

**Document Hierarchy:** This document is provided for guidance only. In case of any conflict, `COMMERCIAL_LICENSE.md` is the authoritative and controlling document for all commercial licensing terms and obligations, and `LICENSE (AGPL-3.0)` controls for open-source licensing.

**Commercial Licensees Only:** This document applies only to customers with a valid commercial license. AGPL-3.0 users are not eligible for the policies, services, or terms described here.

**Support Not Included by Default:** Support is not included by default. Support is available only through paid support contracts or SOWs. This policy does not grant any license rights. All rights and restrictions are defined solely in `COMMERCIAL_LICENSE.md`.

Fox ML Infrastructure LLC provides support services for licensed users of the Fox ML Infrastructure software. This policy outlines the level of support available for each customer type and defines response expectations.

---

## 1. Support Tiers

### A. Community / Open Access Tier

For non-commercial or evaluation use. • No guaranteed response times • Best-effort replies via GitHub Issues (if appropriate) • No private support channels • No roadmap commitments

Intended for: Students, researchers, hobbyists, internal evaluation prior to purchase.

### Internal Evaluation Use

From time to time, Licensor may permit access to the Software on an internal evaluation basis (“Evaluation Use”).

- **Scope.** Evaluation Use is limited to non-production, non-commercial, internal testing and assessment by Licensee. Licensee may not use the Software for live trading, revenue-generating activities, or any production workloads during Evaluation Use.
- **Duration.** Unless otherwise agreed in a signed Ordering Document, any Evaluation Use is limited to thirty (30) days from the date Licensee first receives access to the Software (the “Evaluation Period”).
- **Post-Evaluation.** Continued use of the Software after the Evaluation Period requires a valid commercial license and applicable fees. Any use beyond the Evaluation Period without such license constitutes unauthorized use.
- **No SLA / Limited Support.** Evaluation Use is provided “AS IS” with no uptime commitments, SLAs, or guarantees of support. Licensor may suspend or terminate Evaluation Use at any time in its sole discretion.

---

### B. Standard Support (Included with Commercial License)

Included with all paid commercial licenses.

Channels: • Email support • Issue tracking via private repository or email • Access to documentation and onboarding materials

Response Times: • Initial acknowledgement: within 3 business days (72 hours) • Substantive response: within 7 business days • No guaranteed resolution timelines

Coverage: • Installation issues • Configuration guidance • Basic troubleshooting • Minor patch releases • Clarification of documentation

Excludes: • Custom feature requests • SLA guarantees • Real-time support • Priority bug fixes • Scheduled calls

---

### C. Business Support

Available as an add-on for organizations requiring faster response times.

Channels: • Dedicated support email • Issue tracking via private repository • Access to documentation and onboarding materials

Response Times: • Initial acknowledgement: within 1 business day (24 hours) • Substantive response: within 3 business days • Limited to standard business hours (US Central Time)

Coverage: • Priority bug-fix handling • Deployment guidance • Integration questions • Configuration assistance • Best practices guidance

Excludes: • Custom feature development • Scheduled calls • Emergency patches • Real-time support

---

### D. Enterprise Support

Available for organizations requiring same-business-day response and scheduled support windows.

Channels: • Dedicated enterprise support email • Optional scheduled call windows (pre-arranged) • Prioritized issue handling • Private issue tracking

Response Times: • Initial acknowledgement: same business day • Substantive response: within 1-2 business days • Status updates: every 3 business days for critical issues • Emergency patches: best-effort, negotiated case-by-case

Coverage: • Priority bug fixes • Deployment guidance • Integration questions • Pre-purchase architectural discussions • Assistance with configuration / best practices • Scheduled support calls (limited hours)

Optional Add-ons (Negotiated Separately): • Extended SLAs • Long-term maintenance agreements • Custom feature development (via SOW)

---

### E. Premium Support (“White-Glove”)

Available for organizations requiring the highest level of support and priority engineering.

Channels: • Dedicated premium support email • Scheduled support calls (flexible scheduling) • Highest priority issue handling • Direct access to engineering resources

Response Times: • Initial acknowledgement: same business day (typically within hours) • Substantive response: within 1 business day • Status updates: every 1-2 business days for critical issues • Emergency patches: priority engineering resources

Coverage: • Highest priority bug fixes • Priority custom feature development (via SOW) • Deployment guidance and architecture review • Integration questions and best practices • Scheduled support calls (flexible hours) • Pre-purchase architectural discussions • Direct engineering consultation

Optional Add-ons (Negotiated Separately): • Extended SLAs with specific guarantees • Long-term maintenance agreements • Custom feature development with priority scheduling • On-site or virtual training

---

## 1.5 Support Pricing

- **Standard Support** — Included with commercial license
- **Business Support** — Available as add-on (contact for pricing)
- **Enterprise Support** — \$5,000–\$20,000/month (see `LEGAL/SUBSCRIPTIONS.md`)
- **Premium Support** — Custom pricing (contact for quote)

See `LEGAL/SUBSCRIPTIONS.md` for complete pricing information and optional add-ons.

---

## 2. Scope of Support

Fox ML Infrastructure support covers: • Installation and setup • Configuration and environment issues • Clarifications on expected behavior • Debugging reproducible problems • Assistance interpreting logs or errors • Version compatibility questions

---

## 3. Exclusions

Support does not cover: • Customer-specific trading strategy design • Custom modeling work • Proprietary dataset cleaning • Performance optimization of third-party systems • Unsupported OS/hardware environments • Modifications to the core source code by the customer

Custom services may be available via a separate consulting agreement.

---

## 4. Communication Expectations

Support is provided during standard business hours (US Central Time), excluding holidays.

All customers are expected to: • Provide clear, reproducible steps • Include logs, configs, or version info • Respect response time guidelines • Understand this is a solo-founder operation

---

## 5. End of Life / Deprecation

Older versions may be deprecated when: • security issues arise • breaking changes are required • underlying dependencies reach EOL

Customers are encouraged to stay within two minor versions of the latest release for full support.

---

## 6. Disclaimer

Fox ML Infrastructure LLC will make reasonable efforts to address issues, but no guarantee of zero downtime, zero bugs, or continuous availability is provided unless covered by a separately negotiated Enterprise SLA.

Support availability may evolve as the product matures.