

Support Policy

Subscription · Version **v2026.07.13-draft** · Effective **Jul 23, 2026** · Last updated **Jul 23, 2026**

How to get help and what to expect.

Channels

Support is available via your account's support surface.

Response targets

[COUNSEL/OPS: response targets by severity and plan tier.]

Scope

Support covers the use of Bizmitra; it does not include custom development unless separately agreed.