

T1. Customer service schedule

Part 1 - service boundary, people and coverage. This is an operational schedule template, not a standalone contract.

Customer / agreement reference: [complete] Schedule ID / version: [complete]

Prepared by / date: [complete] Status: [draft / approved; evidence reference]

Field	Approved entry
Contracting parties / authorised signatories	[complete]
Products, environment scope and accepted use case	[Chain / Blueprint / both; complete without secrets]
Included support / exclusions / separate services	[complete]
Effective date / term / renewal or review	[complete]
Accountable service owner and deputy	[names, roles, approved contact references]
Primary support route and successful external test	[route; evidence; date; person who confirmed monitoring]
Fallback independent of product sign-in	[route; recipient; test evidence; limitations]
Customer authorised contacts / technical lead	[restricted roster reference]
L1 provider / L2 / L3 / security escalation	[accepted provider and roster references; no assumed staffing]
Coverage days / hours / named time zone	[complete; earlier 08:00-18:00 AET is a proposal only]
Holiday calendar / daylight-saving treatment	[complete; define applicable calendar, not simply “local time”]
Business-day duration / outside-hours rule	[complete; 10 covered hours is only a proposed interpretation]
Emergency/on-call service, if separately contracted	[none / exact staffed service and agreement reference]

Complete before communicating

A support mailbox and a service portal are proposed channels in the earlier drafts, not evidence of working intake. Insert only tested, monitored routes. Do not activate paid or expanded coverage by filling this form.

Dependency / exception / owner / due date: [complete]

Customer fact-check by / date: [complete]

T1. Customer service schedule

Part 2 - targets, clocks, recovery, commercial boundary and approval.

Priority / customer category	Initial response / service clock	Update cadence
P1 / [approved category]	[target; covered or elapsed; start event]	[interval; next-update convention]
P2 / [approved category]	[complete]	[complete]
P3 / [approved category]	[complete]	[complete]
P4 / [approved category]	[complete]	[complete]

Field	Approved rule / evidence
Target source and decision D01	[website baseline / another approved schedule; decision reference]
Meaningful human first response	[definition; automated receipt acknowledgement excluded]
Waiting, severity change and handoff clocks	[initial response does not reset; any later pause rule with authority]
Restoration / resolution expectations	[separate from response; no implied guaranteed fix time]
Maintenance notice / window / emergency changes	[notice and approval route; customer-specific conditions]
RPO / RTO / availability or credits, if agreed	[contracted values or explicitly none; validation evidence; source scope]
Security/privacy notification escalation	[responsible approver; agreement/legal review reference; no universal deadline assumed]
Retention / deletion / exports / offboarding	[retention schedule and owner; backup limitations; legal holds]
Closure / reminders / reopening	[approved period; exceptions for unresolved P1/security; reopening path]
Fees, currency and support/service exclusions	[agreement reference; no unilateral commercial change]

Mandatory gates satisfied / evidence references: [complete]

Customer authorised approval / date: [complete]

AIDE/JEL authorised approval / date: [complete]

Receiving service owner acceptance / date: [complete]

Effective-from / next review date: [complete]

Not acceptance by silence

An unsigned or unapproved schedule remains a draft. The executed agreement controls; obtain commercial/legal review where needed before incorporating this schedule.

T2. Roster and escalation

A named receiving person must accept each responsibility. Store contact details privately.

Role	Primary / backup / covered period	Acceptance / contact reference
Service owner	[complete]	[complete]
L1 case owner / support lead	[complete]	[complete]
L2 product / integration resolver	[complete]	[complete]
L3 platform / engineering	[complete]	[complete]
Incident / communications lead	[complete]	[complete]
Security / privacy escalation	[complete]	[complete]
Customer Owner / technical lead	[complete]	[complete]
Supplier liaison, if applicable	[complete]	[complete]

Escalation contract between levels

Trigger and permitted route: [P1 / no owner / due-response risk / specialist authority required]

Receiver acknowledgement requirement: [complete]

If primary unavailable: [named backup / next escalation]

After-hours scope: [explicitly contracted route or no staffed coverage]

Case owner retaining customer communications: [complete]

Shift / absence handover

From / to / acceptance time: [complete]

Open P1/P2 cases and technical incident references: [complete]

Next response/update deadlines: [complete]

Active changes, monitoring gaps and suppressed rules: [complete]

Actions / owners / due dates: [complete]

Partner access approval

Provider and executed agreement reference: [complete]

Permitted customers, data and tools: [complete]

Named accounts, least privilege and access-review/revocation owner: [complete]

Ticket ownership, escalation, subcontracting and confidentiality conditions: [complete]

Unconfirmed provider

Do not substitute a company name for confirmed people, coverage, access and service acceptance. This form appoints nobody until approved.

T3. Case intake and technical handoff

Keep the customer record clear; put sensitive diagnosis in a restricted linked record.

Case intake	Entry
Case ID / organisation / customer contact	[complete; verify disclosure authority]
Environment / product / affected workflow	[complete; use approved reference, no secrets]
Type / priority / engineering severity	[incident, request, how-to, security, enhancement; retain separate schemes]
Impact / urgency / affected users / workaround	[complete; confirmed facts vs assumptions]
Receipt / first observed / last observed	[UTC and original time zone; preserve intake time]
Version / recent change / safe reproduction	[complete]
Evidence / correlation IDs / restricted location	[complete; redacted logs/screenshots only]
Case owner / backup / schedule reference	[complete]
Response due / achieved / next update due	[complete; use approved calendar]
Status / linked incident, defect, supplier or problem	[complete]

Escalation block

- Reason / skill or authority needed: [complete]
- Checks and actions already attempted, with results: [complete]
- Customer-facing summary approved for sharing: [complete]
- Technical question / proposed next action: [complete]
- Receiving L2/L3 person / explicit acceptance time: [complete]
- Customer case owner retained / next update: [complete]

Resolution and closure

- Service restored at / resolution supplied at: [complete]
- Customer validation / observation evidence: [complete]
- Residual defect or accepted workaround: [complete]
- Closure basis and notification / reopen route: [complete]
- Knowledge article or problem action / owner / due: [complete]

Evidence safety

Never paste passwords, MFA codes, tokens, raw connection strings, private keys or unrestricted customer content. A support ticket is not an approved secret-transfer mechanism.

T4. Major incident and review

A working incident record is updated as evidence improves; unknowns remain explicit.

Incident coordination	Entry
ID / incident lead / communications / security owner	[complete]
Detection / receipt / declaration (UTC)	[complete]
Scope and customer impact	[confirmed / suspected / unknown, separately]
Affected versions / environments / recent changes	[restricted reference]
Linked customer cases / engineering / supplier	[complete]
Containment / change authority / rollback path	[decision, approver, time, evidence]
Customer recipients / next update / disclosure boundary	[complete]
Notification assessment and escalation	[jurisdiction/contract; awareness time; deadline assessment; approver]
Restoration / validation / monitoring window	[complete]

Timeline (repeat rows as needed)

UTC time	Observation / decision / action	Owner / evidence
[complete]	[complete]	[complete]
[complete]	[complete]	[complete]

Post-incident review and corrective actions

Review date / chair / customer impact and duration: [complete]
Root cause confirmed / still under investigation: [complete]
Contributing conditions and detection/response gaps: [complete]
Data-loss/exposure assessment and customer notification outcome: [complete]
What worked / what did not: [complete]

Corrective action	Owner / due	Evidence needed to close
[complete]	[complete]	[complete]
[complete]	[complete]	[complete]

Service recovery accepted by / when: [complete]
Incident closure approved by / residual risks accepted by: [complete]

T5. Customer communications

Replace every bracket. Verify recipients and facts. Use the approved service calendar and next-update time.

Automatic receipt - not a completed human response

Subject: AIDE support request received - [case ID]

We have received your request. Your reference is [case ID]. This is an automatic receipt confirmation, not a completed assessment. Our agreed support coverage is [hours/zone/calendar]. Please reply using this reference. Do not send passwords or authentication secrets.

Meaningful first response / initial incident notice

We are investigating [verified symptom/impact] affecting [approved scope]. [Name/team] owns your case. We are currently [specific next step]. [Workaround, if validated]. Our next update will be by [date/time/zone]. [State clearly if cause or extent is not yet known].

Progress update, including no material change

As of [time/zone], the confirmed impact is [fact]. Since the previous update we have [actions/results]. [Outstanding uncertainty or dependency]. [Restoration estimate only if supported; otherwise say not yet confirmed]. The next update will be by [date/time/zone].

Waiting for customer - no implied universal clock pause

To progress [case ID], we need [specific safe information/action] from [role]. Please use [approved secure route] for sensitive diagnostics. The case remains owned by [owner]. We will review it at [time]. [Any agreed clock effect, only if applicable under the service schedule].

Restoration / resolution / closure

Service was restored at [time/zone] through [fix/validated workaround]. We validated [workflow/evidence]. [Remaining limitations and next actions]. Please confirm whether [specific function] now works. Subject to the agreed closure process [reference], the case will [next step]; reply via [route] if symptoms persist.

Planned maintenance or security holding statement

Maintenance: [window/zone], [affected scope], [expected impact], [reason], [customer action], [support route], [validation/rollback approach], [next update].

Security: We are assessing a reported security concern affecting [only confirmed scope]. [Containment status suitable for disclosure]. The impact assessment remains in progress. We will provide the next verified update by [time/zone] and handle required notifications through the agreed process.

Do not overstate

Do not say "no data affected", promise a fix time or state a root cause until supported. Do not include other customers, private incident details or unapproved service commitments.

T6. Handover and controlled runbooks

Receiving service owner acceptance is required before onboarding transitions into ordinary support.

Handover field	Record / evidence
Customer / accepted products / environment reference	[complete]
Customer sponsor / Owner / administrator	[restricted contact roster reference]
Service owner / primary / backup / provider	[accepted T2 reference]
Service schedule / commercial exclusions	[approved T1 and agreement reference]
Live and fallback intake tests	[evidence, timestamp and reviewer]
Priority sources / mapping / cadence / data gaps	[complete; preserve unknown/partial states]
Monitoring / routing / next owner response	[signal list and end-to-end test evidence]
Security / retention / recovery responsibilities	[approved controlled references and current evidence]
Training / independent user workflow	[completed training and validation evidence]
Known incidents / defects / workarounds	[owners, due dates and accepted limitations]
Hypercare / exit / first service review	[agreed dates, coverage and acceptance criteria]

Runbook register (links only; no secrets)

Runbook / target scope	Version / owner / evidence	Approval / review date
Product incident and recovery	[current release reference]	[complete]
PostgreSQL and Blob recovery	[controlled procedure; last drill]	[complete]
Ops / ticketing / contact-store continuity	[separate procedure and proof]	[complete]
Customer-specific source or access issue	[approved source owner/procedure]	[complete]

Open hold / exception / accountable approver: [complete]

Handed over by / date: [complete]

Accepted by receiving service owner / customer contact / date: [complete]

Next review and renewal/notice dates: [complete]

T7. Rehearsal and activation

This form is blank. No test has been performed or passed merely because the checklist exists.

Test window / synthetic environment / operator / independent reviewer: [complete]

Approved recipients / rollback and cleanup owner: [complete]

Test	Expected evidence	Result / actual evidence
External intake / reply / attachment	Unique case; acknowledgement; human reply; same-case threading; safe attachment handling	[Not run]
Synthetic customer separation	No cross-organisation visibility or internal-note exposure	[Not run]
Authorised privilege / security report	Verify request authority; receive security concern without disclosing customer data	[Not run]
Clock boundaries / waiting / reprioritisation	Expected deadlines match actual; original time and priority history retained	[Not run]
Owner unavailable / major incident	Backup accepts; L3/security handoff works; customer update stays owned	[Not run]
Monitor / Ops event pipeline	Detect, route, accept, process and reconcile; stale/unknown stays visible	[Not run]
Intake or product sign-in failure	Independent route works; original receipt preserved through later reconciliation	[Not run]
Recovery / handover evidence	Current controlled runbook and drill references; receiving owner acceptance	[Not run]

Decision and corrective actions

Use Pass / Fail / Not run / N/A with a reason and evidence. Mandatory failed or untested gates remain on hold. Do not downgrade a mandatory gate to N/A to meet a date.

Failed gate / action	Owner / due date	Retest / evidence
[complete]	[complete]	[complete]
[complete]	[complete]	[complete]

D01-D08 decision register complete / evidence: [complete]

Activate or hold / scope / limitations: [complete]

Service owner and independent reviewer approval / date: [complete]

Customer/public communications approved by / date: [complete]

Effective date / next rehearsal or review: [complete]