



**ReguShield AI**

PILOT SUCCESS KIT

PILOT DOCUMENTATION

# Pilot Support Service Description

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Part of the ReguShield AI Pilot Success Kit — everything your team needs to run a successful compliance-intelligence pilot.

**Pilot evaluation — not a production SLA.** This document describes the best-effort support model that applies during a ReguShield AI pilot. The pilot is a time-boxed, non-production evaluation environment. Nothing in this document constitutes a guaranteed service level, an uptime commitment, or a contractually binding response time.

### 1. Purpose and Scope

This Pilot Support Service Description sets out how ReguShield AI supports a customer (the "Customer") during a ReguShield AI evaluation pilot (the "Pilot"). It is intended to set clear, honest expectations for what support is available, through which channels, and within what timeframes during the Pilot.

The Pilot typically runs for approximately **four (4) weeks** from the agreed start date. The exact start and end dates are recorded in the accompanying Terms and Pilot Agreement (see [11-Terms-and-Pilot-Agreement.md](#) ).

### 2. Nature of the Pilot Environment

- The Pilot is an **evaluation environment**, provided for the Customer to assess ReguShield AI's compliance decision-support capabilities.
- It is **not a production-grade service** and **not** intended to be relied upon for time-critical, regulatory, or operational decision-making.
- ReguShield AI provides compliance **decision-support and intelligence**, not legal advice and not a regulatory determination. Final compliance decisions, suspicious-transaction reports (STRs), customer due diligence (CDD), and supervisory filings remain the responsibility of the Customer's authorised personnel. See [09-Decision-Support-Disclaimer.md](#) .
- Because the Pilot is an evaluation environment, features, data, and configuration may change during the Pilot period, and the environment may be unavailable from time to time for maintenance, updates, or troubleshooting.

### 3. Support Channel

| CHANNEL               | DETAIL                                      |
|-----------------------|---------------------------------------------|
| Primary support email | hello@regushield.ai                         |
| Hours                 | Business hours, best-effort (see Section 4) |
| Language              | English                                     |

All Pilot support requests should be sent to **hello@regushield.ai** with a clear description of the issue, the affected page or feature, the time it occurred, and any error messages or screenshots. Providing this information helps ReguShield AI respond more quickly.

### 4. Response Model (Best-Effort, Business Hours)

ReguShield AI will use **reasonable, best-effort means** to respond to Pilot support requests during normal business hours.

- **Best-effort, business-hours response.** ReguShield AI aims to acknowledge support requests during business hours on business days. No specific response-time, resolution-time, or availability guarantee is made or implied for the Pilot.
- **No 24/7 coverage.** Out-of-hours, weekend, and public-holiday requests are handled on a best-effort basis when business hours resume.
- **Prioritisation.** ReguShield AI will use reasonable judgement to prioritise issues that block the Customer's ability to evaluate the product (for example, an inability to sign in or upload data) ahead of cosmetic or low-impact issues.

Because this is a Pilot, ReguShield AI does **not** offer, and the Customer should **not** rely on, any specific uptime percentage, recovery point objective (RPO), recovery time objective (RTO), or guaranteed response/resolution time. Any such figures would be defined only in a separate, executed production service agreement.

## 5. What Is Included

During the Pilot, the following support is provided on a best-effort basis:

- Help with account access, sign-in, and pilot workspace onboarding.
- Guidance on uploading data and interpreting compliance intelligence outputs.
- Assistance diagnosing functional issues (errors, broken flows, unexpected behaviour) within the Pilot environment.
- Reasonable guidance on the scope and intended use of the decision-support features.
- A point of contact for questions about data handling during the Pilot (see the Data Processing Agreement, [10-DPA-Template.md](#), and the Security Whitepaper).

## 6. What Is Excluded

The following are **out of scope** for Pilot support:

- Any guaranteed availability, uptime, RPO, or RTO commitment.
- 24/7 or on-call support, and any guaranteed response or resolution times.
- Production-grade incident management or formal incident-severity SLAs.
- Custom development, bespoke integrations, or data-migration services beyond standard Pilot onboarding.
- Legal, regulatory, or compliance advice. ReguShield AI is a decision-support tool, not a law firm or a regulator (see [09-Decision-Support-Disclaimer.md](#)).
- Support for use of Pilot outputs in live regulatory filings or production compliance operations — the Pilot is for evaluation only.

## 7. Escalation Path

1. **First contact** — email [hello@regushield.ai](mailto:hello@regushield.ai) with the details described in Section 3.
2. **Follow-up** — if the issue is not acknowledged within a reasonable business-hours window, reply on the same email thread marking the subject line "**ESCALATION**" so it can be prioritised.
3. **Pilot review** — material or recurring issues can be raised in the regular Pilot check-in with the ReguShield AI contact assigned to the Pilot.

Because the Pilot team is small and the environment is non-production, escalation is handled informally and on a best-effort basis. There is no separate paid premium-support tier during the Pilot.

## 8. Data, Security, and Hosting (Reference)

- The Pilot is hosted on **Supabase (PostgreSQL), EU region**, with **AES-256 encryption at rest** and **row-level security (RLS) tenant isolation keyed on the verified account email** (access fails closed if the email claim is missing or does not match).
- ReguShield AI acts as a **data processor**; the Customer is the **data controller**. See [10-DPA-Template.md](#) for the full data-processing terms and the Security Whitepaper for technical and organisational measures.
- ReguShield AI does **not** currently hold ISO 27001 or SOC 2 certification; these are on the roadmap and are not represented as held during the Pilot.

## 9. Certifications and Maturity Notice

This is an early-stage Pilot support model offered by a small team. It is deliberately modest and honest about its limits. A production engagement, if the Customer proceeds beyond the Pilot, would be governed by a separate, negotiated service agreement with its own service levels.

## 10. Contact

**Support / general contact:** [hello@regushield.ai](mailto:hello@regushield.ai)

\*This document describes a pilot evaluation support model only. It is not a production service-level agreement and creates no guaranteed service levels.\*