

Support Policy

How AutomatusLabs delivers priority customer support to ALL-IN-ONE platform partners, including response times, escalation, and service level targets.

Document	Support Policy
Version	2.0
Last Updated	May 2026
Effective Date	1 May 2026
Provider	AutomatusLabs Ltd, London, United Kingdom
Support Email	support@automatuslabs.com
Website	https://automatuslabs.com

This Support Policy forms part of the AutomatusLabs Terms of Service and applies to all partners of the AutomatusLabs ALL-IN-ONE platform. It describes the support channels, response time commitments, escalation paths, and service level targets that AutomatusLabs Ltd makes available to its Clients.

Table of Contents

1. Overview
2. Supported Plans
3. How to Contact Support
4. Response Times
5. What We Support
6. What We Do Not Support
7. Escalation Process
8. Planned Maintenance
9. Service Level Targets
10. Support Language
11. Changes to This Policy
12. Contact Us

At a glance

AutomatusLabs provides priority email support to all ALL-IN-ONE platform partners. All clients receive the same high level of priority support with an initial response within **1 business day**. There are no support tiers — every partner gets full priority access. Reach us any time at support@automatuslabs.com.

1. Overview

This Support Policy describes the support services that AutomatusLabs Ltd (“**AutomatusLabs**”, “**we**”, “**us**”) provides to partners of the AutomatusLabs ALL-IN-ONE platform. Our goal is to ensure that every Client can get the most out of the Service and resolve issues quickly. This Policy applies to all partners and forms part of our Terms of Service.

2. Supported Plans

AutomatusLabs offers a single product — the **ALL-IN-ONE platform**. All partners who have paid the Joining Fee receive identical priority support:

Aspect	ALL-IN-ONE platform
Support channel	Priority email support
Initial response time	Within 1 business day (Monday–Friday, 09:00–18:00 GMT/BST)
Included	Full platform onboarding assistance, configuration support, workflow troubleshooting, integration setup guidance

Partners on the 14-day free trial may contact support and will receive responses on a best-efforts basis, not subject to the 1 business day commitment.

3. How to Contact Support

All support requests must be submitted via email to support@automatuslabs.com. When submitting a request, please include the information listed below. Well-documented requests are resolved significantly faster.

- **Your account email address** — so we can locate your account.
- **A clear description of the issue** — what you expected and what happened instead.
- **Steps to reproduce the problem**, where applicable, so we can replicate the behaviour.
- **Any relevant error messages, screenshots, or logs** that illustrate the problem.
- **The name of the workflow, campaign, or feature affected** so we can review the right configuration.

Security reminder

Do not share sensitive credentials (API keys, passwords) in support emails. Our team will **never** ask for your full password. If we need access to a third-party account to assist, we will request a short-lived, scoped token that you can revoke at any time.

4. Response Times

Response times are measured from the time your support email is received during business hours.

Business hours are Monday to Friday, 09:00–18:00 GMT/BST, excluding UK public holidays.

“Response” means an initial acknowledgement and triage of your request. Resolution time depends on the complexity of the issue and is not guaranteed by this Policy.

Automated acknowledgement emails are sent immediately upon receipt but do not constitute a formal response. Response time commitments apply to the **initial response** only, not to full resolution.

5. What We Support

AutomatusLabs support covers the following areas of the Service:

- **Account setup, login, and billing management.**
- **Configuration of voice agents, script templates, and workflows** within the AutomatusLabs platform.
- **n8n workflow troubleshooting** for workflows created or managed by AutomatusLabs.
- **WordPress plugin installation, activation, and endpoint configuration.**
- **Integration setup** for VAPI, Twilio, and Google Calendar within the AutomatusLabs platform.
- **Inbound and outbound call flow configuration.**
- **Campaign setup and contact import.**
- **Billing and invoice queries.**
- **Bug reports and unexpected platform behaviour.**

6. What We Do Not Support

AutomatusLabs support does **not** cover the following matters. For these issues, please contact the relevant third-party provider or engage a separate professional services engagement with our team.

- **Issues with third-party platforms beyond AutomatusLabs configuration**, including VAPI account management, Twilio account billing, Google account access, or ElevenLabs voice library issues — these must be directed to the respective provider’s support.
- **Custom development, bespoke integrations, or feature development** that is not part of the standard platform.
- **Issues arising from modifications** to the AutomatusLabs plugin or codebase made by you or a third party.
- **Training or onboarding for third-party tools** beyond their basic configuration within our platform (onboarding assistance is included for all ALL-IN-ONE partners).
- **Hardware, network, or operating system issues** on the Client’s side.
- **Inactive or cancelled accounts.**

7. Escalation Process

If you are not satisfied with the resolution of your support request, you may escalate by replying to your existing support thread with the word **"ESCALATE"** in the subject line.

All ALL-IN-ONE partners receive the same escalation priority. Escalated requests are reviewed by a senior team member within **1 business day**.

If you believe your issue has not been resolved after escalation, you may contact us at support@automatuslabs.com with the subject line **"Formal Complaint"**. We will respond within **5 business days** with a formal response.

8. Planned Maintenance

AutomatusLabs may perform scheduled maintenance on the platform from time to time. Where maintenance is expected to cause downtime or service interruption, we will provide at least **48 hours' notice** by email and/or in-app notification.

Emergency maintenance required to address critical security vulnerabilities or system failures may be performed without advance notice. We aim to schedule planned maintenance during off-peak hours (midnight–06:00 GMT) to minimise impact.

9. Service Level Targets

AutomatusLabs targets the following platform availability:

Component	Monthly uptime target
WordPress backend and REST API endpoints	99.5%
n8n workflow processing	99.0%

These are **targets**, not guarantees, and do not form part of a formal SLA unless explicitly agreed in writing with enterprise clients. Uptime excludes scheduled maintenance windows and outages caused by third-party providers (VAPI, Twilio, Cloudflare, Bluehost). Status updates during incidents will be communicated by email to affected partners.

10. Support Language

Support is provided in **English** only at this time. We are unable to guarantee responses in other languages, though we will make reasonable efforts to assist non-English speakers where possible.

11. Changes to This Policy

AutomatusLabs reserves the right to update this Support Policy at any time. Material changes will be communicated by email at least **14 days** before taking effect. Continued use of the Service after changes take effect constitutes acceptance of the updated Policy.

12. Contact Us

For all support enquiries, please use the channels below. We aim to acknowledge every well-formed support request within the response times set out in this Policy.

Email	support@automatuslabs.com
Website	https://automatuslabs.com
Business hours	Monday–Friday, 09:00–18:00 GMT/BST
Address	AutomatusLabs Ltd, London, United Kingdom

© 2026 AutomatusLabs Ltd. All rights reserved. AutomatusLabs is a trade mark of AutomatusLabs Ltd. n8n is a trade mark of n8n GmbH. VAPI, Twilio, Google, ElevenLabs, Cloudflare, and Bluehost are trademarks of their respective owners. All other marks belong to their respective owners.