

## Second Guest Support Policy

All support for Second Guest systems is provided via email in line with this Support Policy. In order for our team to process any issues you may experience, you must have raised a support ticket and have an active ticket reference number.

### Raising a new support ticket

To raise a new support ticket, please email [support@secondguest.com](mailto:support@secondguest.com) with details of your issue. When raising a new support ticket, please indicate whether the severity as follows;

Low	Minor issue, non-critical;
Standard	Minor issue that requires a workaround, but does not prevent the system from operating;
High	Substantial issue that is preventing you from using the system.

If no severity is provided, the support ticket will default to a Low severity. Additionally, we reserve the right to downgrade or upgrade the severity of tickets based on a variety of factors. All emails to the support address will receive a reply with a unique ticket number, which can be used to track the open ticket through to a resolution.

### Target response times

All tickets raised will receive an initial reply in no less than 24 hours. We endeavour to have successfully closed tickets within the timeframes illustrated below;

Low	5 working days
Standard	3 working days
High	24 hours

### System monitoring and backup

All Second Guest systems are monitored 24 hours per day to allow us to provide the best possible uptime and reliability. In addition, all systems benefit from live backup and restore – meaning that your data is protected even if something should go wrong.

### Service status notifications

Any issues that may affect the operation of our platform, or will result in any downtime of the platform, will be communicated to all customers via an automated notification email and/or directly via the Site.

### Pricing

This standard level of support is included with all of our Subscription Services at no additional cost.