

# Support Policy

Support hours (7 am to 10 pm, every day), how to reach us, reply targets and what's covered.

Policies   Version 1.0   Effective 20 October 2026   Last updated 20 October 2026

## In short

- People answer 7 am to 10 pm Brisbane time, every day, including weekends and public holidays.
- We aim to reply within 4 hours during support hours; priority support within 1 hour.
- Our AI assistant answers straight away at any time and hands anything it can't help with to a person.
- Managed servers and our platforms are monitored around the clock.

This summary helps you find your way. The full text below is what applies.

This policy is part of our Terms of Service. It explains when and how we help.

## 1. Support hours

- 1.1 People answer support from **7:00 am to 10:00 pm Brisbane time (AEST), every day**, including weekends and public holidays.
- 1.2 Outside those hours our AI assistant still answers, and urgent platform problems still alert us automatically.

## 2. How to reach us

- 2.1 Chat on our contact page or in the client area.
- 2.2 Email [hello@pricehq.tech](mailto:hello@pricehq.tech) from the address on your account.
- 2.3 Our AI assistant answers first and says it's an AI. Ask for a person at any time (type "human"). A person handles anything about billing, privacy, security or your account.

## 3. Reply targets

| WHO                                     | FIRST REPLY TARGET DURING SUPPORT HOURS                  |
|-----------------------------------------|----------------------------------------------------------|
| Everyone                                | Within 4 hours                                           |
| Priority support add-on and Pro hosting | Within 1 hour                                            |
| Managed VPS outages                     | We're alerted automatically and start work straight away |

## 4. What support covers

- 3.1 Messages sent outside support hours are answered from 7 am. These are targets, not guarantees; we tell you if something will take longer.
- 4.1 Our services working as described: hosting, email, VPS platforms, the client area, billing and account questions.
- 4.2 Help using the control panel, email setup, DNS records for our services, restoring backups and moving to us.
- 4.3 On managed servers, the operating system and the software we set up for you.
- 4.4 Not covered unless you've bought it: writing or fixing your own code, website content changes, WordPress plugin conflicts, and the software on unmanaged servers. We're happy to quote for these, or point you to the right add-on in our Site Care and Add-on Terms.

## 5. Verifying it's you

- 5.1 Before we discuss or change your account, we may ask for your Support PIN (from the client area) and your security answer, or ask you to confirm by email or in the client area.
- 5.2 We'll never ask for your password or two-step codes. Our AI assistant never asks for your Support PIN or security answer.

## 6. Outages and maintenance

- 6.1 We publish service status on our support centre and email affected customers about planned maintenance at least 48 hours ahead. See our Service Level Agreement.

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## Version history

| VERSION | DATE            | WHAT CHANGED     |
|---------|-----------------|------------------|
| 1.0     | 20 October 2026 | First published. |

Questions about this document? Email [hello@pricehq.tech](mailto:hello@pricehq.tech). PriceHQ, Australia.