

Signal365 – Support Policy

Version 1.0 – January 2026

1. Purpose of This Policy

This policy explains what support Signal365 provides, how to contact us, and what you can reasonably expect.

It's designed to keep support helpful and predictable without implying 24/7 managed service coverage.

2. Support Channels

We currently provide support via:

- Email support

- In-app support tools (where available)

We do not provide telephone support unless explicitly agreed.

3. Support Hours

Support is available:

- Monday to Friday

- During UK business hours

- Excluding UK public holidays

Requests submitted outside these hours will be handled on the next business day.

4. What Support Covers

We'll help with:

- Account access and authentication issues

- Subscription and billing queries

Platform bugs or errors

Clarifying reports, metrics, and terminology

Guidance on how Signal365 works

5. What Support Does Not Cover

Support does not include:

Managing or configuring your Microsoft 365 tenant

Acting as your Microsoft 365 administrator

Making changes inside your tenant on your behalf

General IT support or troubleshooting unrelated to Signal365

Custom consulting or report design (unless agreed separately)

6. Response Times

Response times vary by subscription tier and issue type.

Higher tiers may receive faster responses

Response time means initial acknowledgement, not resolution

Complex issues may take longer to investigate and resolve

We aim to be transparent if an issue requires extended investigation.

7. Priority & Fair Use

To ensure fair access to support:

We may prioritise issues affecting service availability or security

Excessive or abusive support requests may be limited

Repeated misuse of support channels may result in restrictions

8. Security & Incident Support

Security-related issues should be reported as soon as possible to:
support@signal365.co.uk

Security incidents are handled in line with our Incident & Breach Notification Policy.

9. Changes to This Policy

We may update this Support Policy from time to time.

If changes are material, we will provide reasonable notice.

Continued use of Signal365 means you accept the updated policy.