**SUPPORT SERVICES AND PLANNED MAINTENANCE**

Last revised November 21, 2022

1. **Support Services**
2. Regular business hours for technical support: 8:00am – 5pm UK time. Monday through Friday, excluding UK bank holidays.
3. Phrasee will provide support on, and work to resolve, Critical or Major Errors (as defined below) on a 24x7 basis.
4. Should Client ever require support, Client can use the following:
* Via in-app chat
* Via telephone: +44 (0)208 870 6968
* Via email: support@phrasee.co
1. **Planned Maintenance**

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| Planned Maintenance Window | 11am to 4pm UK time on Sunday |
| Planned Maintenance Required Notice | Planned Maintenance will not lead to any interruption of the Services. If however any Planned Maintenance should require a service interruption or if such should be expected, Phrasee shall notify Client in writing of such maintenance with at least 1 week prior notice. Where Planned Maintenance interrupts the Services to the extent of being a Critical Service Failure, Client shall be entitled to such remedies available to it under this Agreement as though it were a Critical Service Failure.  |
| Maximum Allowed Planned Maintenance | Planned Maintenance requiring or leading to an interruption of the Services as defined in the previous paragraph shall in total not exceed a timeframe of more than 1 hour per month. In exceptional cases and as mutually agreed between the Parties, the aforementioned maximum maintenance time/Services interruption due to planned maintenance may be exceeded. |