goodfinity

Goodfinity Technical Support Service Guidelines

Last modified: October 29, 2026

These Guidelines describe the technical support Goodfinity, a division of Level Up Strategies Inc., provides for the Insights Engine platform (the "Services") under the Customer's agreement with Goodfinity (the "Agreement"). Capitalized terms not defined here have the meaning given in the Agreement.

1. Support Request Submission

1.1 Before contacting Goodfinity, the Customer will make reasonable efforts to resolve the issue itself, including checking the help resources at goodfinity.ca.

1.2 A Customer Contact submits a Request by email to circle@goodfinity.ca from an email address registered to the Customer's account, stating the problem, what was being done when it occurred, any error message, and the priority the Customer believes applies. Goodfinity may ask for further diagnostic information and will decide the Request's priority under Section 4.

1.3 Goodfinity will acknowledge each Request. Goodfinity may be unable to resolve every Request.

1.4 If Goodfinity determines that a Request is a Feature Request, it will log the request for consideration in a future release and consider the matter closed. Goodfinity has no obligation to build any requested feature.

2. What support includes

Standard Support is included with the Services: product upgrades and maintenance updates; online help resources; the ability to submit Requests; and status information about the Services on request. Support is provided in English, remotely, during Business Hours. On-site support is not included.

3. Pre-release features

Goodfinity has no obligation to provide support for features identified as beta, preview, alpha or experimental. Such features may change or be withdrawn without notice, and any feedback the Customer gives about them may be used by Goodfinity without restriction.

4. Priorities and target response times

Priority	Meaning	Target initial response
P1, Service Unusable	A production problem that prevents more than one of the Customer's users from accessing or using the Services	4 Business Hours
P2	A production problem that significantly impairs use of the Services, with a workaround available	8 Business Hours
P3	A problem with limited impact, or a question about using the Services	2 Business Days
P4, Feature Request	A request to add or change functionality	Logged; no response commitment

Targets are measured in Business Hours from receipt of the Request. They are targets, not guarantees, and do not apply to the pre-release features in Section 3.

5. Maintenance

Goodfinity performs periodic maintenance. Where planned maintenance is expected to affect availability, Goodfinity will give notice in advance through the platform or by email. Emergency maintenance required for security may be performed without notice.

6. General

6.1 Support is provided only during the term of the Agreement.

6.2 Goodfinity will not provide support where the law prohibits it.

6.3 Goodfinity may decline support for versions of the Services or integrations it has retired.

7. Definitions

“Business Hours” means 09:00 to 17:00 Pacific Time, Monday to Friday, excluding British Columbia statutory holidays.

“Business Day” means a day on which there are Business Hours.

“Customer Contact” means an administrator the Customer has designated for its account.

“Feature Request” means a Request to add a new feature or change an existing one.

“Request” means a request from a Customer Contact for technical support to resolve a question or problem with the Services.