Support Policy

Last Updated: 2026-11-05 Effective Date: 2026-11-05

1. Introduction

1.1. This Support Policy of Genz IT Solutions GmbH (**"Provider"**) sets out the support response times, channels, and tiers for the HotCodePush Service 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 HotCodePush Service and to users of the Provider's open-source projects, in particular the SDKs and the command-line tool.

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

3. Support Tiers

3.1. Community

- **Target group**: Users of the Free plan and users of the Provider's open-source projects.
- **Scope of service**: Best effort. No committed response times.
- **Channels**: See Section 6.1.

3.2. Standard

- **Target group**: Customers on the Pay-as-you-go plan.
- **Scope of service**: Response times per severity in accordance with Section 5.
- **Channels**: See Section 6.1.
- **Hours**: Business hours (Monday to Friday, 09:00-17:00 CET/CEST), excluding public holidays in Baden-Wuerttemberg.

3.3. Premium

- **Target group**: Customers under an Enterprise agreement.
- **Scope of service**: Faster response times per severity in accordance with Section 5, a post-incident summary on request and a named escalation contact in accordance with Section 6.3.
- **Channels**: See Section 6.1.
- **Hours**: Monday to Friday, 08:00-20:00 CET/CEST, excluding public holidays in Baden-Wuerttemberg; 24x7 for P1.

4. Severity Classification

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

Severity	Description
P1 — Production outage	The Service or a material part of it is unavailable in production: devices do not receive updates or releases cannot be published. 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.

4.2. The Provider assigns the severity on receipt of the request based on the Customer's description.

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	Premium
P1 — Production outage	4 business hours	4 hours (24x7)
P2 — Major functional impairment	8 business hours	4 business hours
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.

5.3. Premium customers report a P1 by phone, using the number provided to them. The call opens the case and reaches the on-call engineer or is returned within the Target Response Time for P1. A P1 reported by e-mail is handled as a P2. The phone line serves P1 reports only. All other requests are made by e-mail.

5.4. On request, Premium customers receive a post-incident summary (cause, impact, remedy) of a resolved P1 within 5 business days of the request.

6. Support Channels

6.1. Support channels per tier:

Tier	Channels
Community	GitHub Discussions, GitHub Issues, Discord
Standard	Email
Premium	Email, named escalation contact, phone for P1

6.2. A chat widget and a ticketing system are not currently offered.

6.3. Premium customers have a named escalation contact at the Provider.

7. AI-assisted Support

7.1. The Provider uses an AI assistant named Hanna to draft replies to support requests received by email. A HotCodePush engineer reviews and approves every draft before it is sent. Every reply discloses this in its signature.

7.2. The Customer may reach a person at any time by replying with the word "human". The request is then handled by a person without AI assistance.

7.3. Support requests are processed with the recipients named in the Privacy Policy. The Provider does not use support requests to train AI models.

8. Beta

8.1. Features expressly designated as Beta shall be subject to the Community tier (best effort), regardless of the Customer's plan.

9. Exclusions

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

- misconfiguration or faulty integration on the Customer's side,
- a reached spending cap, fair-use enforcement or a paused account, where the Service behaves as described in the GTC (Fail-Open),
- outages at third-party providers (in particular Apple, Google, GitHub),
- force majeure events as defined in the GTC.

10. Public Support Hygiene

10.1. Confidential data shall not be published in public support channels (GitHub Issues, Discussions, Discord). This includes in particular access tokens, signing keys, application bundles, and other Customer Data.

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

11. Contact

11.1. Support requests for Standard and Premium customers: support@hotcodepush.com

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

11.3. The authoritative language version of this Support Policy is the English version. The German version is for informational purposes only.