



Support Service Terms & Conditions

Effective Date: 21/10/2025

Please read these Support Service Terms carefully, as they set out our and your legal rights and obligations in relation to our paid support services.

You should print a copy of these Support Service Terms for future reference. We will not file a copy specifically in relation to you, and they may not be accessible on our Website in future.

These Terms are available in the English language only.

If you have any questions or complaints about these Support Service Terms or our Services, please contact us by writing to KOODOS, 66 Rainsford Road, Stansted, Essex, CM24 8EA or by email to enquiries[no-spam]@getkoodos.com (remove [no-spam] to obtain a valid email address).

1. Definitions

- **"Subscription Plan"**: A prepaid support service package (3, 6, or 12-month duration) with minimum hourly commitments per month.
- **"PAYG"**: Pay-as-you-go plan billed monthly in arrears at £75.00/hour, with no minimum hours.
- **"Allocated Hours"**: Total support hours purchased under a Subscription Plan.
- **"Subscription Period"**: The duration of the Subscription Plan (3, 6, or 12 months).

2. Subscription Plans & Payment Terms

2.1 Plans

- **12-month Plan**: £57.50/hour (min 4hrs/month, billed monthly/quarterly in advance).
- **6-month Plan**: £62.50/hour (min 3hrs/month, payable upfront).
- **3-month Plan**: £67.50/hour (min 2hrs/month, payable upfront).
- **PAYG**: £75.00/hour (no minimum, billed monthly in arrears).

2.2 Payment

- **3/6-month Plans**: Full payment required upfront.
- **12-month Plans**: Invoiced monthly/quarterly in advance.
- **PAYG**: Invoiced monthly in arrears.
- Late payments incur interest at 8% above the Bank of England base rate.

2.3.1 Adjustment Date.



All hourly rates for Subscription Plans and PAYG, as set out in Section 2.1, shall be subject to an annual review and adjustment, effective on the anniversary of the Effective Date of these Terms.

2.3.2 Calculation.

The annual adjustment will be based on the annual percentage change in the UK Consumer Price Index (CPI) published by the Office for National Statistics (ONS) for the month immediately preceding the adjustment date (the "CPI Change").

2.3.3 Cap and Floor.

The adjusted rate increase shall not:

- **Exceed** the CPI Change plus one percent (1%).
- **Be less than** zero percent (0%).

For the avoidance of doubt, the adjusted rates will be the current rates multiplied by (1 + the calculated percentage increase), but the maximum increase shall not be more than the CPI Change + 1%.

3. Commitments & Termination

- **Fixed Term:** Clients commit to the full Subscription Period. Early termination requests will not reduce payment obligations.
- **Termination for Breach:** KOODOS may suspend services or terminate agreements for non-payment or material breach.

4. Usage Tracking & Reporting

- **Time Logging:** KOODOS uses software to track Allocated Hours. Clients may request usage reports.
- **Usage Notifications:** Clients will be notified at 75%, 90%, and 100% of Allocated Hours.

5. Exhaustion of Allocated Hours Before Support Period Ends

If Allocated Hours are used before the Subscription Period ends:

- **(a)** Settle any outstanding invoices (3,6 & 12-month Plans) and purchase a new Subscription Plan.
- **(b)** Settle any outstanding invoices (3,6 & 12-month Plans) and switch to PAYG (billed monthly in arrears).

6. Renewals & Unused Hours at Support Period End

6.1 Renewal Options

At Subscription Period end:

- **(a) Renew with Carry-Over:** Renew the same duration plan at a lower hourly/month rate (meeting minimum hours). Unused hours transfer to the new plan.
 - *Example:* A 12-month plan (6hrs/month, 72hrs total) with 12hrs unused can be renewed within 7 days as a 4hrs/month plan (48hrs + 12hrs carry-over = 60hrs total).
- **(b) Switch to PAYG:** Unused hours forfeited.
- **(c) Cancel:** Unused hours forfeited.

6.2 Time Limit

Renewals with carry-over must be agreed within **7 days** of Subscription Period expiry.

7. Client Rights & Protections

- **Transparency:** Clients may dispute time logs within 14 days of invoicing.
- **Data Protection:** KOODOS complies with UK GDPR. Data processing details available on request.
- **Statutory Rights:** These terms do not affect UK consumer rights.

8. KOODOS Protections

- **Liability Cap:** Liability limited to fees paid in the preceding 12 months. Indirect/consequential losses excluded.
- **Force Majeure:** Not liable for delays/cancellations due to events beyond reasonable control.
- **Confidentiality:** Client information kept confidential unless disclosure is legally required.

9. General

- **Governing Law:** England & Wales. Disputes subject to UK courts.
- **Amendments:** KOODOS may update terms with 30 days' notice. Continued use constitutes acceptance.
- **Entire Agreement:** Supersedes prior agreements.



Acceptance

Note: Clients are advised to seek independent legal advice. KOODOS reserves the right to clarify or amend these terms to reflect operational requirements

Customer Name: _____

Signed: _____

Date: _____

For KOODOS:

Signed: _____

Date: _____