**Simpro Support**

Simpro's Customer Support teams are available to assist with technical issues of varying degrees of priority and severity. There may be occasions where the support teams may not be able to answer all your questions or issues, but they will engage other groups within the company, including the development teams to help provide answers for you.

**Contacting Simpro Customer Support:**

Customers can utilise our live phone, chat or email services during the Service Coverage Period.

Our Help Desk website contains our phone numbers and our chat function to initiate a chat request.

For email cases, all Support requests can be reported to Simpro by emailing:

- For Australia: support@simpro.com.au
- For New Zealand: support@simpro.co.nz
- For United Kingdom and Ireland: support@simpro.co.uk
- For United States or Canada: support.us@simpro.us

Customers can also utilise our Customer Hub 24 x7. The Customer Hub is a self-service portal, where Customers can seamlessly manage their support cases and Customer Success enquiries. In addition, Customers can access additional resources like the Help Guide, Learning Toolbox, Workshops, Product Portal, Webinars, and Content Hub.

Customer Hub access is authenticated through Simpro Premium by navigating to **Help > Customer Hub**. The Concierge feature is enabled for all Customers supported by our Global Concierge Team.

**Priority level guidelines and Initial Response Time Objectives**

The following table outlines Response Time Objectives that Simpro[1] strives to achieve, measured as the time of the first contact by Customer Support after the incident has been logged and a ticket generated.

| **Priority** | **Priority Definition** | **Initial Response Time Objective[2]** |
|---|---|---|
| P1 | **Urgent**<br>An issue or error that renders the Software completely inoperative. Users cannot access the Service due to unplanned service downtime. | Within 2 hours |
| P2 | **High**<br>An issue or error where users can access the Software, however one or more significant features are unavailable. | Within 4 hours |
| P3 | **Low**<br>An issue or error that does not prevent users from accessing a significant feature of the Software. Generally specific to use and usability issues or "how to" questions. | Within 8 hours |

[1] Initial Response Time Objectives described in this document are intended to describe Simpro's goals only, and do not represent a guarantee of performance.
[2] During Service Coverage Period

**Service Coverage Period**

Simpro provides **support services** Monday to Friday during business days (excluding National Public Holidays) for P1-P3 priority issues per the below:

- Australia: 5:00 AM – 6:00 PM (Brisbane Local Time)
- New Zealand: 7:00 AM – 8:00 PM (Local Time)
- United Kingdom: 8:00 AM – 8:00 PM (Local Time)
- United States: 8:00 AM – 5:00 PM (Local Time)

**Support Exclusions**

Support services do not include service to the Subscription Services resulting from, or associated with:

- Altered or damaged Software, Third Party Software, Hardware or Implementation Services by a party other than Simpro;
- Problems with the Software caused by Customer's negligence, abuse or misapplication or use of Software other than as specified in Simpro's user manual or as approved by Simpro
- Customer's end user computer or operating system malfunctions, including browser and internet connection, or failure of the internet;
- Services required for Subscription Services programs or conversions from products or software not supplied by Simpro; or
- Implementation services, configuration changes and customisations.

**Upgrades**

Software upgrades will be made available and installed according to Simpro's release cycles.

**Technical Escalation**

Simpro's case resolution process is a team based approach staffed by Support Specialists covering the full spectrum of skill sets and technical expertise. The teams are empowered to dynamically apply the appropriate resources to a case based on severity and complexity for the fastest resolution time possible.

The teams are also integrated with the development engineering and cloud operations staff and engage their assistance and technical guidance when necessary and/or directly escalate depending on case severity and time to resolve considerations.

**Management Escalation**

Customers may, at any time, ask to speak to a Simpro global support manager if they experience dissatisfaction with the level of service received with respect to a specific case or service in general. To contact a Simpro Global Support manager, please telephone your local Simpro support services center and ask to speak to a manager.

**Amendment**

Simpro may change the foregoing (in whole or in part) by posting a revised version at https://www.simprogroup.com/legal or any other applicable Simpro website and such changes will be effective upon posting.

**Version**

1 December 2025