

Hosting policy

Product license

- For using hosting for 25 and more users the license is required. You can provide your own license or buy it through us. For our hosting customers we also offer program "Annual hosting" where you can buy license by instalment with quarterly payments. After 12 months you can take away license or extend hosting.
- Under the term of "Annual hosting" contract for 12 months is required. License is given to a customer after end of the contract.
- For add-ons hosting (e.g. JIRA Agile or JIRA Capture) license is also required.
- Teamlead's add-ons are installed for free.
- Third party commercial add-ons can be purchased through us.

Your Administrator privileges

- We give to customers system administrator permissions (jira system administrator). You will have capability to install add-ons, services, listeners, SMTP/POP, etc.
- Though, we keep permission to access to your system for administration purposes.

Technical support

- All requests on hosting work, license purchase, add-ons installation and others are considered by our support specialists only in our [Service Desk](#) (in critical cases by phone). After buying hosting customer is given login to the Service Desk. All our hosting customers are supported under [SLA-4](#).
- Installation of add-ons without adjusting is free. If plugin needs adjustment, customer have to send request with description of adjustment and get cost and term of work.

Maintenance

- Back-up of your system and data is accomplished once a day: from 03:00 to 04:00 am. At this moment system could be not available. Back-ups are stored for 2 weeks.
- System updates are made after support request, but not more than 1 time every 3 months. Update is made only if there is new version x.x.1 and higher or critical bugs in current version.
- If you didn't pay on time, your system will be unavailable in 5 days after expiration date. Your data will be stored for 3 months. After sending payment you will get access to your system. Attention! If downtime period is more than 3 months, your data will be removed.
- After the end of a hosting contract we can hand over to you your system and data back-ups.

Your domain

On default your instance on our hosting will have name **jira-youcompany.teamlead.ru** (e.g. **jira-fsb.teamlead.ru**). If you would like you can use your own domain (e.g. **jira.fsb.ru**).