miro)
- B. Support Hours. Miro will provide Support during Miro’s normal business hours (Monday – Friday 8:30am – 2:00am YEKT and 8:30am – 8:30pm PT time), excluding Miro holidays (“**Business Hours**”).
- C. Incident Response. Miro’s Support personnel will assign a priority level (“**Priority Level**”) to each Incident in their sole discretion and seek to provide responses in accordance with the table below. Miro will use reasonable efforts to notify Customer of any change from the Priority Level initially reported by Customer.

Priority Level	Description	Target Response Times	Status Updates
Urgent	The Service is inoperative or causes a complete failure due to issues on Miro infrastructure resulting in Service downtime.	2 Hours	Every Hour
High	Incident is not Urgent and a Core Functionality of the Service is inoperative, with no work around available.	4 Business Hours	Every 24 Business Hours
Medium	Incident is not Urgent or High, Users are unable to access some functionality and there are minor bugs where a workaround is available.	24 Business Hours	None
Low	Incident is low impact to Users, such as functional or Documentation questions and feature requests.	48 Business Hours	None

"Core Functionality" means a core feature of the Service, including the following:

- Registration and authorization
- Dashboard opening and Boards existing on it
- Creation, duplication, deletion and opening Boards
- Creation, editing, transformation, deletion, duplication of widgets: stickers, texts, links, shapes, resources (images, documents), frames, comments, preview widgets
- Board export
- Synchronous state of Board when more than one User works on it
- Invites and sharing
- Access rights changing
- Team creation
- Billing
- Guest access

D. Exclusions. Miro will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of Miro's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure or (d) third party systems, acts or omissions.