



Service Policy — ExTempora Technologies

Effective: September 19, 2025

1. Scope

This policy applies to all products and services delivered by ExTempora Technologies, including the ExamFlow paper-generation service.

2. Availability

We aim to keep Services available 99.5% monthly (excluding scheduled maintenance, force majeure, and third-party outages). We will publish scheduled maintenance windows in advance when feasible.

3. Support

Standard email support is provided to active customers. Premium support and SLAs are available under separate agreements. Response and resolution times depend on support level.

4. Onboarding & changes

New accounts follow our standard onboarding process. Feature changes, upgrades, or deprecations will be communicated in advance when practical.

5. Data & backups

Customer data is processed and stored per our Privacy Policy. We perform regular backups, but customers are responsible for maintaining local copies of critical data and verifying exported content.

6. Security & incident response

We maintain reasonable security measures and will notify affected customers of qualifying breaches by applicable law. Customers must follow best practices (strong passwords, account access controls).



7. Usage limits & fair use

Service plans include documented usage limits (API calls, storage, etc.). We may throttle or suspend accounts that exceed limits or abuse the service after notice.

8. Billing & cancellations

Billing follows the terms in your subscription/order. Cancellation takes effect by the agreed billing cycle; outstanding charges may apply.

9. Intellectual property

Customers retain ownership of their User Content. ExTempora retains rights in its platform, tools, and generated system outputs as described in Terms & Conditions.

10. Termination

We may suspend or terminate access for breach, fraudulent activity, or legal reasons. Termination procedures and data export options are described in your account settings and the Terms.

11. Third-party services

Integrations and third-party tools used by the Service are subject to their own terms; ExTempora is not liable for third-party behavior.

12. Changes to policy

We may update this policy; material changes will be announced with an effective date. Continued use constitutes acceptance.

13. Contact

For service issues or requests, contact: info@xtempora.org

