

SUPPORT POLICY

Support for live managed Services

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PROCESS LABS AI SOLUTIONS LIMITED

Process Labs AI Solutions Limited (Company No. 17036074), registered in England and Wales. Registered office: 64 Nile Street, London, England, N1 7SR. ICO Registration: ZC094994.

This Policy applies only where support is purchased or expressly included. Audit clarifications and project revisions are governed by the applicable Schedule, Order or SOW.

1. Support channel and hours

Requests must be sent to info@theprocesslabs.co.uk from an authorised Customer contact. Standard support hours are 09:00 to 17:00 UK time on Business Days, excluding public holidays in England. Out-of-hours support applies only if stated in the Order.

2. Severity and target initial response

Severity	Description	Standard target
P1 Critical	Production Service materially unavailable with widespread business impact and no reasonable workaround.	4 business hours
P2 High	Material function impaired; significant impact; workaround limited.	1 Business Day
P3 Normal	Non-critical defect, question, configuration issue or reasonable assistance.	2 Business Days
P4 Request	Enhancement, preference, new feature or out-of-scope change.	3 Business Days to triage

Targets are for initial response, not resolution, and are not guaranteed service levels unless the Order expressly states otherwise. No service credits apply by default.

3. Included support

- Incident triage for supported live configurations
- Reasonable investigation of reproducible faults
- Status communication and workaround where available
- Routine configuration guidance within purchased scope

4. Excluded or chargeable work

- New features, redesign, new integrations, new workflows or material rule changes
- Customer training beyond what was ordered
- Third-party account, device, network or licence support
- Issues caused by Customer change, unsupported use, inaccurate data or failure to follow instructions
- Data restoration, forensic work or emergency work not caused by Company breach
- On-site and out-of-hours work unless ordered

5. Customer cooperation

The Customer must provide impact, timestamps, examples, screenshots, reproduction steps and safe access reasonably required. Response targets pause while necessary information or access is outstanding.

6. Maintenance

Planned maintenance will normally be notified where it may materially affect Service. Emergency maintenance may occur without advance notice to protect security or continuity. The Company will use reasonable efforts to minimise disruption.

7. Policy updates

The Company may update this Policy reasonably for operational, provider, security or legal reasons under clause 28 of the Master Terms. A change will not materially reduce a paid support commitment during a fixed term without agreement, except where strictly required by law or an essential provider and the Customer receives the rights stated in clause 28.3.