COMPANY KNOWLEDGE BASE & POLICY MANUAL

SECTION 1: BILLING & SUBSCRIPTIONS

1. Subscription Tiers
* **Free Tier:** Basic access, limited to 5 projects. Community support only (response time 48-72 hours). No export features.
* **Pro Tier:** Unlimited projects, Advanced Export (PDF/CSV), Priority Email Support (< 24 hours). Cost: $29.99/month.
* **Enterprise Tier:** Custom seats, Dedicated Account Manager, 24/7 Phone Support, SLA Guarantee (99.9% Uptime).

2. Refund Policy
* **General Rule:** Refunds are limited to prevent abuse.
* **Pro Plan Eligibility:** Full refund available if requested within **7 days** of the initial charge or renewal date. Requests made
* **Enterprise Plan:** Subject to the MSA. Generally non-refundable unless there is a breach of SLA.
* **Free Tier:** No refunds applicable.
* **Process:** Contact billing@company.com. Allow 5-10 business days for funds to appear.

3. Billing Disputes & Double Charges
* If duplicate charges occur (e.g., clicking "Pay" twice), contact support immediately.
* **WARNING:** Initiating a chargeback or dispute with your bank will result in **immediate account suspension**. We strongly

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SECTION 2: TECHNICAL TROUBLESHOOTING

4. System Requirements & Settings
* Supported Browsers: Chrome, Firefox, Safari (v14+).
* **Dark Mode Support:**
* Currently, there is **NO manual toggle** in the app.
* **Auto-Sync:** The app automatically syncs with your OS theme. If your Mac/Windows is dark, the app will be dark.
* *Roadmap:* Manual scheduler planned for Q3 2026.

5. Common Error Codes
* **Error 403 (Forbidden):** Free users trying to access Pro features (Export). Solution: Upgrade.
* **Error 500 (Internal Server Error):** Server-side issue.
* **Action:** Check status.company.com. If "Operational" but error persists for >15 mins, this is a **Critical Incident**. Enterprise

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SECTION 3: SERVICE LEVEL AGREEMENT (SLA)

6. Priority Matrix
* **Low:** How-to questions, Feature requests. (Action: Auto-respond)
* **Medium:** Bug reports (Pro), Billing disputes <$100. (Action: Route to Specialist)
* **High:** Service unavailability (Pro), Billing disputes >$100 or legal threats. (Action: Escalate)
* **Critical:** Total System Outage, Data Breach. (Action: Immediate Escalation to Engineering)

7. Regional Info

* **Asia-Pacific (Thailand/Vietnam):** Users may experience higher latency during peak hours (14:00 - 16:00 UTC+7) due to loc