Service Level & Support Schedule

Direct customers · Version 2.1 · Effective 6 November 2026

Flow Payroll (AIPayroll Limited) — support prioritisation and response targets

This Schedule sets out the Supplier's support process and target response, update and resolution times. These times are targets which the Supplier will use reasonable endeavours to meet. They are not warranties, and a failure to meet a target is not of itself a breach of the Agreement and does not give rise to any service credit or other financial remedy. This Schedule forms part of the Agreement and is subject to the MSA, including the order of precedence in clause 1.3.

Logging a request and support hours

Please submit support requests by email to **support@flowpayroll.ai**. Support is provided during UK Business Hours (09:00 to 17:30, Monday to Friday, excluding English public holidays). Targets run from the point a complete request is received during these hours. A P1 (critical) issue should be reported immediately and marked as critical; where an urgent contact route has been provided to the Client, the Client should use it.

Embedded and white-label arrangements

Where the Client makes the Services available to End Customers, the Client provides first-line and second-line support to its End Customers and End Users. The Supplier provides third-line support to the Client only, and requests must be submitted by the Client.

Prioritisation definitions

To help the Supplier prioritise cases effectively, the definitions below apply to technical support requests. For non-technical queries, the priority is pre-set based on the reason for the case, to streamline the process.

Priority	Definition		Target response time	
	Technical support	Non-technical support	Response time	Update frequency
P1 (Critical)	A complete outage, a security incident, or data loss causing critical business impact. The platform is unavailable to all users with no workaround.	A critical matter affecting all users, for example an access or licensing issue that blocks the service, or a suspected data breach. Personal data breaches are notified in accordance with the DPA.	Less than 1 hour	Every 2 hours
P2 (High)	A major feature failure or seriously degraded performance. The platform is partly available and a critical process is at risk; any workaround is significantly disruptive.	A high-impact issue affecting a critical operation or a live pay run, for example an access issue limiting use at a key point.	Less than 2 hours	Every day
P3 (Medium)	A minor defect or non-critical issue causing limited disruption. Users can keep working, usually with a workaround.	An important but non-urgent query or minor disruption where the Client can keep operating, including billing or correction items with a financial or operational impact.	Less than 1 day	Every 2 days
P4 (Low)	A general query, a cosmetic issue, or a request with minimal disruption. Informational or cosmetic in nature.	A general query, a complaint, or a matter needing investigation or discussion, with minimal immediate business impact.	Less than 1 day	Every 3 days

Requests that do not fall within P1 to P4 (for example general enhancement or informational requests) are handled on a reasonable-endeavours basis without committed times. Priority is assessed by the Supplier acting reasonably.

Recovery (RTO and RPO)

Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets are set out in the Information Security Schedule.

Enhanced availability is available at additional cost, improving the availability target to 99.9%.

Availability and exclusions

The Supplier targets availability of the core payroll application of at least 99.5% in each calendar month. The Supplier uses commercially reasonable endeavours to keep the core payroll application available, excluding scheduled maintenance (carried out outside UK Business Hours on at least 48 hours' notice where reasonably practicable), excused downtime, Client- or third-party-caused outages and any period of Force Majeure (as set out in the MSA clause 17.1), and does not warrant that the Services will be uninterrupted or error-free. The targets in this Schedule do not apply to any issue caused by the Client's or a third party's acts, omissions, data, systems or connectivity, by use of the Services other than in accordance with the applicable agreement, or by Force Majeure.