



PleXHub Support Service Policy

Version 1.3

PleXHub agrees to use all reasonable commercial endeavours to ensure the service is available during normal UK business hours, where business hours are between 8am and 5pm local UK time, each business day.

Should you find the service unavailable during these hours, we ask you to lodge a Support Request via either the “Contact Us” link on the site or else via email to either of the following addresses:

Query Type	Email Address
General Support	support@plexhub.com
IT Support	admin@plexhub.com

Please include a brief description of your issue and, if you wish to have a call-back, please include a telephone number and one of our help-desk will contact you directly, as soon as they can. The email addresses are monitored during normal UK business hours. We aim to reply within an hour however do not guarantee this and it is on a best effort basis.

At this time, Support Requests cannot be made via any other channel, including live-chat or messenger services, or over the phone.

If the service is unavailable, we will reduce your monthly fee for the service (as set out in the Commercial Terms, should they exist between your company and PleXHub) by twice the pro-rata rate for the time the service was unavailable. The maximum reduction will be equal to the monthly fee itself and would be recorded if the service was unavailable for more than half of the normal UK business hours for that billing month.

Should the service be operational for the majority of users, however unavailable to you, we will do what we can to help you however we only guarantee the hours of dedicated support services as set out in any Commercial Terms that may exist between your company and PleXHub. If additional dedicated support services are required, either because the hours set out in the Commercial Terms have been exhausted or because Commercial Terms do not exist and you require a priority service, you may request to purchase additional hours of dedicated support services at a fee of €40 per hour, plus applicable taxes (unless specified differently in the Commercial Terms). Dedicated support services includes remote interaction via phone and/or email with persons within your organisation, including your technology/IT support staff. On-site assistance may be requested for locations within Europe. On-site assistance will be charged in blocks of one day (i.e. 10 hours). We aim but do not guarantee to provide on-site assistance within 72 hours of your request being accepted.

PleXHub reserves the right to change our Support Policy from time to time.