



## SUPPORT POLICIES

### 1. Our values:

At Threekit, Support is more than a service; it is a partnership. You can rely on us to be responsive, transparent, and proactive. That's our promise, so you can focus on what matters most: delivering great experiences to your customers.

### 2. How to get support?

You can contact our Support team by emailing [support@threekit.com](mailto:support@threekit.com) or by logging a case through our Support Portal at [support.threekit.com](https://support.threekit.com).

Remember to specify the case priority in the email subject for quicker triage.

### 3. When are we available?

For Critical issues, our support team is available 24/7/365, including holidays.

For all other case priorities, our regional business hours are, Monday to Friday:

Timezone	Start	End
Eastern Time (ET)	2 AM	6 PM
Central Time (CT)	1 AM	5 PM
Central European Time (CET)	8 AM	12 AM
Pacific Time (PT)	11 PM	3 PM

### 4. How to set the right case priority?

To ensure that issues are handled according to their urgency and business impact, each case is assigned a priority level, here is the definition of the 4 priority levels we use:

- **Critical:** A complete loss of service or a major outage with no workaround. Requires immediate and continuous attention until resolved.
- **Urgent:** Severe impact on operations with partial functionality or workaround. Escalated during business hours.
- **High:** Non-blocking issues that affect workflows. Addressed within standard support cycles.
- **Medium:** Low-impact issues, UI polish, or general questions. Managed through standard queue handling.

If a situation evolves, we will reassess the priority accordingly.

### 5. Our First Response Time Commitments (SLA)

Priority	Standard Support	Premier Support
Critical	4 hours	2 hours
Urgent	2 business days	4 business hours
High	2 business days	1 business days
Medium	2 business days	2 business days

### 6. Additional Service Metrics (Premier & Premier+)

Premier-level customers benefit from additional measurable service indicators (SLIs) and objectives (SLOs) shared with them in a yearly report. Premier+ customers also have quarterly personalized debrief sessions.

## 7. What do we support?

- *Standard Support: We handle issues reproducible within the platform, affecting Threekit APIs, and core administration (repos, domains, deployments). Issues in custom-built apps, custom-script type rules or frontends are not supported.*
- *Premier & Premier+ Support: We help investigate issues across your implementation, including custom apps, frontend integrations, and light WebGL logic adjustments. While we do not edit your code, we partner closely with your team to accelerate resolution.*

Area	Standard	Premier	Premier+
Platform issues	✓	✓	✓
Threekit API issues	✓	✓	✓
Deployments maintenance	✓	✓	✓
WebGL logic	X	🔍	🔍
Custom code	X	🔍	🔍
Code editing	X	X	X
Proactive Support	X	X	✓

✓ Supported | X Outside of support scope | 🔍 Troubleshooting assistance

## 8. How do we interact?

- *Our Standard Support is only email and portal-based.*
- *Our Premier & Premier+ customers can directly schedule live sessions with our support team, enabling fast and collaborative troubleshooting.*

## 9. Bug Fix Prioritization.

*The bugs of Premier and Premier+ customers are prioritized higher than those of Standard customers (outside of critical cases).*

*Premier+ customers can prioritize up to 5 bugs each year for resolution outside the regular release cycle, perfect for go-lives or campaign deadlines.*

## 10. Feature Requests

*We love hearing ideas that can make Threekit better. If you have suggestions for new functionality or improvements to existing features, you can submit a feature request through the Support Portal.*

*While our support team does not guarantee inclusion in the product roadmap, all requests are reviewed by our Product team and tracked for impact and demand. Your input directly influences our innovation priorities.*

## 11. Tips for faster resolution.

*The more detailed your report, the faster we can help resolve your issue. Please try to always include the following in your initial report:*

- *Steps to reproduce the problem, with relevant links.*
- *Screenshots or screen recordings.*
- *Links with access permissions so we can inspect your setup.*
- *Context on the business impact to help us prioritize.*

*Providing this upfront saves time and reduces back-and-forth.*

## **12. Mutual Partnership.**

*Practical support is a two-way street. To help us resolve your issues as quickly and accurately as possible, we count on our customers to provide timely, complete, and accurate information.*

*This includes granting necessary access to your orgs and front-ends, responding to clarification requests, and testing solutions in a staging or sandbox environment when applicable. By working together as true partners, we ensure a smoother and faster path to resolution.*

## **13. Customer Satisfaction (CSAT).**

*We continuously strive to deliver excellent support experiences. After a case is resolved, you may receive a short customer satisfaction (CSAT) survey to rate your experience. Your feedback helps us celebrate what's working and identify areas for improvement. We review all responses and use them to refine our processes, tools, and training. Your voice plays a key role in shaping the quality of support we provide.*

## **14. About Threekit status.**

*You can check for new releases, maintenance windows, or any incidents currently affecting Threekit services as well as view information about past incidents on [status.threekit.com](https://status.threekit.com).*

*You can also subscribe to the Threekit status page and get alerted via email, text message, and webhook whenever there is an update.*