

Service Level Policy

Support hours, response targets, incident priorities and availability targets for the Jurion AI platform.

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Subject to legal review

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Jurion AI

info@jurion.uk
<https://jurion.uk>

Contents

1. Scope	3
2. Support hours	4
3. Response targets	5
4. Planned maintenance	6
5. Incident priorities	7
6. Availability target	8
7. Customer responsibilities	9
8. Contact	10
9. General provisions and commercial protections	11
<i>Revision history</i>	13

1. Scope

This policy describes the support and availability commitments applicable to the Jurion AI platform ("Service") during the subscription term.

2. Support hours

Standard support hours are 09:00 to 17:30 United Kingdom local time, Monday to Friday, excluding public holidays in England and Wales.

Requests received outside standard support hours are actioned during the next support day.

3. Response targets

Initial acknowledgement of a support request within one support day of receipt.

Substantive first response within two support days of acknowledgement for Priority Three and Priority Four incidents.

Response targets for Priority One and Priority Two incidents are described in the Incident Priorities section below.

Response targets refer to time to respond, not time to resolve.

4. Planned maintenance

Planned maintenance windows are communicated in advance where practicable. Jurion aims to carry out planned maintenance outside standard support hours.

Planned maintenance windows do not count against the availability target set out below.

5. Incident priorities

5.1 Priority One

The Service is unavailable to a material proportion of customer firms, or a security incident is confirmed. Target initial response within two hours during standard support hours.

5.2 Priority Two

A material function of the Service is unavailable or significantly degraded for the customer firm. Target initial response within one support day.

5.3 Priority Three

A non-critical function is degraded, or a workaround is available. Target initial response within two support days.

5.4 Priority Four

General enquiries, guidance requests, feature suggestions and cosmetic issues. Target initial response within five support days.

6. Availability target

Jurion targets a monthly availability of 99.5% for the Service, excluding planned maintenance windows and causes outside Jurion's reasonable control.

The availability target is a target and not a warranty. Where an Order provides a different target that target prevails.

7. Customer responsibilities

The customer firm is responsible for providing sufficient information to allow Jurion to reproduce and diagnose reported issues, for maintaining the currency of supported browsers, and for keeping firm administrator contact details up to date so that Jurion can reach the firm during incidents.

8. Contact

Support requests: support@jurion.uk.

9. General provisions and commercial protections

These general provisions apply to and form part of this document. Where a specific clause elsewhere in this document, in the Terms of Service or in the Data Processing Agreement addresses the same subject matter in greater detail, that more detailed clause prevails to the extent of any conflict.

9.1 AI limitations

Artificial intelligence features are assistive. Outputs are produced automatically and may contain errors, omissions, out-of-date information, inaccurate citations or content that is inappropriate for a specific matter. Jurion AI does not warrant that any AI output is accurate, complete, current or fit for any particular purpose and does not warrant that the Service is free from all errors or interruptions.

9.2 Human review requirement

Customer must ensure that a suitably qualified person reviews and approves any AI output before that output is relied on for legal advice, sent to a client, filed with a court or regulator, executed as a contract or used to make a decision that materially affects any person. Professional judgement of the reviewing individual remains authoritative.

9.3 Customer responsibility

Customer is responsible for its use of the Service, for the accuracy and lawfulness of the data it submits, for the actions of its authorised users and for compliance with applicable law and professional rules including where relevant the SRA Standards and Regulations. Customer must maintain appropriate matter management, supervision, conflict-checking and file-retention practices independently of the Service.

9.4 Acceptable use

Use of the Service is subject to the Jurion AI Acceptable Use Policy. Customer must not use the Service for unlawful purposes, to infringe the rights of any person, to attempt to circumvent the security of the Service, to submit content that is unlawful or that Customer does not have the right to submit, or in a way that materially degrades the Service for other customers.

9.5 Liability limits

Nothing in this document limits or excludes any liability that cannot be limited or excluded under applicable law, including liability for death or personal injury caused by negligence and for fraud. Subject to that, neither party is liable for indirect, incidental, consequential, special or exemplary damages, or for loss of profit, revenue, goodwill, anticipated savings, business opportunity or reputational loss, however arising.

Subject to the above, each party's total aggregate liability arising out of or in connection with this document in any twelve-month period will not exceed the fees paid by Customer to Jurion AI in that period. To the maximum extent permitted by law, the Service is provided "as is" and Jurion AI disclaims all warranties, whether express or implied, including any implied warranties of satisfactory quality, fitness for a particular purpose and non-infringement, other than those that cannot be excluded under applicable law.

9.6 Pilot status

Where the Service or a specific feature is provided on a pilot, beta, preview, evaluation or early-access basis, that Service or feature is provided "as is", may change or be withdrawn at any time and is not covered by the service-level commitments applicable to generally-available features. Pilot terms in the applicable order or the Pilot Programme Terms prevail over inconsistent provisions in this document.

9.7 Third-party services

The Service integrates with third-party services including cloud infrastructure, model providers, email providers, calendar providers and payment providers. Those third parties operate under their own terms and privacy notices. Jurion AI is not responsible for the availability, performance or acts and omissions

of third parties beyond its reasonable control, and Customer's use of any third-party service through the Service is subject to that third party's terms.

9.8 Data protection roles

Where Jurion AI processes personal data on behalf of Customer in connection with the Service, Customer is the controller and Jurion AI is the processor, and the Jurion AI Data Processing Agreement governs that processing. Where Jurion AI processes personal data as controller (for example account and billing data of authorised users and website analytics), the Jurion AI Privacy Policy governs that processing.

9.9 Service changes

Jurion AI may from time to time modify, add to or remove features of the Service in order to improve it, to reflect changes in third-party services, to reflect changes in law or regulatory guidance or to maintain security. Jurion AI will not make changes that materially reduce the overall functionality of the Service during a paid subscription term without giving reasonable prior notice.

9.10 Suspension rights

Jurion AI may suspend access to the Service or to specific authorised users, in whole or in part, where Jurion AI reasonably believes that continued access presents a security risk, that fees are materially overdue, that use of the Service is in material breach of this document or the Acceptable Use Policy, or that suspension is required by law or by a request from a competent authority. Where practicable Jurion AI will notify Customer before suspending access and will restore access as soon as the relevant circumstances have been resolved.

9.11 Security responsibilities

Jurion AI implements the technical and organisational security measures described in the Jurion AI Security Overview. Customer is responsible for configuring the Service in line with its own security requirements, for managing authorised user access including timely off-boarding, for enabling multi-factor authentication for its administrators, for protecting credentials and end-user devices, and for the security of any data that Customer chooses to export from the Service.

9.12 Draft status

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Revision history

Version	Date	Summary
1.0	2026-01-01	Initial published version.