Service Level Agreement

When you create a support request with Exalate, we will respond within 24 business hours. Our goal is to assist you as quickly as possible based on ticket priorities.

Exalate will make reasonable efforts to meet the Service Level Agreement (SLA), but delays caused by the client or external factors beyond Exalate's control may affect response times.

Business Hours and Response Time

Exalate's business hours are Monday - Friday, 6 AM-12 AM CET (19 hours in total).

Criticality	Time for initial response	Get an update every
P1 Application down due to issues with Exalate's infrastructure (e.g. database, network), affecting integration	24h	24h
P2 Serious degradation of application performance or functionality	24h	Weekly
P3 Application issue that has a moderate impact on the business	24h	None
P4 Issue or question with limited business impact	24h	None

Support Includes

- Assistance with installation issues.
- Assistance with upgrade issues.
- Troubleshooting problems related to Exalate's add-ons.
- Identifying workarounds for issues.

Support Does Not Include

- Product configuration (Scripting)
- Product training
- Support for customers without a valid license or active subscription

- Support for non-Exalate add-ons
- Support for issues related to the underlying tracker (e.g., Jira, Service Desk, Salesforce)
- Support in languages other than English or Spanish
- Debugging SSL certificate problems unless the certificate scores an A or A+ rating on SSL Labs
- Custom ports for HTTPS

> **Important**: Scripts published on this site are example implementations and may not be applicable to your specific use case.

Docker specific

What is supported?

Adherence to local network policies is solely the responsibility of the network administrator. Exalate will not be held accountable for misconfigurations or security-related incidents caused by incorrect setup or unapplied local security policies.

What is Supported vs. What is Not Supported

Supported	Not Supported
Deployment guidance on Docker, AWS ECS/EC2, Terraform, or similar infrastructures.	Guaranteed compatibility with all custom or non-standard container setups. All solutions are best-effort.
Assistance with registering container URLs and updating mapper records to complete registration.	Full management of customer infrastructure (e.g., VPNs, firewalls, load balancers).
Troubleshooting container accessibility and credential issues.	Resolving issues caused by geolocation policies or third-party network setups.
Providing guidance on enabling logging and testing container responses.	Direct access to customer containers or infrastructure for debugging.

Paid Support Disclaimer

Support related to Docker may fall under a **paid service tier**, such as *Solution Assistance*. Please consult with your account manager or sales representative to determine what is applicable to your case.

Scope of Expertise Disclaimer

While we are keen to provide assistance with your setup we are **not Docker experts**. The

assistance we provide is strictly limited to deploying and running **Exalate within a Docker environment**. We do **not** cover:

- Configuration of the Docker daemon

- OS-level integration

- SELinux configurations

- Platform compatibility (e.g., Mac vs Linux vs Windows)

- Other infrastructure complexities unrelated to Exalate

For those matters, we recommend consulting with a dedicated DevOps or Docker professional.

Professional Services

- Exalate has a network of expert partners. For assistance with advanced configuration or other professional services, please contact one of our Exalate Partners.