

Infrastructure Support Policy

This Policy

ProspectSoft User Support currently operates Normal UK Business Hours in UK Local Time between 8:30 and 17:00 Monday to Thursday and 8:30 to 16:30 on Friday, excluding UK bank holidays. For information on support availability, support processes and our support policy during these hours please refer to our [User Support Policy](#)

This Infrastructure Support Policy is intended to ensure that Prospect 365 customers can access hosted business critical system support outside of these Normal UK Business Hours .

Out of hours support only covers Business Critical incidents in the Prospect 365 Core systems. Business Critical incidents include:

- Prospect 365 CRM Availability, or
- Prospect 365 Sites Availability, or
- Website Availability, or
- Order Taking into Cloud ERP Systems; where
- The issue is preventing all Users or all End Users of a service Accessing or Taking Orders into Cloud integration systems.

Reporting a critical Incident

Customers can log Out of Hours Business Critical Incidents via emergency.prospect365.support. Non-critical issues that are covered by our Normal UK Business Hours [User Support Policy](#) should be logged using our normal support submission processes, either in-app, via services.prospect365.com or by emailing help@prospectsoft.com.

Customers are required to supply information on:

- Which Services they are experiencing the critical issue with
- The start time of the incident
- Any error messages reported by the service

Target Response Time

We aim to respond to all Out of Hours support incidents within 2 hours of being reported.

Exceptions to this Policy

We cannot provide Out of Hours support for on-premise systems including on-premise account system integration, on-premise order confirmation and legacy Desktop CRM applications.

Similarly, we cannot provide Out of Hours support for any version 6 services (as these all run on, or are reliant upon, your own or third party servers and infrastructure).