

# BN Studio Service Level & Support Policy

Effective Date: June 2026

## 1. Purpose

This Service Level & Support Policy describes the support services, uptime goals, maintenance practices, and operational expectations for customers using BN Studio.

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## 2. Service Availability

BN Studio is designed to provide reliable access to livestreaming, media management, creator operations, and related platform services.

### Target Availability

BN Studio targets:

99.5% Monthly Service Availability

Availability calculations exclude:

- Scheduled maintenance
- Emergency maintenance
- Third-party service outages
- Internet connectivity issues outside BN Studio control

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## 3. Scheduled Maintenance

Routine maintenance may be performed to:

- Improve performance
- Deploy new features
- Apply security updates
- Upgrade infrastructure

When possible, maintenance will be scheduled during low-usage periods.

Advance notice may be provided for significant maintenance events.

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## 4. Emergency Maintenance

Emergency maintenance may occur without prior notice when necessary to:

- Protect platform security
- Address critical service issues
- Prevent data loss
- Mitigate operational risks

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## 5. Support Services

Support is available for:

- Account assistance • Platform usage questions • Technical troubleshooting • Billing inquiries • Service-related issues
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## 6. Support Response Targets

### Critical Issues

Examples:

- Platform unavailable • Major service disruption • Security incident

Target Initial Response:

Within 4 Business Hours

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### High Priority Issues

Examples:

- Significant feature malfunction • Service degradation

Target Initial Response:

Within 1 Business Day

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### Standard Support Requests

Examples:

- General questions • Configuration assistance • User guidance

Target Initial Response:

Within 2 Business Days

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## **7. Customer Responsibilities**

Customers are responsible for:

- Maintaining accurate account information
  - Protecting account credentials
  - Providing sufficient information when reporting issues
  - Maintaining compatible devices and internet connectivity
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## **8. Data Protection & Backups**

BN Studio employs reasonable measures to protect customer data and platform operations.

Customers should maintain their own backups of critical business content whenever possible.

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## **9. Service Credits**

At this time BN Studio does not provide automatic service credits for downtime or service interruptions.

Bytetronik Inc. may review service incidents on a case-by-case basis.

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## **10. Policy Updates**

Bytetronik Inc. may update this policy periodically to reflect changes in services, infrastructure, or support practices.

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## **11. Contact Information**

Bytetronik Inc.

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BN Studio: <https://studio.thebowmannetwork.com>

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