

Support Policy

For Plevenn Platform subscriptions under Master Subscription Agreement

This document is intended to be incorporated into, and read together with, the applicable master subscription agreement, subscription terms, and order forms.

Provider: PLEVENN TECHNOLOGIES PRIVATE LIMITED

This Support Policy forms part of the applicable Master Subscription Agreement between Provider and Customer (the "Agreement"). Capitalized terms not defined here have the meanings given in the Agreement.

This policy describes support channels, authorized contacts, severity definitions, and target initial response times. It is not itself a warranty or a service level guarantee.

1. Scope and Access

1.1 Scope. Provider will provide support for generally available production Services in accordance with the subscription plan tier purchased by Customer and this Support Policy.

1.2 Authorized Requesters. Unless Provider states otherwise in Subscription Terms, only Customer's Administrators and other support-authorized contacts designated through the Account may open support requests. Provider may require reasonable authentication before discussing account-specific or security-sensitive information.

1.3 Support Channels. Provider may offer support through a support portal, email, in-product support intake, status page communications, scheduled call-backs, and other channels designated in Product Terms. Phone or dedicated messaging support, if any, is available only where expressly included in the applicable Subscription Plan Tier or Order Form.

1.4 Regional Business Hours. Unless otherwise stated in Subscription Terms, "Regional Business Hours" means 9:00 a.m. to 6:00 p.m., Monday through Friday, excluding public holidays in the primary support region designated by Provider for Customer's Account.

2. Support Tiers

Plan	Support Access	Hours	Channel Notes
Basic / Free / Trial	Self-help resources only	Not applicable	Documentation, knowledge base, and community resources; no committed ticket support unless Provider elects otherwise.
Standard	Standard ticket support	Regional Business Hours	Portal or email intake for general technical support and service questions.
Premium	Priority ticket support	24x7 for Severity 1; Regional Business Hours for Severity 2-4	Priority queueing, operational incident handling, and faster initial response targets.

Plan	Support Access	Hours	Channel Notes
Enterprise	Priority and escalation support	24x7 intake; target response for Severity 1 and 2 around the clock	May include named escalation paths, scheduled incident calls, or phone escalation where stated in Product Terms or an Order.

3. Severity Levels

Severity	Description	Typical Characteristics
Severity 1 - Critical	Production Service is unavailable or severely degraded such that core business operations are materially halted for a large number of users and no reasonable workaround exists.	Complete outage, login failure affecting most users, inability to transact in a core workflow, or critical data-access failure in production.
Severity 2 - High	Material degradation of production functionality or performance affecting key operations, but the Service remains partially usable or a limited workaround exists.	Major feature unavailable, substantial performance degradation, or recurring production errors affecting important business processes.
Severity 3 - Medium	Issue affects a non-critical feature or causes moderate business impact, with a viable workaround or partial continued use available.	Feature-specific defects, intermittent errors, or user-impacting issues with workarounds.
Severity 4 - Low	General usage question, cosmetic issue, documentation request, or issue with limited business impact.	How-to questions, minor UI defects, and non-urgent configuration guidance.

4. Target Initial Response Times

4.1 Response Targets. Provider will use commercially reasonable efforts to meet the following target initial response times after a properly submitted support request is received and reasonably classified by Provider. These are targets only, not guaranteed resolution times or service levels.

Plan	Severity 1	Severity 2	Severity 3	Severity 4
Standard	4 business hours	8 business hours	2 business days	3 business days
Premium	1 hour (24x7)	4 business hours	1 business day	2 business days
Enterprise	30 minutes (24x7)	2 hours (24x7)	8 business hours	1 business day

4.2 Classification. Provider may reasonably reclassify the severity level of a support request based on the actual impact, reproducibility, scope, availability of workaround, and information provided by Customer.

4.3 Resolution Timing. Provider does not commit to specific resolution times, bug-fix delivery dates, feature delivery dates, or work-product turnaround times unless separately agreed in writing.

5. Customer Responsibilities

- submit support requests through approved channels with sufficient detail to permit triage, including account identifier, environment, affected feature, timestamps, screenshots, logs, and reproducible steps where available;
- designate appropriately trained Administrators or support contacts who can validate impact, test workarounds, and respond to Provider follow-up questions;
- maintain current contact information and monitor the support channel used for the request;
- implement and maintain supported browser, device, network, and integration configurations as described in the Documentation;
- cooperate in good faith with reasonable troubleshooting requests and mitigation steps.

6. Exclusions

6.1 Excluded Matters. Unless Provider expressly agrees otherwise, support does not include:

- custom development, data entry, migration execution, end-user training, process design, business consulting, or managed administration;
- issues caused by Customer customizations, third-party applications, third-party identity providers, unsupported integrations, or environments not controlled by Provider;
- beta, preview, early-access, free, or sandbox features unless Product Terms expressly provide otherwise;
- on-site services, dedicated technical account management, formal incident postmortems, or phone support, except where expressly included in the purchased plan or Order;
- requests to backport changes, implement product enhancements, or prioritize roadmap items.

7. Incident Communications and Escalation

7.1 Status Communications. Provider may communicate widespread service incidents, maintenance events, and service restorations through its status page, support portal, email notifications, administration console notices, or other operational channels.

7.2 Escalation. Premium and Enterprise customers may use the escalation channels specified in Product Terms, the support portal, or their Order, if any. Enterprise customers may be offered live incident bridge or phone escalation for Severity 1 incidents where expressly included.

8. Relationship to Other Contract Documents

8.1 No Override of the Agreement. This Support Policy supplements the Agreement. If there is a conflict between this Support Policy and the Agreement, the order of precedence in the Agreement will control unless the applicable Order expressly states otherwise.

8.2 SLA Distinction. Availability commitments and any service credits are addressed, if applicable, in the Service Level Agreement and not in this Support Policy.

9. Changes to this Policy

9.1 Prospective Changes. Provider may update this Support Policy on a prospective basis in the ordinary course, provided that Provider will not materially reduce the support entitlements purchased for an active paid Subscription Term except where required for security, legal compliance, abuse prevention, or to address a material third-party dependency.