

Service Level and Support Policy

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July 23, 2026	July 23, 2026

This Policy describes standard support and availability practices for paid CapConnect OS subscriptions. It does not apply to beta, preview, free, sandbox, trial, third-party, managed-service, or professional-service components unless expressly stated.

1 1. Support Channels

Support is available through:

- in-app support, where enabled;
- email at support@capconnectsolutions.com; and
- designated account channels for eligible plans.

2 2. Support Hours

Standard support hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time, excluding U.S. federal holidays, unless an Order Form states otherwise.

3 3. Severity Levels

3.1 Severity 1 — Critical

Production Service is broadly unavailable, or a confirmed security issue creates immediate material risk, with no reasonable workaround.

Target initial response: 4 business hours for standard plans; faster only if stated in an Order Form.

3.2 Severity 2 — High

A major function is materially impaired for multiple users, with limited workaround.

Target initial response: 1 business day.

3.3 Severity 3 — Normal

A non-critical defect, degraded function, configuration issue, or standard support request.

Target initial response: 2 business days.

3.4 Severity 4 — Request

Feature request, training question, or cosmetic issue.

Target initial response: commercially reasonable.

Response targets are goals, not guarantees, unless incorporated into a signed Order Form.

4 4. Availability Target

CapConnect's target monthly availability for the core hosted production application is 99.5%, excluding:

- scheduled maintenance;
- emergency maintenance;
- beta or preview features;
- third-party providers, integrations, telecommunications, email, model, hosting, DNS, carrier, or internet failures outside CapConnect's reasonable control;
- Customer systems, configurations, credentials, or misuse;
- suspension under the Agreement;
- force majeure;
- attacks, abuse, or unlawful activity; and
- periods of immaterial degradation that do not substantially prevent use.

5 5. Maintenance

CapConnect may perform scheduled and emergency maintenance. Where practical, CapConnect will provide advance notice of scheduled maintenance expected to cause material interruption.

6 6. Service Credits

Unless an Order Form expressly includes a service-credit schedule, availability targets do not create automatic credits. For enterprise plans with negotiated credits, credits are Customer's exclusive remedy for availability failure and must be requested within thirty days after the affected month.

7 7. Customer Cooperation

Customer must provide sufficient detail, examples, timestamps, affected users, screenshots, logs, and reasonable access needed to investigate an issue.

8 8. Exclusions

Support does not include custom development, data cleanup, campaign strategy, legal review, third-party troubleshooting, implementation, managed outreach, or training unless included in the purchased plan.

Questions about this document may be sent to legal@capconnectsolutions.com.