

# Availability & Support Policy

Availability, maintenance, and support for the Apptimate Academy platform

|                       |                                            |
|-----------------------|--------------------------------------------|
| <b>Document</b>       | Availability & Support Policy              |
| <b>Service</b>        | Apptimate Academy (online course platform) |
| <b>Provider</b>       | Apptimate B.V. (KvK-nummer 89656202)       |
| <b>Version</b>        | 1.0 (concept)                              |
| <b>Effective date</b> | [to be set]                                |

## 1. Availability

- We make reasonable efforts to offer the Platform with reasonable availability, but do not guarantee uninterrupted availability or any particular uptime percentage.
- For maintenance, updates, or security reasons, the Platform may be temporarily unavailable or limited.
- We aim to perform planned maintenance outside peak times where possible.

## 2. Course Content and Updates

- Course content may be updated, expanded, or improved from time to time. Your access to a purchased course continues.
- We do not guarantee that specific lesson content remains unchanged.
- We may add or discontinue courses. Discontinuation of a course will, where reasonable, be announced in advance (see the Terms of Service regarding duration of access).

## 3. Support

- Support is provided by email at [academy@apptimate.nl](mailto:academy@apptimate.nl).
- Support is available during Dutch business hours.
- Support is provided on a best-effort basis: we make reasonable efforts to address questions and issues, without guaranteed response or resolution times, unless otherwise agreed in writing.

## 4. Scope of Support

Support covers assistance with account creation, access, payment, and use of the Platform within the described functionality. Personal tutoring, custom work, or support for third-party software falls outside standard support.

## 5. Exclusions

- Issues caused by your own device, browser, or internet connection.
- Use contrary to the terms or outside the described functionality.
- Unauthorized attempts to circumvent access control.

## 6. Contact

- Support: [academy@apptimate.nl](mailto:academy@apptimate.nl)
- Hours: Dutch business hours