



Service Level Standards for SaaS

Effective from: 1 March, 2025

1 Overview

This document outlines the service standards and support approach for customers using Vatix's software-as-a-service (SaaS) products. It sets expectations around platform availability, support response times, and additional support options available through our Customer Success Plans.

2 Service Availability

Vatix aims to provide reliable access to our platform with a target uptime of 99.9% per calendar month, excluding planned maintenance and circumstances beyond our reasonable control (e.g. internet provider outages or third-party failures).

- 2.1 Planned Maintenance.** Maintenance is typically performed outside business hours to minimise disruption. Where maintenance is expected to impact availability, we aim to provide at least 48 hours' notice.

3 Business Hours

Vatix's standard business hours are:

Monday to Friday, 09:00 to 17:00 (UK time), excluding public holidays.

All references to response times and availability of support services are based on these business hours.

4 Support Services

- 4.1 How to Get Support.** Customers can request technical support through:

- (a) Email: support@vatix.com
- (b) In-app help widget: Accessible within the Vatix platform

Support requests are monitored during business hours.

- 4.2 Help Centre.** Vatix provides a comprehensive Help Centre featuring:

- (a) Onboarding and setup guides
- (b) Product usage and management articles
- (c) Tips and best practices to maximise value

Customers are encouraged to consult the Help Centre before submitting support queries.

- 4.3 Scope of Standard Support.** Our standard support is designed to assist with technical issues and unexpected system behaviour, including:

- (a) Platform errors or access problems
- (b) Bug identification and reporting
- (c) General usage questions relating to platform functionality

Standard support does not include:

- (a) Hands-on training or guided onboarding
- (b) Data entry or report building
- (c) Custom configuration or strategic advice

5 Response Targets

We aim to respond to queries in line with their priority level:

Priority	Examples	Target Response Time
Critical (P1)	Service outage or complete loss of functionality	Within 2 business hours
High (P2)	Key feature broken, no workaround available	Within 4 business hours
Medium (P3)	Partial feature issue, workaround available	Within 1 business day
Low (P4)	Minor bugs, UI feedback, general questions	Within 2 business days

Response time refers to the initial acknowledgement and engagement by a member of our support team. Resolution time will vary depending on the nature and complexity of the issue.

6 Customer Success Plans

Customers who require an enhanced level of support may choose to subscribe to a Customer Success Plan. These plans can include:

- (a) A dedicated Customer Success Manager
- (b) Telephone support
- (d) Onboarding and training assistance
- (e) Regular impact and performance reviews
- (f) Ongoing consultancy and product optimisation

To learn more, please speak with your account manager or sales representative.

7 Customer Responsibilities

To help us provide efficient support, we ask that customers:

- (a) Use the designated support channels listed above
- (b) Provide clear and detailed information when submitting tickets
- (c) Ensure nominated users are trained and familiar with the system

8 Revisions

Vatix reviews these standards regularly and may make updates from time to time to reflect evolving practices or improvements.