

Support Policy



Last Updated: Apr 20, 2026

This Support Policy defines the response times and procedures for technical issues and inquiries related to the upSkillScore platform.

Support Hours

upSkillScore, LLC will use commercially reasonable efforts to make the Service available with a Monthly Uptime Percentage of at least 3 nines (99.9%).

Priority Level & Response Targets

When a support ticket is submitted to support@upskillscore.com, we categorize and respond based on the following priority levels:

Priority	Description	Target Response Time
P1 - Critical	Total Service Outage. The platform is down or unusable for all users.	< 4 Business Hours
P2 - High	Significant Functionality Issue. A core feature (e.g., directory sync or assessment submission) is failing for a group of users.	< 8 Business Hours
P3 - Medium	Minor Bug / Individual Issue. A single user is experiencing an error (e.g., "answer not accurately reflected"), but the platform remains usable.	< 2 Business Days
P4 - Low	General Inquiry. Feature requests, "How-to" questions, or cosmetic issues.	< 5 Business Days

Resolution Process

Acknowledgement: You will receive an automated confirmation that your ticket has been received.

Triage: A member of our response team will review the issue and assign a Priority Level.

Communication: We will provide periodic updates until a workaround or permanent fix is deployed.

Customer Responsibilities

To help us resolve issues quickly, please include:

- A clear description of the problem.
 - Screenshots or error messages.
 - The email addresses of the affected users.
 - Steps to reproduce the error.
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