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HTTP Functions Ltd

BookStack Support

Terms of Service

Version 1.0

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Support Plans

HTTP Functions Ltd acts as the official provider for service support plans on behalf of the [BookStack](#) open source project. Shown below are the default paid-for plans, each with a high-level overview of what's provided within each:

Professional Support Plan

- Email / help-desk based support.
- Covers installation and updating issues.
- High priority triage and handling of bug and issue reports.
- Supports development & maintenance of the open source platform.

Enterprise Support Plan

- Includes everything in the "Professional Support Plan".
- Highest priority handling of support requests.
- Active assistance for API integrations & platform extension.
- Feature and road-map discussion with the core project maintainer.
- Zoom/Teams/Meet/Discord video support & advice. *(Up to 10 hours per year)*

The specific terms of the services advertised within each plan are subject to the conditions detailed in the relevant sections of this document.

Support Plan Feature Details

Email / help-desk based support

[Professional](#)[Enterprise](#)

You will be provided an email address where you can submit requests for support. Support will be provided to emails that match allowed email addresses or allowed email address domains that were provided upon signup or authorized thereafter.

This service is intended for support of maintenance & administration of a BookStack instance, primarily for use by IT professionals. It is not provided as an end-user help-desk. Fair usage limits for support requests are as follows:

- Professional Support Plan - 5 requests per month.
- Enterprise Support Plan - 15 requests per month.
- Both Plans - 10 unique support contacts across plan term.

We aim to provide an maximum initial response time of 1 business day for support requests. Service operation is primarily provided, but not strictly limited to, between the hours of 10:00 and 18:00 London time (UTC/BST) Monday to Friday. At this time support can only be provided in the English language.

Covers installation and updating issues

[Professional](#)[Enterprise](#)

Installation and update events are often the most common scenarios where support may be required. Our support services do cover, although are not limited to, these events to ensure you can get your instance running and kept up-to-date.

Note that our services are not for us (HTTP Functions Ltd) to provide managed operation of your BookStack instance, but are designed to assist your management of your own instance.

While we will attempt to help you in your preference of hosting option, platform, operating system & environment, there may be limitations for specific environments that we are not able to support and we cannot assure support for any external software or services. Our expertise is primarily centered around Ubuntu-based VPS hosting options.

High priority triage and handling of bug and issue reports

[Professional](#)[Enterprise](#)

As part of our support of the BookStack project, we designate time to assist development and help with issue management on GitHub. Our support plans assure focus of this time to triage and address issues raised via your support tickets.

Security issues raised via any means will take ultimate priority. Bugs and issues are defined as breakages to existing supported functionality within supported environments. Ultimately it is at our discretion as to what constitutes as a bug or issue, and it is at the discretion of the BookStack project as to what changes are made to the open source codebase. Fixes, where produced, will only be provided for the current release version of BookStack, not for older versions. Fixes will not be provided for functionality & features dropped or deprecated by the BookStack project. Fixes may be limited or delayed in scenarios where the source of the issue is dependant upon third-party (Non BookStack controlled) libraries/packages.

Supports development & maintenance of the open source platform

[Professional](#)[Enterprise](#)

Your purchase of support services helps contribute paid-for development & maintenance efforts of the BookStack open-source project. Fixes performed as part of support work will be contributed upstream and provided back to BookStack following standard open source practices.

Highest priority handling of support requests

[Enterprise](#)

Support requests from our enterprise customers are addressed with the highest priority to ensure a response is received as soon as possible.

Active assistance for API integrations & platform extension

[Enterprise](#)

We will assist and consult upon usage of the BookStack extension features which include:

- The HTTP REST API
- Outbound webhooks
- Visual theme system
- Logical theme system
- Custom HTML head content



This can be provided either via support ticketing/email or as part of the enterprise video support service. This subject of support is primarily intended as guidance, from a BookStack developer perspective, to other developers and IT professionals. This is not an extension/integration build service.

Feature and road-map discussion with the core project maintainer

Enterprise

This can be provided, within the terms of the enterprise video support service, to gain insight into the current direction and plans of the BookStack project. This can provide opportunity for a collaborative discussion to talk about ideas, desired features and operational usage of your BookStack instance which can be used as feedback for the core open source project.

This service does not guarantee control or prioritization of work performed in the open source BookStack project itself.

Zoom/Teams/Meet/Discord video support & advice

Enterprise

Live video chat support is offered as a means of direct and collaborative communication upon our standard ticket & email offering. We can usually adapt to suit your business's preferred video chat software as long as it is accessible via a browser, without installing third-party software.

Up to 10 hours total, per support plan yearly term, of video-based support/discussion is included. These are pre-booked sessions at pre-negotiated times, requested at least 48 hours in advance. Service operation is primarily, but not strictly limited to, between the hours of 10:00 and 18:00 London time (UTC/BST) Monday to Friday. At this time support can only be provided in the English language.

Raising Support Requests

During the process of purchasing a support plan you will be prompted to set up an account on our support portal. When logged into this system, with an active plan, you will see a support email address. You simply need to send an email to the provided email address to raise a support request. Responses will be sent back to the originating email address. In the future we may provide support request creation and management through our support portal interface.

When you set up your service account with us, you'll be asked to provide specific email addresses or domains that are approved to receive support. You'll be able to update this list through the support portal as required. If we receive a support request from an unapproved email address, we will request authorization from a known approved contact to ensure that support is authorized in that instance.

Support Service Liability

For our support we will, to the best of our ability, provide service in a manner which ensures operational stability of your systems. Where possible, we will advise of scenarios which may lead to a potential loss of service or data. In some cases, where desired, we may assist via remote support tools (SSH, Screen-share, etc..). HTTP Functions Ltd will not be held liable for loss of service or data within your environments and systems.



Billing

Payments are handled by our payment processor, Stripe. Our support plans are based on a yearly subscription. You will receive an email notification approximately 15 days before your subscription renews. You'll be able to cancel your subscription at any time through your support portal account. Subscription cancellations will take place from the end of your current support period. Renewal rates are subject to change, but you will be informed of any change in your rate with the option to cancel in accordance with these terms.

If you would like to upgrade your support plan, this is possible at the following rate calculation:

x = New annual plan full price

y = Existing annual plan full price

z = Number of whole months of support remaining on existing plan

New plan initial cost = $x - ((y / 12) * z)$

Please contact us via a support request, or by using the contact details on our website, to request such an upgrade. If required, Downgrading your plan can be achieved by cancelling your existing plan then choosing the new plan once the existing has expired.

VAT, or tax of any kind, is not included in current pricing but may be chargeable in the future.

Privacy Policy & Terms of Service

Our privacy policy and our general terms of service are active and apply for any services that are provided by HTTP Functions Ltd.

- [Privacy Policy](#)
- [Terms of Service](#)

We reserve the right, at our sole discretion, to update, change or replace any part of these terms. Service renewal will be subject to the latest version of these service terms, accessible at [this url](#). If a change of these terms needs to be made and applied upon your active plan subscription, we will contact you to let you know via your support portal account email address.