Atlassian Add-ons Bugfix Policy

Unknown macro: 'html'
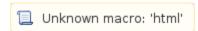
Scope

This page describes when and how we release bug fixes for our products in the Atlassian marketplace.

Severity Codes:

Critical	The add-on is completely down – Business cannot continue.
High	Part of the add-on not functioning – Business affected.
Medium	Minor fault – minimum business affected.
Low	Minor fault/cosmetic fault – business not affected.

Bugfix Service Level Agreement (SLA)

We attempt to meet the following timeframes for fixing issues.

- **Critical** severity bugs should be fixed in the product within 1 week of being reported.
- **High** severity bugs should be fixed in the product within 2 weeks of being reported.
- **Medium** severity bugs should be fixed in the product within 3 weeks of being reported.
- **Low** severity bugs should be fixed in the product within 4 weeks of being reported.

Critical vulnerabilities

When a **Critical** security vulnerability is discovered Infosysta will do all of the following:

- Issue a new, fixed release for the current version of the affected product as soon as possible.