



# Support Services Policy

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## 1. Purpose and Scope

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This Support Services Policy (“SSP”) describes the support services Skylark Control Ltd provides to customers of the Skylark Platform. It defines the categories of support requests, target response times, support channels, customer obligations, and matters that are out of scope.

This SSP is incorporated into the Skylark Control Terms and Conditions (<https://admin.skylarkcontrol.com/legal/terms-of-service.html>) and applies to all customers. For enterprise customers of the Skylark SaaS Platform with a countersigned SaaS Agreement (SAAS1), this SSP is additionally the “Support Services Policy” referenced in that agreement. Skylark may amend this SSP in accordance with the variation provisions of the applicable agreement.

## 2. Service Hours

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### 2.1 Standard Service Hours

**A Business Day** is any day other than a Saturday, Sunday, or public holiday in Northern Ireland. **Normal Business Hours** are 9.00 am to 5.30 pm UK time on each Business Day. Support requests received outside Normal Business Hours are recorded automatically and treated as received at the start of the next Normal Business Hours window for the purpose of measuring target response times, except as set out in Section 4.2 for Severity 1 requests.

### 2.2 Enhanced Support

Customers may purchase enhanced support arrangements (including extended hours and named-contact response) separately at Skylark’s then-current rates. Where an Order Form

specifies enhanced support, the terms of that Order Form prevail over the standard arrangements in this SSP.

### 3. Severity Levels

Each support request is classified by Skylark on receipt according to the following severity definitions. Severity may be re-classified during the lifecycle of the request as facts emerge; the Customer will be notified of any re-classification.

| Severity              | Definition                                                                                                                                                           | Characteristics                                                                                                                                                                                                                                                               |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Severity 1 — Critical | Production use of the Skylark Platform is stopped or so severely impacted that the Customer cannot reasonably continue work.                                         | One or more of: the Platform is completely unavailable to all of the Customer's Authorised Users (other than during announced Planned Maintenance); critical functions are unavailable with no workaround; a confirmed material data integrity issue affecting Customer Data. |
| Severity 2 — High     | The Customer experiences a major loss of Service. Important features are unavailable or significantly impaired, but operations can continue in a restricted fashion. | Important feature unavailable but a workaround exists; significant performance degradation or repeated timeouts affecting normal use.                                                                                                                                         |
| Severity 3 — Medium   | The Customer experiences a minor loss of Service. The impact is an inconvenience and a workaround is available or one will be provided.                              | Minor function not working as documented; non-critical defect affecting one or more Authorised Users.                                                                                                                                                                         |
| Severity 4 — General  | The request does not address a defect of the Service and relates to general information, configuration guidance, or documentation.                                   | Documentation request; configuration enquiry; feature request; user-onboarding question.                                                                                                                                                                                      |

### 4. Target Response Times and Resolution Times

#### 4.1 Targets

Skylark will use commercially reasonable endeavours to (i) provide an initial substantive response to each support request, and (ii) resolve each support request, within the target times set out below, measured from receipt during Service Hours. The initial response is the first communication from Skylark addressing the request — for example, acknowledging the request or requesting additional information, confirming receipt with a triage assessment, or providing a workaround or fix. Resolution is the point at which Skylark has communicated a fix, workaround, or other resolution to the Customer.

| Severity              | Target Initial Response | Target Resolution |
|-----------------------|-------------------------|-------------------|
| Severity 1 — Critical | 15 minutes              | 2 hours           |

|                      |            |                 |
|----------------------|------------|-----------------|
| Severity 2 — High    | 30 minutes | 1 Business Day  |
| Severity 3 — Medium  | 1 hour     | 3 Business Days |
| Severity 4 — General | 3 hours    | 5 Business Days |

## 4.2 Severity 1 — Out of Hours

Severity 1 requests received outside Service Hours are subject to best-efforts response and resolution only. Skylark does not commit to the target times above for Severity 1 requests received outside Service Hours unless the Customer has purchased an enhanced support arrangement that explicitly provides extended-hours coverage. Customers whose operational environment requires continuous platform availability outside Normal Business Hours should contact Skylark to discuss enhanced support arrangements in accordance with Section 2.2.

## 4.3 Resolution Time — Dependencies

The target resolution times in Section 4.1 assume the Customer's cooperation in providing requested information, validating fixes, and applying any Customer-side configuration required. Time during which a ticket is in Pending Customer Response status is excluded from measurement of the resolution time target. Where resolution depends on a third-party dependency outside Skylark's reasonable control, Skylark will keep the Customer informed of progress and the target resolution time is extended by the duration of the third-party dependency.

# 5. Support Channels

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Support requests should be raised through the Skylark Support Portal at <https://skylarkcontrol.freshdesk.com/>, which is the preferred contact channel. Requests may also be submitted by email to [helpdesk@skylarkcontrol.com](mailto:helpdesk@skylarkcontrol.com); emails are automatically routed into the same support system.

When submitting a request through the portal, customers should select the appropriate priority level to ensure correct severity classification. For email submissions, the subject line should clearly indicate the severity and a brief description of the issue (for example, "Severity 1 — Platform unavailable").

Customers are encouraged to check the Skylark Status Page at <https://status.skylarkcontrol.com> before raising a support request, as it publishes real-time service availability and active incident updates.

Requests raised through other channels — for example, direct correspondence with a named Skylark employee — are only recorded once entered into the support system, and target response times apply from that point.

Customers who require a direct or alternative contact arrangement for critical issues, including out-of-hours escalation to a named Skylark contact, should discuss this with their account manager or enquire about enhanced support arrangements under Section 2.2.

# 6. Support Process

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## 6.1 Logging and Acknowledgement

Each support request is logged in the Skylark support system on receipt with an initial severity classification. The Customer is sent an automated acknowledgement of receipt.

## 6.2 Triage

A Skylark support engineer reviews the request, confirms or adjusts the severity classification, and provides an initial substantive response within the target response time set out in Section 4.

## 6.3 Information Requests

Where additional information is required to investigate the request, Skylark will contact the Customer's named support contact. The target response time runs to the first such contact; the ticket is then placed in Pending Customer Response status in accordance with Section 6.4.

## 6.4 Pending Customer Response

Where Skylark has communicated a proposed resolution, workaround, or fix to the Customer, or has requested information necessary to progress investigation, and is awaiting a response from the Customer, the ticket is placed in **Pending Customer Response** status. The following applies while a ticket is in that status:

- **SLA clock suspension** — the resolution time target in Section 4.1 is suspended. The clock resumes from the point at which the Customer responds or, if no response is received, from the point at which the ticket is automatically closed under the auto-closure provision below.
- **Reminders** — Skylark will send automated reminders to the Customer's named support contact after **3 Business Days** and after **5 Business Days** of no response.
- **Auto-closure** — if no response is received within **10 Business Days** of the ticket entering Pending Customer Response status, the ticket is closed automatically and a closure notification is sent to the Customer's named support contact.

## 6.5 Closure

A support request is closed when: (a) Skylark and the Customer have confirmed resolution; (b) the Customer confirms the issue is no longer applicable; or (c) the ticket has been in Pending Customer Response status for 10 Business Days without a Customer response and has been auto-closed under Section 6.4.

**Re-opening** — a ticket closed under paragraph (c) may be re-opened by the Customer within **30 calendar days** of the closure notification by replying to that notification or by raising a new support request referencing the original ticket reference. A re-opened ticket is treated as a new request from the date of re-opening for the purposes of Section 4.

## 7. Escalation

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If the Customer believes in good faith that it has not received a quality or timely response to a support request, it may escalate the request through the Skylark Support Portal at <https://skylarkcontrol.freshdesk.com/> or by emailing [helpdesk@skylarkcontrol.com](mailto:helpdesk@skylarkcontrol.com), referencing the original ticket number and marking the subject or request as "Escalation". The escalation will be reviewed by the support team lead and, where the Customer requests,

escalated to a Skylark director. Skylark will agree an action plan with the Customer within 2 Business Days of an escalation being received.

Where an escalation involves a potential personal data breach, data integrity issue, or security incident, Skylark will additionally route the matter internally to the Data Protection Officer and Information Security Officer in accordance with the incident response process set out in Section 9 of the Security Policy (SECP1).

## 8. Planned Maintenance

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### 8.1 Standing Maintenance Window

The Skylark Platform has a standing planned-maintenance window from **22:00 to 00:00 UK time on Thursdays**. Skylark schedules platform maintenance within this window where reasonably practicable and keeps actual maintenance time to the minimum required. Maintenance performed within the standing window does not require advance notice.

### 8.2 User-Impacting Changes

For any change that may impact platform users, including but not limited to a mobile application release that requires Authorised Users to take action on their device to upgrade, Skylark will give the Customer no less than **one week's** advance notice. Notice will be given by email to the Customer's registered account email address and/or by in-platform notification. Advance notices are also published on the Skylark Status Page at <https://status.skylarkcontrol.com>.

### 8.3 Availability Target

Time during the standing maintenance window, and time during user-impacting changes notified in accordance with Section 8.2, does not count against the monthly availability target set out in the Terms.

## 9. Unplanned Service Downtime

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In the event of Unplanned Service Downtime, Skylark will use commercially reasonable endeavours to:

- Notify the Customer that an unplanned downtime event is in progress as soon as the event is confirmed
- Provide progress updates at reasonable intervals while the event is ongoing
- Notify the Customer when the Service has been restored

Notifications will be made by email, in-platform notification, and via the Skylark Status Page at <https://status.skylarkcontrol.com>. The detailed incident response process is set out in Section 9 of the Security Policy (SECP1).

## 10. Remote Assistance

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Where investigation or resolution of a support request requires Skylark to access the Customer's environment, Customer Data, or an Authorised User's device, the following conditions apply:

- Such access takes place only with the prior consent of an authorised Customer representative
- Access is limited to what is necessary for the resolution of the relevant support request
- Customer Data is not stored or processed by Skylark for any purpose other than the resolution of the support request without the Customer's consent
- All such access is logged in accordance with the audit-logging provisions of the Security Policy

Customer Personal Data accessed in the course of providing support remains subject to the Master Data Processing Agreement (MDPA). Data classification, access authorisation, and handling requirements applicable to Customer Data accessed during support are governed by the Skylark Control Customer Data Retention & Erasure Policy (CDEP1).

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## 11. Customer Obligations

The Customer's cooperation is required to enable Skylark to provide effective support. The Customer must:

- Nominate one or more named support contacts and maintain their contact details with Skylark
- Ensure the named support contacts are reasonably available during Service Hours when resolving a support request
- Provide a complete and accurate description of the issue, including steps to reproduce, expected behaviour, observed behaviour, and the affected Authorised Users
- Promptly communicate any changes to the system environment, configuration, or business context that may affect the resolution of an open support request
- Promptly inform Skylark if a support request is no longer valid
- Inform its Authorised Users about Planned Maintenance and other system events communicated by Skylark
- Use a supported version of the Skylark Platform and meet the system requirements set out in the Terms or Order Form

Where the Customer fails to meet these obligations, Skylark is not responsible for any delay or failure in resolving the support request that results.

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## 12. Non-Applicability

The target response times and support arrangements in this SSP do not apply to:

- Services provided to the Customer free of charge or on a trial or evaluation basis (unless otherwise expressly agreed in writing)

- Integration components, connectors, and other third-party software or services that the Customer chooses to use with the Skylark Platform
- Requests arising from the Customer's failure to comply with the system requirements set out in the Terms or Order Form, or from the Customer's network connectivity, telecommunications links, or third-party services
- Defects or downtime caused by force majeure events or by circumstances outside Skylark's reasonable control

Skylark will use commercially reasonable endeavours to provide support for excluded items but does not commit to the response times set out in Section 4.

## 13. Review

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This Support Services Policy is reviewed no less than annually by the Document Owner. Where a material change is made, customers will be notified by email and/or by in-platform notification before the change takes effect.

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*Next review due: 11-05-2027*

*Document owner: Karol Harkin*

*Published at: <https://admin.skylarkcontrol.com/legal/support-services.pdf>*