



Support Policy

Section 1 - Overview

(1) This Support Policy describes how support services are provided for the Connected Business Navigation Platform, including its core modules and functional modules.

(2) Support services are available to clients who hold a current licence, subscription or other right to access and use the platform under an agreement with Jovexa.

(3) Support is intended to assist with the use, operation and performance of the platform.

(4) Jovexa will use commercially reasonable efforts to provide support in accordance with this Policy.

Section 2 - Scope of Support

(5) Support services may include:

- a. technical assistance with the platform;
- b. guidance on system use and configuration;
- c. troubleshooting bugs, errors or unexpected behaviour; and
- d. general advice on the effective use of the platform.

(6) Support does not include:

- a. data entry or bulk data correction;
- b. data migration, unless separately agreed;
- c. system administration or management on behalf of the client; or
- d. custom development or feature creation.

(7) Support does not extend to third-party software, services, internet connectivity, hardware or systems not controlled by Jovexa. However, Jovexa may assist in diagnosing related issues where reasonably practicable.

Section 3 - Support Access

(8) Support requests may be submitted through:

- a. email, for user support and general enquiries;
- b. phone, for urgent or critical issues; or
- c. the support portal or issue management system, for technical issues and feature requests.

(9) Jovexa may update its support channels and tools from time to time.

Section 4 - Authorised Contacts

(10) Support requests should be submitted by:

- a. nominated client representatives; or
- b. authorised users with appropriate access rights.

(11) Jovexa may require confirmation that a person is authorised to make or approve a particular request.

Section 5 - Support Hours

(12) Standard support is provided during business hours, unless otherwise agreed in writing.

(13) Support outside business hours may be provided for critical issues at Jovexa's discretion and subject to availability.

Section 6 - Response and Resolution Targets

(14) Jovexa aims to respond to support requests within the following timeframes:

- a. critical issues: priority response as soon as reasonably practicable; and
- b. general issues: response within two business days.

(15) Security incidents may be prioritised above other support activities.

(16) Jovexa may take action reasonably necessary to protect the platform, including temporarily restricting access to some or all services. Affected clients will be notified where reasonably practicable.

(17) Jovexa will determine the applicable priority level, acting reasonably and having regard to the nature, severity and impact of the issue.

(18) A response means acknowledgement of the request and commencement of the assessment or investigation process. Response targets are not resolution commitments.

(19) Response and resolution timeframes may vary depending on:

- a. the complexity of the issue;
- b. the availability and completeness of information;
- c. system or third-party dependencies; and
- d. the level of cooperation required from the client or another party.

(20) Response and resolution targets do not apply to the extent that a delay arises from circumstances beyond Jovexa's reasonable control.

Section 7 - Support Allocation and Additional

Support

(21) Where support is provided on an included or allocated basis:

- a. unused support does not roll over between periods; and
- b. support exceeding the applicable allocation may be charged in accordance with the agreement.

(22) Additional support may be:

- a. pre-purchased; or
- b. provided on a time and materials basis.

(23) All additional support is subject to agreement.

(24) Support services are intended for reasonable use associated with the operation of the platform. Where support use is excessive or falls outside the intended scope of support, Jovexa may require additional support arrangements or charge for the services in accordance with the agreement.

Section 8 - Ad Hoc Support

(25) Services outside standard support, including data work, configuration, system administration or advisory work, may be treated as ad hoc support and charged in accordance with the agreement.

(26) Time may be billed in minimum increments specified in the agreement or applicable pricing schedule.

Section 9 - Client Responsibilities

(27) To enable effective support, the client must:

- a. provide accurate and complete information about the issue;
- b. provide relevant data, screenshots, error messages or system outputs where requested;
- c. provide timely access to relevant systems, environments or users where reasonably required;
- d. cooperate reasonably in diagnosing and resolving the issue;
- e. take actions reasonably requested as part of the investigation or resolution process; and
- f. assist in keeping the support record current, including confirming resolution or closure where requested.

(28) Delays in providing required information, access, approvals or action may affect response and resolution timeframes.

(29) Response and resolution timeframes may be suspended while Jovexa is awaiting information, access, approval or action from the client or a third party.

Section 10 - Ticket Closure

(30) Jovexa may close a support request where:

- a. the issue has been resolved;
- b. no further action is required;

- c. the matter falls outside the scope of support and any required additional services have not been agreed; or
- d. the client has not responded within ten business days after information, access, approval or action was requested.

(31) A closed request may be reopened or submitted as a new request where further relevant information becomes available.

Section 11 - Updates and Improvements

(32) Updates, bug fixes and improvements to the platform are managed centrally and deployed by Jovexa through its controlled development and release processes.

(33) Jovexa may:

- a. prioritise work having regard to severity, impact, security, operational requirements and available resources;
- b. determine the manner and timing in which a bug or other issue will be addressed;
- c. determine whether a requested change will be included in the platform; and
- d. determine whether work is included within standard support or is separately chargeable.

(34) Feature requests are assessed at Jovexa's discretion. The submission, acceptance or recording of a feature request does not create an obligation to develop or implement the requested functionality.

Section 12 - Releases and Changes

(35) Jovexa may release updates and changes to the platform from time to time.

(36) Where reasonably practicable:

- a. advance notice will be provided for non-urgent releases that may materially affect the client; and
- b. releases will be scheduled to minimise disruption.

(37) Changes may be deployed without advance notice where reasonably necessary, including to address security, privacy, legal, operational or service continuity requirements.

Section 13 - Environments

(38) Where training, testing or other non-production environments are provided:

- a. they may differ from the live environment;
- b. they may not reflect the current configuration, functionality or data of the live environment;
- c. their availability and performance are not guaranteed unless otherwise agreed; and
- d. they must not be relied upon for operational or production purposes.

Section 14 - Travel and On-Site Services

(39) Support is primarily provided remotely.

(40) Where on-site services or travel are agreed:

- a. travel time and expenses may be charged; and
- b. the scope, timing and applicable charges will be agreed in advance.

Section 15 - Changes to this Policy

(41) Jovexa may update this Support Policy from time to time.

(42) The current version will be made available to clients and will apply from the date published or otherwise specified, subject to the terms of the applicable agreement.

Status and Details

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Effective Date	27th July 2026
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Responsible Manager	Joanne Auld Director
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Glossary Terms and Definitions

"Critical Issue" - Critical Issue means an event, circumstance, incident, failure, risk or occurrence that requires immediate attention because it has caused, or is likely to cause, significant harm, disruption, loss, liability or adverse consequences. Without limitation, a Critical Issue includes: in relation to the Connected Business Navigation Platform (CBNP), its Modules, Core Modules and related services, a defect that causes complete loss of access to the Platform or a material failure of a core business function affecting multiple users and for which no reasonable workaround exists; in relation to information security, an actual or suspected unauthorised access, disclosure, loss, corruption or compromise of information, systems or services that presents a material risk to the Organisation, its clients or other stakeholders; in relation to corporate, financial or regulatory matters, an event that may result in material financial loss, fraud, insolvency, significant contractual liability, regulatory action or breach of law; in relation to workplace health and safety or general business activities, an incident resulting in death, permanent impairment, hospitalisation, serious injury, serious illness or other harm requiring urgent medical treatment; and any other matter formally classified by the Organisation as critical having regard to its actual or potential impact on people, operations, assets, information, clients, stakeholders or the Organisation's ability to meet its obligations.