

OST Labs

Support Policy

Attachment to the Provider-Specific Terms (Bonterms Standard EUA v1.0, section 5.1)

Provider: OST Consulting SRL (OST Labs) · Version 1.0

1. Scope

This Support Policy describes the support OST Consulting SRL (“OST Labs”) provides for its apps: Process Templates for Jira, Easy Clone for Jira, HTML Macro Pro for Confluence, Smart Label Manager for Jira, and Calendar Embed & Sync for monday.com. It is an Attachment to OST Labs’ Provider-Specific Terms and applies to customers with an active subscription, including during evaluation.

2. How to get support

- Helpdesk (preferred): the OST Labs support portal at ost-consulting.atlassian.net/servicedesk/customer/portal/2.
- Email: info@ost-consulting.be.
- Language: support is provided in English.
- Support hours: Monday to Friday, 09:00 to 17:00 Brussels time (CET/CEST), excluding Belgian public holidays.

3. Service levels

Response and resolution service levels for support requests, including target response times by priority, are set out in the OST Labs Service Level Agreement (SLA), which is a separate document referenced in our Provider-Specific Terms.

Process Templates for Jira, Easy Clone for Jira and HTML Macro Pro for Confluence are Cloud Fortified and meet Atlassian’s Cloud Fortified support requirements.

4. What support includes

- Help installing, configuring and using the apps within their documented functionality.
- Investigation and correction of confirmed defects (bug fixes), prioritised as above.
- Guidance and access to product documentation.

5. What support does not include

- Custom development, bespoke features, or scripting beyond the apps' documented functionality.
- Support for the underlying platforms (Atlassian, monday.com) or third-party services the customer connects.
- Training or consulting beyond standard usage guidance and documentation.
- Server or Data Center deployments (the apps are cloud apps).

6. Maintenance and updates

OST Labs provides updates and improvements to the apps during an active subscription. Updates to cloud apps are delivered automatically through the Atlassian and monday.com platforms; customers do not need to install them manually.

7. Security issues and vulnerability reports

Security vulnerabilities should be reported to info@ost-consulting.be or through the Atlassian Marketplace Security Bug Bounty Program on Bugcrowd. Confirmed vulnerabilities are remediated in line with the Atlassian Marketplace Security Bug Fix Policy timeframes for cloud apps (Critical within 10 days, High within 4 weeks, Medium within 12 weeks, Low within 25 weeks), as described in the OST Labs Security and Data Protection Whitepaper.

8. Customer responsibilities

- Provide enough detail to reproduce an issue: affected app, steps, expected and actual behaviour, and screenshots where helpful.
- Keep the subscription active and contact details current.
- Avoid submitting sensitive personal data in support requests.

9. Status

This Support Policy is Version 1.0. It is the Support Policy attachment identified in the OST Labs Provider-Specific Terms and may be updated to reflect new features or changing practices, without materially decreasing OST Labs' overall support obligations during a subscription term.