Annex 4 – Support Policy

1.   Service Availability

1.1   The Supplier shall use commercially reasonable endeavours to ensure that the Services are available 98% of the time, measured on a calendar monthly basis (**Service Availability**).

2.   Support Requests

2.1   The Customer shall log all support requests via email to *Support@edtechpro.co.uk*.

2.2   Support requests received outside of Normal Business Hours will be deemed to have been received at the start of the next period of Normal Business Hours.

3.   Fault Classification and Response Times

3.1   Faults shall be classified into three levels as follows:

(a)   **Critical Fault**: A complete loss of service impacting all users and requiring immediate resolution.

(b)   **Major Fault**: A significant degradation or partial loss of service affecting multiple users.

(c)   **Minor Fault**: A minor issue that does not significantly impact the use of the service.

3.2   The Supplier shall use commercially reasonable endeavours to comply with the following response and fix times:

Fault Level	Response Time	Fix Time (estimated)
Critical Fault	24 hours	48 hours
Major Fault	24 hours	72 hours
Minor Fault	3 days	As notified by the Supplier

4.   Remedies

4.1   Service credits shall accrue at a rate of 5% of the annual Subscription Fees for each full week that the availability of the Services falls below the Service Availability in paragraph 1.1, starting from the time the breach is identified, up to a maximum of 50% of the annual Subscription Fees.

4.2   Service credits are not available as a refund. They shall be applied to the Customer's account and can be used towards future invoices.

4.3   The Supplier shall not be liable for any failure to meet the obligations in this Annex that is the result of any force majeure event, misuse, or negligence by the Customer or a third party.