

SUPPORT POLICY

DEFINITIONS

WACG	means the WACG Inc., a company behind the Project Data Suite (projectdata.io)
Critical Issue	A problem that severely impacts service availability or functionality, preventing users from completing tasks.
Moderate Issue	A non-blocking issue that affects service performance but allows partial usage
Minor Issue	Low-priority bugs or cosmetic flaws that don't impact core functionalities

OVERVIEW

At WACG, we consider delivering services to our customers our highest priority. Resolving issues and impediments is a critical part of the service delivery. We aim to resolve critical issues swiftly, minimize disruption, and help users leverage the full potential of our services.

SCOPE

Support is provided for the following services:

- Sync: Two-way synchronization between Microsoft Project Desktop and Microsoft Planner Premium (formerly Project for the Web).
- Backup: Scheduled and on-demand backups for Microsoft Planner Premium (formerly Project for the Web).
- Data Migration: Transition from Microsoft Project Online to Microsoft Planner Premium (formerly Project for the Web).
- Data Copy: Copy data between Microsoft Planner Premium (formerly Project for the Web) instances
- Integration Scenarios
- Provision: automated Microsoft Planner Premium (formerly Project for the Web) data provision

SUPPORT CHANNELS

- Email: support@projectdata.io
- Phone: +1 (256) 667-5724
- Ticketing & support portal: <https://pdms.zendesk.com/>
- Support widget available via the application UI
- Escalation emails: oleg@projectdata.io, jrlevy@projectdata.io

RESPONSE TIME

Within 24-48 hours during business hours.

OPERATING HOURS

Monday to Friday: 9 AM - 5 PM (GMT)

ISSUE RESOLUTION

Issues are categorized based on severity:

- **Critical:** Issues that prevent usage—resolved within 24 hours.
- **Moderate:** Partial disruptions—resolved within 48 hours.
- **Minor:** Cosmetic or low-priority issues—addressed in the upcoming product updates.