

Support and Service Availability Statement

Class Diagnostix Ltd | Customer-facing statement | Template version: 24 June 2026

This statement describes normal support and availability practices. It is not a formal service level agreement unless specific support hours, response times, availability commitments or service credits are expressly included in a signed Order Form or Subscription Agreement.

1. Purpose and Scope

Purpose	To explain how Class Diagnostix provides customer support, communicates service availability issues, manages planned maintenance, and handles serious outages.
Audience	School, academy, college and multi-academy trust customers, procurement teams, DPOs, IT/security reviewers and authorised users.
Scope	The Class Diagnostix web application, upload/review flow, report generation, reports list, exports, customer account access, support communications and related service operations.
Relationship with contract	This statement is informational unless incorporated into an Order Form or Subscription Agreement. Any signed agreement takes priority where it expressly states different support or availability terms.
Related documents	Backup and Disaster Recovery Policy; Data Breach and Incident Response Procedure; Technical and Organisational Measures / Security Summary; Data Processing Agreement; Order Form and Subscription Agreement.
Owner	Class Diagnostix Ltd
Review frequency	At least annually, and whenever support hours, support channels, hosting, monitoring, backup/disaster recovery or customer communication processes change.

2. Support Channels

Channel	Use	Status / details
Support email	General support, upload/report issues, account queries, procurement/security questions and non-urgent incidents.	hello@classdiagnostix.com

In-app or website contact form	Support requests submitted through the app or website, if enabled.	https://www.classdiagnostix.com/support
Emergency/security contact	Suspected security incident, data breach, loss of access affecting many users, or urgent service-impacting problem.	hello@classdiagnostix.com
Phone support	Only if expressly agreed in the customer's Order Form or by separate written arrangement.	Not provided as standard

3. Support Hours

Item	Position
Standard support hours	UK school/business hours, Monday to Friday, excluding English bank/public holidays.
Out-of-hours monitoring	Not provided as standard.
Out-of-hours support	Not provided as standard unless agreed in writing. Critical incidents may still be investigated outside normal hours on a best-efforts basis where practical.
Holiday/closure periods	Class Diagnostix may operate reduced support during public holidays or planned company closure periods, unless otherwise agreed.
Customer responsibility	Customers should raise urgent issues through the published support route and include enough detail to identify the affected account, report, upload or error.

4. Support Request Categories and Target Responses

Response targets are operational targets, not guaranteed resolution times. Resolution depends on issue complexity, customer cooperation, supplier response, hosting availability, data quality and whether code changes or restore activity are required.

Severity	Examples	Target acknowledgement	Target update pattern
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Critical	Service unavailable for many users; confirmed or suspected data breach; report generation unavailable across the service; major data integrity concern.	Within 1 business hour during support hours	Regular updates until contained or workaround available.
High	A customer cannot generate or access important reports; account access blocked for multiple users; upload flow failing for normal files; urgent procurement/security request.	Within 3 business hours during support hours	Update when materially changed or at agreed intervals.
Medium	Single-user issue; spreadsheet-specific upload/mapping issue; non-urgent report/export problem; configuration query.	Within 1 business day during support hours	Update when investigated or workaround available.
Low	General question, minor UI issue, feature request, documentation request, non-urgent account/admin query.	Within 5 business days during support hours	Update when practical.

5. Information to Include in Support Requests

Information	Why it helps
Customer/school/trust name	Helps identify the account and relevant authorised users.
User email address	Helps locate the account or login issue.
Report title, upload filename or report ID	Helps identify the affected data/report set.
What the user was trying to do	Helps reproduce the issue.
Screenshot or exact error text	Helps diagnose faster. Avoid sending unnecessary pupil data in screenshots.
Approximate time/date	Helps correlate logs and background jobs.
Urgency and affected users	Helps classify severity and prioritise response.

6. Service Availability Position

Area	Statement
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Availability approach	Class Diagnostix aims to provide a reliable web application and uses reasonable operational measures to support service availability.
No guaranteed uptime by default	No specific uptime percentage, service credit or financial remedy applies unless expressly agreed in a signed Order Form or Subscription Agreement.
Availability dependencies	Availability depends on hosting, database, storage, email/support providers, internet connectivity, customer devices/networks, browser compatibility and scheduled or emergency maintenance.
Measurement	If a formal availability target is later agreed, the measurement method, exclusions and remedies should be stated in the Order Form or Subscription Agreement.
Customer local issues	Local school network blocks, device/browser issues, internet outages, customer account misconfiguration and unsupported file formats are not treated as Class Diagnostix service downtime.

7. Planned Maintenance

Item	Position
Scheduling	Planned maintenance should be scheduled to reduce customer disruption where practical.
Notice	Class Diagnostix aims to give advance notice for planned maintenance likely to materially affect customer access, report generation or exports.
Emergency maintenance	Emergency maintenance may be performed without advance notice where needed to protect security, data integrity, availability or service reliability.
Expected impact	Maintenance notices should state the expected impact, approximate timing, affected features and any customer action needed.
Minor updates	Minor updates that are not expected to materially interrupt service may be deployed without individual customer notice.

8. Incident and Outage Communications

Situation	Communication approach
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Short interruption with no data risk	Notify affected customers if the interruption is material or likely to affect normal school use.
Extended outage	Provide updates through the support/status route where practical, including known impact, workaround if any, and expected next update.
Data integrity concern	Tell affected customers what reports/uploads may be affected and whether reports should be checked or regenerated before relying on them.
Potential personal data breach	Follow the Data Breach and Incident Response Procedure. Notify affected school/trust controllers without undue delay where school-controlled personal data may be affected.
Supplier incident	Assess provider information, customer impact, data impact and whether customer notification is required.
Recovery complete	Confirm restored service, known limitations, any data-loss window and any customer action needed.

9. Disaster Recovery and Backups

Area	Statement
Serious outage or data loss	Serious service disruption, data-loss risk, corruption, ransomware, hosting failure or supplier failure is handled under the Backup and Disaster Recovery Policy.
Backups	Backup practices, retention, restore testing and recovery objectives are described in the Backup and Disaster Recovery Policy.
Recovery objectives	RTO/RPO values are targets until tested and contractually agreed. Do not treat them as a formal SLA unless included in a signed agreement.
Restore testing	Restore tests should be recorded and reviewed as part of operational readiness.
Customer updates	Where a disaster recovery event affects customers, Class Diagnostix will communicate material impact and recovery progress where practical.

10. Customer Responsibilities

Responsibility	Customer action
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Authorised contacts	Keep account administrators and support contacts current.
User management	Add/remove users promptly and remove leavers.
Supported browsers/devices	Use current, supported browsers and secure devices where possible.
Upload data quality	Check spreadsheets before upload and follow the Acceptable Use Policy.
Issue reporting	Report issues promptly with enough detail for investigation.
Local network/access	Ensure school firewalls, filtering, browser settings and email systems allow required service access.
Exports and sharing	Manage downloaded reports/PDFs under the school's own data protection and information security rules.

11. Exclusions and Limits

Area	Not included unless agreed
On-site support	Class Diagnostix does not provide on-site school visits unless separately agreed.
Bespoke spreadsheet repair	Support may help identify upload/mapping issues, but extensive spreadsheet redesign or data cleansing may be outside standard support.
Third-party systems	Class Diagnostix is not responsible for customer MIS, email, network, browser, device, filtering or external storage issues.
Training	General guidance may be provided, but formal training packages must be agreed separately if required.
Custom development	Feature requests, custom reports, custom integrations or bespoke workflows are not included unless agreed in writing.
Formal SLA remedies	Service credits, penalties or guaranteed response/resolution times apply only if expressly agreed in a signed Order Form or Subscription Agreement.

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