

Customer Support Overview

A clear path for product issues, service requests and questions about AIDE Chain and AIDE Blueprint.

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About this public reference draft

This proposed overview explains the support process. It does not activate a support address, change current published targets or create an SLA. Your executed agreement and approved customer service schedule define the service you receive.

Getting help

Use the support route supplied in your approved onboarding/service handover. That handover should identify the normal channel, the alternative to use if sign-in or the primary route fails, the applicable coverage and your escalation contact. Do not rely on an unconfirmed address or portal for urgent issues.

Public product documentation is available under Documentation on the AIDE Chain website. How-to material may answer a question, but reading a help article or attending an onboarding meeting does not itself log an incident.

What to include

Tell us your organisation, the affected environment and product, the problem and business impact, when it started (including time zone), affected users/functions, any safe reproduction steps and a correlation/reference ID where available. A redacted screenshot may help. Do not send passwords, MFA codes, API keys, private keys or unrestricted customer data.

What support covers

Subject to your subscription and service schedule, support covers access and entitlement troubleshooting, standard configuration guidance, product incidents and defects, supported integration diagnosis within AIDE's control, and coordination of platform incidents.

New features, new integrations, bespoke changes, bulk data remediation and project/architecture consulting are separately scoped. When a problem is in your source system or network, its owner may need to act; the AIDE support case should still have a clear owner and next step.

Sensitive or security-related concerns

Identify a suspected security concern clearly using the agreed reporting route. Send only the minimum safe detail initially. We will confirm an appropriate restricted route for further evidence. Avoid posting suspected exposure, credentials or private diagnostics in public channels.

What happens after a request

The aim is an owned case, a useful response and clear expectations—not an unexplained queue.

1. Receive and assess. Your request is recorded and assessed for impact and urgency. A case reference lets later correspondence stay together.
2. Respond and investigate. A support owner confirms the next action. Technical specialists may work on a linked record while support remains responsible for customer updates.
3. Keep you informed. Updates describe verified impact, current actions and the next update time. We will distinguish known facts from matters still being investigated.
4. Validate and close. We explain the fix, answer or workaround and seek relevant confirmation. The agreed closure/reopening process applies; remaining defects or limitations are recorded.

Response, restoration and resolution

An automatic receipt email confirms arrival, not completed triage. An initial response begins meaningful handling. Restoration means the service is usable again or an agreed workaround is in place. Permanent resolution can take longer depending on cause, third-party dependencies and required changes.

Coverage hours, time zone, holidays, response/update targets and any out-of-hours service must be confirmed in your service schedule. Sending a message at any time does not imply continuous monitoring or 24/7 staffing. Do not infer guaranteed resolution, availability or recovery times from an initial-response target.

Maintenance and shared responsibilities

Expected customer-impacting maintenance should be communicated under the agreed schedule. Emergency work may require shorter notice. Keep authorised contacts current, provide reasonable safe diagnostic evidence and confirm customer-side access or source-system changes through your own approval process.

Useful public references

Documentation: <https://aidechain.com.au/docs.html>

Support information: <https://aidechain.com.au/support.html>

Sales, Pilot & Onboarding Guide: <https://aidechain.com.au/sales-pilot-onboarding.html>

Service activation gate

Before activating a service schedule, confirm the tested support/fallback routes, staffed coverage, approved target set and consistency with customer agreements and existing website information. Publication of this reference draft does not approve service targets or provider commitments.