

Horizon3.ai Support Policy

Support requests can be made 24/7 via website and in-product chat feature, or by email to support@horizon3.ai. Horizon3.ai does not guarantee resolution times, and a resolution may consist of a fix, workaround, or other solution we deem reasonable. We will use reasonable efforts to meet the target response times stated in the table below.

Support will be provided in accordance with the priority levels and response times below. "Response Time" means that Horizon3.ai will, within the timeframes listed below, report back to the customer with an assessment or evaluation of the Problem. After responding to customer, Horizon3.ai will aim to provide a solution as quickly as reasonably possible. The Priority Level will be determined by Horizon3.ai at its discretion.

Support business hours are: Monday-Friday, 9:00 AM – 9:00 PM EST

Priority Level	Response Time
Critical (Severity 1) Service outage or severely impacted performance of the Service or major Service component	Response within 1 business hour via in-product chat, telephone, or e-mail.
Major (Severity 2) Service is working, but a key feature or features are unavailable or experiencing severely impacted performance.	Response within 4 business hours via in-product chat, telephone, or e-mail.
Minor (Severity 3) Problem with little effect on Service functionality, request for information, or "How To" question.	Response within 2 business days via in-product chat, or e-mail.