Support and service levels

This notice sets out how support runs for software A to Z Formula builds and looks after: how to reach us, how fast we reply, what we watch, who is responsible for which layer, and the handful of things we deliberately do not promise.

It forms part of our published terms and conditions and applies to every client. Where your signed Roadmap, Order or Agreement says something different, that document wins. In this notice, "your Order" means whichever of those signed documents records what you have bought from us.

Version 1.0 | Applies to every client unless a signed Order says otherwise | Nothing to sign

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Prices are never in this notice. Every engagement is different, so every price is quoted per project, against the hosting you choose and the complexity of what we are building and looking after. What you pay, and for which level, is recorded in your Order. Once agreed, a price is locked for 12 months. Any change after that comes with 60 days written notice.

Every commitment below is one we can keep every week of the year, not only when things are quiet. That is why they are specific and short.

01 What support is, and is not

In this notice, "the Platform" means whatever we build or look after for you: an application, an integration, an automation, a dashboard or a website. It is yours. In most engagements it runs in accounts in your name and the provider invoices come to you. Where we hold an account for you, your Order says so.

Support is not the software and not the servers. It is our attention: people who know the system, who answer when you raise something, and who, if you want it, watch it for you.

Support covers:

- ✓ defects in what we delivered;
- ✓ questions, and help getting your team comfortable;
- ✓ small changes;
- ✓ the health of your connections; and
- ✓ routine maintenance.

Support does not cover:

- ✓ new features;
- ✓ new connectors and new data sources;
- ✓ migrations and data correction;
- ✓ bespoke reports; or
- ✓ training.

Those are changes, and section 8 explains how they run.

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02 Four ways to have us

Included with every build

Hypercare and warranty

30 days of hypercare after go-live and 90 days of warranty on each phase, unless your Order says otherwise. Defects in what we delivered at handover are

fixed at no charge.

Bought ahead

Prepaid support hours

Blocks of hours, valid for 12 months from purchase. They buy our work, not a response time. Scheduled subject to availability, and we tell you when.

Monthly fee

Ongoing management

Daily health checks, monitoring, patching, backups and priority support, on a regular monthly fee, month to month. The only arrangement that carries a response time.

On retainer

White glove

Hands-on consulting and continued building for companies that want us closer than support reaches. Quoted case by case, on what you are looking for.

2.1Included with every build

- ✓ Hypercare. Hypercare is the settling-in period straight after go-live, when a new build needs the most attention and we stay closest. For 30 days after go-live, unless your Order says otherwise, questions are answered and defects in what you accepted are fixed, in business hours, at no charge. It does not cover new features.
- ✓ After hypercare. Defects stay covered by the warranty. Everything else moves to the arrangement you have chosen: prepaid hours, monthly management, or ad hoc help. Nothing is withdrawn. The settling-in period has simply ended.
- ✓ Warranty. For 90 days after you accept each phase, unless your Order says otherwise, we correct any reproducible defect in what that phase delivered at handover, at no charge. The warranty does not cover changes made by anyone other than us, failures of third-party systems, problems in the source data, or use outside the documentation.
- ✓ Always. Current documentation, release notices, the Support tab in your portal, and the right to book us.

- ✓ Never billed to hours. A defect in what we delivered is never billed to your hours, prepaid or monthly, during the warranty period.

2.2Prepaid support hours

Support hours can be bought ahead in blocks.

- ✓ Valid for 12 months from the date of purchase. Unused hours then expire. They have no cash value and are not refundable, except as the Australian Consumer Law requires.
- ✓ What they cover. Questions, investigations, small changes (a rule, a report column, a template tweak, a new user), help with a connection that has dropped, onboarding a user or a tenant, and a planned release done for you.
- ✓ No turnaround commitment. Prepaid hours buy our work, not a response time. Work is scheduled subject to availability, and when it is booked we tell you when. There is no acknowledgement or response time on prepaid hours; that is something only a monthly arrangement carries (section 2.3). Marking a request urgent does not move it.
- ✓ How they are used. Time is counted in 30-minute blocks after the first hour. We tell you the balance, we tell you before a job will exceed it, and anything beyond the block is quoted before it runs.
- ✓ Without prepaid hours. Help is available ad hoc at our current hourly rate, on the same terms.

2.3Ongoing management, monitoring and priority support

For a Platform that needs someone watching it, ongoing management is available on a regular monthly fee.

- ✓ Month to month. Start, move between levels, or stop on 30 days notice. No exit fee. The fee is quoted for your Platform and your hosting, locked for 12 months once agreed, and never changed without 60 days written notice.
- ✓ Daily health checks. Every paid level starts with these, before any hours are counted. We check the Platform each day so problems are caught as early as possible: that storage still has room, that a database limit will not stop you using the Platform, that anything billed on usage (always-on compute, AI tokens and the like) is not getting out of control, and that the connections you depend on are healthy. These checks are never deducted from your included hours. A monthly fee is never billing for nothing.

- ✓ Included hours. Supported and Managed carry a small number of hours a month for triage, diagnosis, alert response, patching, small fixes and questions. Because the checks above run every month regardless, unused hours do not roll over. We tell you the balance, we tell you before it runs out, and when it is out we quote the rest or it waits for next month.
- ✓ Response times. We acknowledge every ticket you raise within 1 business day. For incidents, your Order also records a priority response time: how soon someone who can work on the problem first replies, measured in business hours or business days. Once a priority ticket is open we update you on a stated rhythm without you having to chase.
- ✓ The four levels. Your Order records one of these. The level says what we do. The footprint we look after (applications, environments, integrations, tenants) is recorded alongside it and reviewed together when it changes, never applied silently.

LEVEL	WHAT IT MEANS
Self-managed	You run it. You have the documentation, release notices, the Support tab, and the right to book us. There is no monthly fee, no monitoring obligation on us, and no response time.
Watched	We monitor. The daily checks and named automated monitors run, and when something trips both of us hear about it. We do not act on it, patch anything, or hold a repair obligation at this level. If you want us to act, that is Supported.
Supported	We monitor and act. In business hours, from your included hours, we action alerts, apply security patches, make small fixes, run a restore test on a stated rhythm, and hold a review call.
Managed	We operate it. We run the agreed layers: monitoring, security and dependency patching, deployments and releases, backups and restore testing. It carries the fastest response time we offer, more included hours, and more frequent reviews.

Ongoing management is only offerable where we hold standing access. Section 3 explains why.

2.4White glove, on retainer

For companies that want us closer than support reaches, we offer a standing retainer: hands-on consulting and continued building, month after month, for the Platform and the business around it. A retainer typically reserves a share of our time each month, a regular working session, product and technical guidance when a decision matters, and a delivery rhythm for the Roadmap after launch, so the Platform keeps improving without each change reopening as a new project.

It is quoted case by case, on what you are looking for. A retainer sits on top of a support level rather than replacing it, and everything else in this notice still applies to the Platform underneath.

03 Access is what makes support possible

A response target is a promise to look at a running system. Where we cannot reach the system, we can advise you and you execute. That is a different and slower service.

Response targets apply only while we hold the access needed to investigate. If access is withdrawn, suspended, expired, or never granted, the arrangement continues to be billed, the targets do not apply, and we help on a best-efforts basis with whatever you can put in front of us.

Two ways to hold access. Choose one, change it whenever you like. Any other arrangement is agreed per client and recorded in your Order.

ARRANGEMENT	HOW IT WORKS
Standing access	Named accounts for us in your cloud, database and repository. You can revoke any of them in a minute. This is what ongoing management assumes. Holding access obliges us to watch nothing beyond the level you have chosen, and we use it only for the work you have asked for or where reasonably necessary to contain a suspected security incident.

ARRANGEMENT	HOW IT WORKS
Advisory only	We hold nothing. We diagnose from what you send and describe the fix, you carry it out. Cheapest, slowest, and openly incompatible with a same-day answer.

04 Hours, channel, and who can raise things

BUSINESS HOURS	9AM TO 5PM SYDNEY TIME, MONDAY TO FRIDAY, EXCLUDING NEW SOUTH WALES PUBLIC HOLIDAYS. IF YOU ARE IN ANOTHER TIME ZONE, "NEXT BUSINESS DAY" IS MEASURED IN SYDNEY; ASK US WHAT THE REAL OVERLAP IS BEFORE YOU RELY ON IT.
The support channel	The Support tab in your portal. Raising a ticket there stamps the time, opens the ticket, and notifies us at once. It is the only thing that starts a clock. Phone, email, Signal, SMS, Slack or a note on a call are all fine ways to talk to us, and none of them opens a ticket unless we reply confirming we have raised one for you in the portal.
Your authorised contacts	You nominate one primary and one backup. Only they can raise a P1 or P2, grant or approve access, approve an emergency action, or approve out of hours work. Anyone else can raise a P3 or a question.
Our escalation path	The support channel, then the technical lead, then a director. We do not name a single person, because a single person takes holidays.

05 How the clock runs

A clock exists only under a monthly management arrangement. Prepaid hours, ad hoc work and warranty work carry no response target, though every ticket is still stamped and kept.

It starts when a valid ticket lands inside business hours, carries enough detail to work on, and we hold the access needed to investigate. Outside business hours it starts at 9am the next business day.

It pauses while we are waiting on you (information, access, an approval, a test file, a decision), on a third party (your bank, your accounting platform, a hosting provider), or during a maintenance window agreed in advance.

A response is a first reply from someone who can actually work on it, confirming we have picked it up and what we are doing next. It is not a fix, a diagnosis, a workaround, or a promise of any of those by that time. Where a fix will take longer, we tell you what we know and when we will next update you.

06 How urgent is urgent

You pick the closest fit when you raise a ticket. We classify on triage, and we may reclassify once we understand it. Marking something urgent does not change its class or its target.

CLASS	WHAT IT MEANS	WHAT IT IS NOT
P1	Nobody can use the Platform, or a security or data-integrity event needs containing now. No sensible workaround.	One feed or source down where the data can be loaded by hand. A problem inside one tenant only.
P2	A committed workflow is badly impaired for you or a named tenant. A partial workaround may exist.	"Please do this today." A new report you would like. A cosmetic defect.
P3	A defect, a question, a one-user problem, or maintenance, with a reasonable way around it meanwhile.	New features, new reports, data cleaning, training.

CLASS	WHAT IT MEANS	WHAT IT IS NOT
P4	A request. Not an incident, no response target, follows the change process in section 8.	

Fast targets, where your Order carries them, apply to P1 only. P2 and P3 run on business days at every level.

07 What we do not promise

Five deliberate gaps. Each is here because promising it would not be honest, not because we intend to do less.

No resolution time

We use commercially reasonable efforts to investigate, restore where we practically can, or give you a workaround, and we keep you informed of where a problem stands and what happens next. How long that takes depends on the cause, on what access we have, on your data, and on third parties neither of us controls. We will not name a repair time we cannot control, at any level, at any price.

No uptime percentage

The Platform runs on third-party providers, usually in accounts you own. Each of those providers publishes its own availability commitment to you, and that commitment and its credits are your recourse for that layer. A further percentage from us on top would add no real protection, because most of what could take the Platform down sits somewhere we can neither measure nor influence. What you get instead is named monitoring where you have chosen it, a stated first reply, and the truth about where a problem actually is.

No service credits

No discount attaches to a missed target. Your remedies are the ones in your Agreement and under the Australian Consumer Law. If a target is missed we tell you why, without you asking.

No standing out of hours cover

No arrangement in this notice includes on call, weekends, public holidays, or a response measured in minutes. A planned out of hours release can be booked ahead. An out of hours callout is a per-incident booking, raised by an authorised contact, taken up only if someone is available, and we may decline it. Standing cover with a defined window exists only under a separately priced and signed rider naming the window, what counts as critical, your contact, the escalation path and a named backup. Anything we do out of hours as a favour stays a favour and does not become the standard.

Nothing for what we cannot reach

We support the application we built. Your cloud account, your bank, your accounting platform, your payment providers and your own customers' systems are supported by whoever runs them, and the clock pauses while they do.

08 Changes are not incidents

New features, new connectors, new data sources, migrations, data correction, bespoke reports, training, and changes to how your workflows run all sit outside support. They are quoted separately, scheduled subject to our capacity, and triaged with a booking within 3 to 5 business days. Small changes can draw from prepaid or included hours; a new module is a build and is priced as one.

Marking a request urgent or important does not make it an incident and does not change any target in this notice.

09 Backups and recovery

Where you run it. Backups are configured at handover, in your account, and status lives in your provider's console. Checking them, and acting on them, is yours. Nobody is running restore tests unless you have arranged for that under ongoing management, and a backup nobody has restored is not a backup.

Under a monthly management arrangement only. Restore testing and recovery targets exist only where your Order includes them, at Supported or Managed. There, backups run nightly with automated verification where the environment supports it, we run real restore tests on the rhythm recorded in your Order, and we tell you they worked. Where we run the backup, we target recovery to within 24 hours of data and restoration inside 1 business day of your approval to restore. Both are targets, not guarantees, and both depend on the provider being up and our access being live.

10 Who is responsible for what

In most arrangements the Platform runs in accounts you own. What changes is how much of the running you have delegated to us.

LAYER	YOU RUN IT	ONGOING MANAGEMENT
Application code and defects	We fix under warranty, then from prepaid or ad hoc hours	Ours, inside the arrangement
Deployments and releases	Yours. We can advise or do it from hours	Ours, where your Order includes it
Cloud accounts, billing, quotas	Yours	Yours to own and pay, watched by us
Server, container and operating	Yours	Ours, where your Order includes it

LAYER	YOU RUN IT	ONGOING MANAGEMENT
system patching		
Database administration	Yours	Ours, where your Order includes it
Backups and restore testing	Yours to verify	Ours, per section 9
Monitoring and alerting	Alerts land with you; the Platform's own health screens flag feed problems	Ours to action, in business hours
Third-party connections (accounting platform, banks, payment providers)	Yours to maintain. We fix the application side from hours	Application side ours. The vendor account, its permissions and its bill stay yours
Your own customers' credentials and data quality	Yours	Yours
Users, keys and access	Yours, except our own credentials	Shared. We manage our users and the application controls; you manage the cloud and your people

11 When the targets do not apply

Targets are suspended, and the clock pauses, for: maintenance notified in advance; emergency maintenance reasonably needed to protect the system or the data; events outside either party's reasonable control; failure or delay at any third party, including

banks, accounting platforms, payment platforms, aggregators, identity providers, email providers, hosting providers and telecommunications; data-quality problems in your data or your customers'; anything caused by equipment, networks, credentials, permissions or settings on your side or a customer's side; changes made to the environment without our agreement; use outside the documentation or outside what was built; a security update we recommended that was not applied; delay in giving us access, information, an approval, a file or a nominated contact; an environment that no longer matches what we support; and new build work.

Some of these will happen, and none of them is an emergency: an accounting connection revoking its token, a card feed disconnecting, a card expiring on one of your provider accounts. The Platform surfaces each one early, and we name the ones most likely for your Platform in your Roadmap so nobody is surprised.

For the avoidance of doubt: we still help. Inside your arrangement we diagnose it, escalate it to the provider, and tell you where it stands. It just does not count against a response target.

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12 Keeping it supportable

Because the accounts are yours, you can change things we would not have chosen. That is your right, and it has one consequence: what we support is the system as built and documented.

Once a year, and any time you or anyone you authorise materially changes the hosting, the database, the network, sign-in, backups, how it is deployed, or the application code, we run a short supportability check together and write down whether it is still the system this notice covers. If it is not, we agree a plan to bring it back, or we agree in writing what changes. We may reasonably pause or limit support where the environment has materially moved away from what was built, until one of those two things happens.

Where an investigation shows the cause was our defect, the diagnosis is free. Where it shows a change we did not make or agree to, the diagnosis is drawn from hours.

13 True for every client

- ✓ No lock-in. 30 days notice, no exit fee, and moving off us entirely is a migration we help you run.
- ✓ Your data and your accounts stay yours. The code and the intellectual property are governed by your Agreement, whoever hosts it.
- ✓ Every key and credential handed over on request, inside 2 business days. On ending, any access we hold is revoked, returned or destroyed as you direct, inside 2 business days, and we confirm it in writing.
- ✓ Provider invoices come to you. Third-party costs are paid by you directly or passed through at cost, never marked up. If a running cost will pass the threshold in your Order in a month, you hear first.
- ✓ What you share stays confidential. Our published confidentiality undertaking protects it, and nothing in this notice supersedes or reduces that.
- ✓ Nothing in this notice is a new feature, a new price, or a new obligation on you. It describes how support already works.

14 Liability and the Australian Consumer Law

You have rights under the Australian Consumer Law, including guarantees that services will be provided with due care and skill, be fit for their purpose, and be supplied within a reasonable time. Nothing in this notice excludes, restricts or modifies any right or remedy that cannot lawfully be excluded.

Where the law permits, our liability for a failure to comply with a consumer guarantee for services is limited, at our option, to resupplying the services or paying the cost of resupply. Our services are acquired for business use. The

liability provisions of your Agreement, including its cap and its exclusion of indirect loss, apply to support as if set out here. The provider layer is governed by your agreements with each provider. Nothing limits liability for fraud, wilful misconduct, or anything that cannot lawfully be limited.

Neither party is liable for delay or failure caused by an event beyond its reasonable control, except an obligation to pay. The affected party tells the other promptly and keeps the delay as short as it reasonably can.

A to Z Formula holds professional indemnity, cyber and public liability cover under a combined technology policy. A certificate of currency is available on request.

15 Prices, and changes to this notice

Prices. Every price is quoted per project, against the hosting you choose and the complexity of your build, and recorded in your Order. Once agreed, it is locked for 12 months from the date of your Order. After that we may change it only on 60 days written notice, and a change applies from the next monthly renewal after the notice period ends. Third-party charges are not our prices: they are passed through at cost and follow the provider's own pricing.

This notice. We may update it on 60 days written notice. Service-level descriptions may be updated to reflect changes at third parties, but the level you hold is never reduced, and nothing you have already paid for is changed, within a term you have paid for. If you do not accept an update, you may end any monthly arrangement before it takes effect. Prepaid hours keep the terms they were bought on until they expire.

The legal entity you contract with is named in your Order. Questions about this notice go to the Support tab in your portal.