OperationsIP

OIP-LEG-006 · Version 1.0 · Effective 1 December 2026

Service Level and Support Policy

This policy sets out what businesses can expect from OperationsIP's availability and support.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-006	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Australian Consumer Law guarantees, which this policy doesn't limit

1. Availability

- Target: 99.5% monthly uptime for the business portal and staff app, not counting planned maintenance
- Planned maintenance is announced at least 48 hours ahead and scheduled for quiet hours where possible
- Service status is published at status.operationsip.com once launched

2. Support

Priority	Example	First response target
Urgent	Nobody can sign in or clock in	2 business hours
High	A key feature isn't working for some users	1 business day
Normal	Questions and how-to	2 business days

Priority	Example	First response target
Feature request	Ideas for new features	Reviewed monthly

Support is by email (support@operationsip.com) and in-app requests, in English, during business hours in Adelaide, Australia. Owners and Admins can contact support. Staff should go to their employer first.

3. Contact us

For	Email
Help using OperationsIP	support@operationsip.com
New business, pricing, demos and partnerships	sales@operationsip.com
Billing and refunds	billing@operationsip.com
Privacy requests	privacy@operationsip.com
Security reports	security@operationsip.com

4. Support access to your account

To fix a problem, our support team may view your account as a user sees it. This is view only, recorded in your audit log and governed by Support Access and Account Mirroring Policy (OIP-SEC-003).

5. If we miss the target

If monthly uptime falls below 99.5% for reasons within our control, the Owner can ask for a service credit of 10% of that month's fee, or 25% below 99%. Ask within 30 days at billing@operationsip.com.

Related documents

- Support Access and Account Mirroring Policy (OIP-SEC-003)