

Support Plans and Response Targets

How we support what we build for you after it goes live: the three recurring plans, what counts as a severity 1 to 4 issue, how fast we respond to each, and what is and is not included. Every number here is a default; the figures that apply to you are confirmed in your engagement agreement.

At a glance

Response targets and inclusions for the Care, Care Plus and AI Ops monthly plans.

- Four severity levels with examples for a website, an app and an AI agent
- Response and resolution targets per plan and severity
- Exclusions, support hours, service credits and cancellation

Read in 6 minutes. Every number is a default confirmed in the engagement agreement.

How to use this document

Read section 01 first so that both sides raise issues at the right severity, then find your plan in sections 02 and 03. Blank fields are filled in when the engagement agreement is signed; if this document and that agreement disagree, the agreement wins.

- **Response** is the time from you raising an issue through an agreed channel to a named person at Onebit-AI acknowledging it, confirming the severity and starting work, measured in business hours or days as defined in section 05.
- **Resolution** is the time until the issue is fixed or a workaround lets you operate. Resolution figures are targets, not guarantees: we commit to effort and communication, not a fixed clock, because the cause is unknown until we look.
- **Workaround first** means that for S1 and S2 we restore service before we find the root cause. A rollback, a feature switch or a manual process counts. The permanent fix follows.

We assign the severity when we acknowledge the issue; if you disagree, say so on the same thread. We may lower it once a workaround is in place, and we tell you when we do.

Client

Plan selected

Systems covered

Effective from

Engagement agreement reference

01 Severity definitions

Use the examples to place an issue. Between two levels, raise it at the higher one and we will adjust if needed.

LEVEL	DEFINITION	EXAMPLES
S1 Outage or security incident	The system is down or unusable for all or most users, data is at risk, or there is a confirmed or credible security breach. No workaround exists.	<i>Website:</i> errors on every page, or the site is defaced. <i>App:</i> will not open or log in for anyone, or customer data is exposed. <i>AI agent:</i> errors on every request, leaks data, or acts outside its permissions.
S2 Major degradation	A core function is broken or badly slowed for many users. A workaround may exist but is painful.	<i>Website:</i> search returns nothing, pages load in 15 seconds or more, or payment works only for some card types. <i>App:</i> a main screen is blank on one platform, or sync fails intermittently. <i>AI agent:</i> consistently wrong on a main task, cost per request up several times over, or a key tool times out for most calls.
S3 Minor defect	Something is wrong but the system is usable and the business impact is limited. A reasonable workaround exists.	<i>Website:</i> broken layout on one browser, or a form field does not validate. <i>App:</i> a misaligned button, or a rare crash on one device model. <i>AI agent:</i> badly formatted answers, or one document type occasionally misread.
S4 Question or change request	No defect. You want information, advice, or a small change to content, configuration or behaviour.	<i>Website:</i> update a page's text or add a redirect. <i>App:</i> change a store description or adjust a colour. <i>AI agent:</i> add a phrase to a prompt, or ask why it gave a certain answer.

Security incidents are always S1 until we have confirmed the scope, even if the visible impact seems small.

02 Response and resolution targets

Response times are defaults per plan, measured within support hours (section 05) unless your engagement agreement says otherwise. Resolution targets are our working aim for a fix or a workaround.

SEVERITY	CARE	CARE PLUS	AI OPS	RESOLUTION TARGET (ALL PLANS)
S1	Next business day	4 business hours	1 business hour	Workaround as soon as possible; we work continuously within support hours until service is restored. Permanent fix and short incident note to follow.
S2	2 business days	1 business day	4 business hours	Workaround within 2 business days of response; fix scheduled and agreed with you.
S3	5 business days	3 business days	2 business days	Fixed in the next planned release or maintenance window, agreed with you.
S4	5 business days	5 business days	5 business days	Answered, or scheduled against included change hours, at response.

After we respond you get a named owner, an estimate of the next update, and updates at least once per business day on open S1 and S2 issues. Closed S1 issues get a short written note: what happened, what we did, what we changed to reduce recurrence.

03 What each plan includes

Default monthly fees: Care USD 350, Care Plus USD 950, AI Ops USD 2,500. Fees, currency and any tax treatment are confirmed in the engagement agreement.

ITEM	CARE	CARE PLUS	AI OPS
Platform, dependency and security updates and patches	Monthly	Monthly, critical patches within 5 business days of release	Monthly, critical patches within 2 business days of release
Security scans	Monthly automated scan	Weekly automated scan, findings reviewed by us	Weekly automated scan plus review of agent permissions and tool access
Backups	Daily, retained 30 days, monthly restore test	Daily, retained 30 days, monthly restore test	Daily, retained 30 days, monthly restore test, includes prompts, configuration and evaluation data
Uptime monitoring	Every 5 minutes, alert to us	Every 1 minute, alert to us and to your named contact	Every 1 minute plus request error rate and latency alerts
Included change hours per month	1 hour	4 hours	1 new workflow or agent capability per month, scoped together in the planning call
Model and prompt monitoring	Not included	Not included	Included: tracking of answer quality, refusal rate, drift after model or prompt changes
Cost and quality dashboards	Not included	Not included	Included: token spend, cost per task, quality scores, shared with you
Evaluation re-runs	Not included	Not included	Included: the agreed evaluation set is re-run after every model, prompt or tool change and monthly regardless
Planning	Not included	Not included	Quarterly planning session, roadmap for the next quarter agreed in writing
Reporting cadence	Monthly email summary	Monthly report: uptime, issues, changes, hours used	Monthly report plus dashboard access and a 30-minute review call

Unused change hours do not roll over by default. Work beyond them is quoted before we start and billed at the rate in section 04.

Illustrative example: a Care Plus client asks for a new landing page estimated at 6 hours. The plan covers 4 hours that month; the remaining 2 hours are quoted at the agreed hourly rate and started once approved.

04 Exclusions and fair use

The plans cover the systems listed on the first page, as delivered and as we have changed them since. The following is not covered; we still help, but as billable or best-effort work.

- **Third-party outages.** Hosting, registrars, payment processors, model providers, app stores and external APIs. We monitor, escalate, keep you informed and apply a workaround where one exists; response targets do not apply to the outage itself.
- **Client-caused changes.** By you or a third party you engaged: content edits that break layout, plugin installs, DNS or credential changes, prompt edits outside the agreed process. Fixed at the agreed hourly rate.
- **Feature work.** New functionality beyond included hours, redesigns, new integrations, agents or workflows. Quoted separately or delivered as a project.
- **Abuse and unreasonable load.** Traffic far beyond what the system was sized for, denial of service, or agent use that breaches the model provider's terms. We protect the system first and discuss the cause second.
- **End-user support.** We support your team, not your customers, unless the engagement agreement says otherwise.
- **Consumption costs.** Hosting, model tokens, SMS, email sending and similar usage fees are billed by the provider or passed through at cost, not part of the plan fee.

Agreed hourly rate for work outside the plan

Consumption costs billed by

05 Support hours and channels

Default support hours are Monday to Friday, 08:00 to 18:00 UTC, excluding public holidays we list each January. A business hour is one hour inside this window; a business day is one such window. Timers pause outside support hours.

CHANNEL	USE IT FOR	NOTES
Email to the support address	All severities. The record of truth.	Put the severity you believe applies in the subject line. One issue per email.
Shared channel (Slack, Teams or similar)	S2 to S4 discussion, quick questions, status updates.	Anything agreed in the channel is confirmed by email the same day.
WhatsApp to the named contact	S1 only, and to flag that an email has been sent.	Not monitored for S3 or S4. Not a record of decisions.

S1 outside support hours. Send the email, then message the named contact on WhatsApp. Out of hours we respond on a best-effort basis when we see it, and the response timer starts at the next support window. A firm out-of-hours response can be added to Care Plus or AI Ops as an on-call arrangement, priced per engagement.

Support email

Shared channel

Named Onebit-AI contact and number

Named client contact and number

Out-of-hours arrangement (if any)

06 Service credits

Credits exist to keep us honest, not to compensate for loss.

- If we miss the S1 response target twice in one calendar month, we credit 10% of that month's plan fee against the next invoice.
- Credits apply to the plan fee only, not to project work, hourly work or pass-through costs.
- Credits are not paid in cash and do not carry over past the end of the engagement.
- Misses caused by the exclusions in section 04, or by an S1 raised through a channel other than those in section 05, do not count.

You do not need to claim. We track our own response times and apply the credit on the next invoice with a line explaining it.

Agreed credit rule

07 Term, billing and cancellation

- **Term.** Plans run month to month from the effective date. No minimum term by default.
- **Billing.** The plan fee is invoiced in advance at the start of each billing period. Hourly work and pass-through costs are invoiced in arrears at month end with a line-by-line breakdown. Default payment terms are 7 days.
- **Prepayment.** A quarter in advance earns a 10% discount on the plan fee; a year in advance earns 20%. Prepaid periods are not refundable on early cancellation, but the plan continues to the end of the paid period.
- **Cancellation.** Either side may cancel by email before the next billing date, and the plan ends on that date. We hand over credentials, backups and documentation within 5 business days and remove our access.
- **Changing plan.** Moving up takes effect from the next billing date; moving down from the billing date after the one that follows the request, so we have one full period to adjust monitoring and commitments.
- **Price changes.** We give 60 days' written notice of any change to the plan fee. Prepaid periods keep the price they were paid at.

Billing period and date

Payment terms

Prepayment option selected

Invoice contact

Signed for Onebit-AI · name · date

Signed for the client · name · date