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RentSense® G-Cloud Service Definition

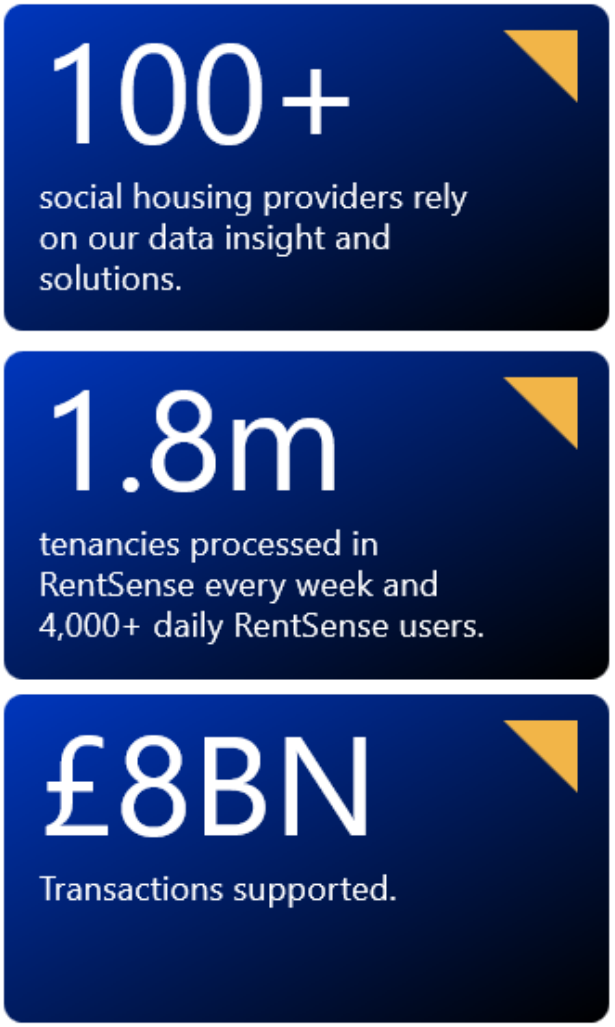
Reduce arrears, sustain tenancies

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HOUSING INTELLIGENCE

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01

Service Overview

Reduce arrears, sustain tenancies

1. Reduce arrears, sustain tenancies

Tenancy sustainment is the foundation of a well-run housing service. As financial pressure on residents grows and cases become more complex, income teams need to see the early signs and act while a small problem is still solvable — fairly and consistently, across the whole tenancy base. Getting that right keeps residents in their homes and communities stable, and secures the rental income that funds decent, well-maintained housing.

RentSense: Building Stronger Tenancies

Mobysoft was founded to solve a problem social landlords know well: the information needed to act is already in the housing management system, buried under everything else recorded that week (please refer to **Annex A Corporate Profile** for further insight into our business).

RentSense reads the signals already sitting in your HMS, surfaces cases that need your attention now, and takes the routine work off your teams:

- Prevent arrears building. Apply Machine Learning (ML) to highlight tenants at risk of building arrears so that Housing Officers can proactively support tenants to maintain their tenancy, rather than focus purely on enforcement.
- Collect current & former tenant arrears. Advanced caselists replace fragmented systems providing Housing Officers a clear and consistent way of working. Crucially, RentSense can be configured to apply your local policies in delivery, e.g., to set thresholds (the minimum balance to consider arrears); when to apply decision-making rules used to determine if and why a case is presented to users for action.
- Automate arrears management. Automation handles routine contact, freeing your team for conversations with more vulnerable tenants..
- Analyse performance. Enable data driven decision making through officer, team, and executive level performance reporting (real-time dashboards).

Proven, measurable impact

RentSense® delivers sustained improvements in income performance whilst supporting fair and consistent tenant outcomes, e.g.,

- The service allows you to focus on the right cases at the right time, **reducing**

Delivering better outcomes for residents:

"RentSense has helped us shift to a proactive, supportive way of working, focused on early engagement, not enforcement."

DARLINGTON Borough Council

"RentSense has not only strengthened our performance but also improved assurance for our executive team. Having clear, data-driven insights gives us confidence in our decision-making and reassures leadership that we are prioritising the right areas. The transparency of the data has been very well received at the executive level."

calicohomes

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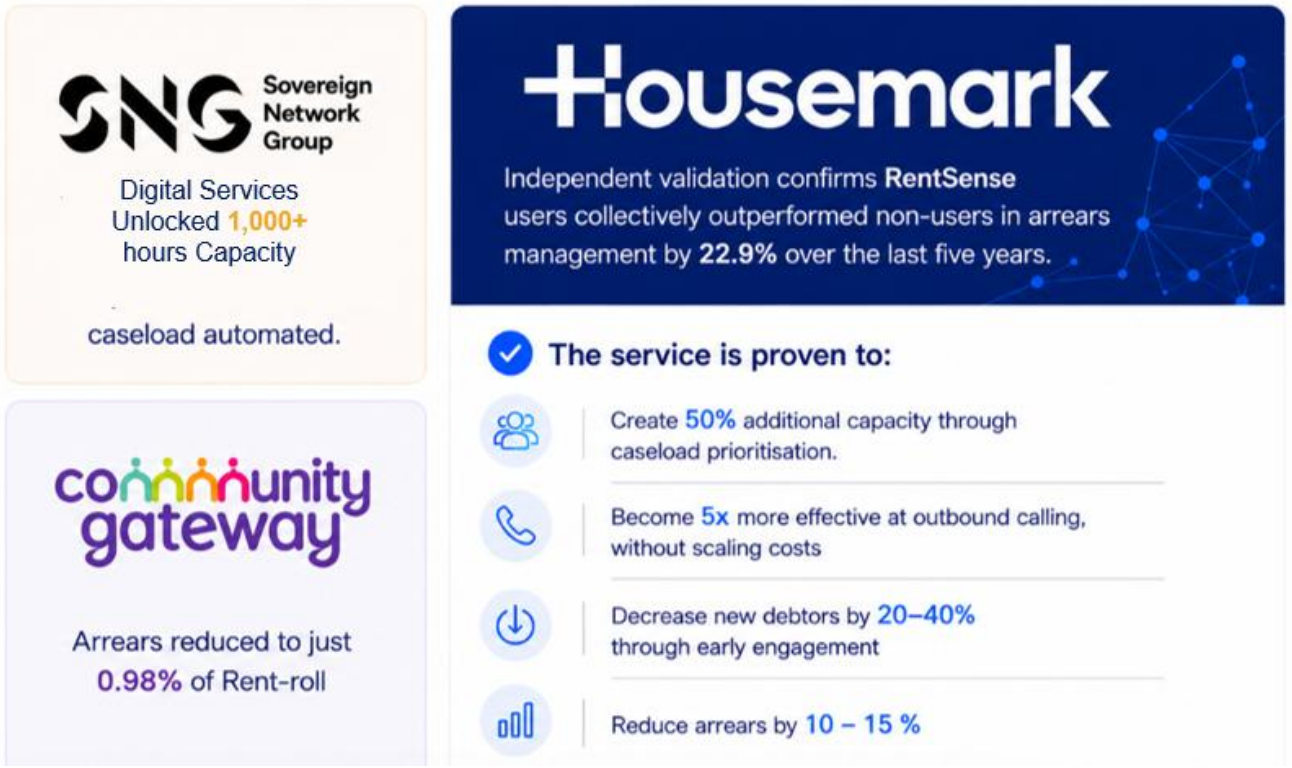
caseloads for under pressure Housing Officers by over 60%.

- In 2025, independent analysis by **Housemark demonstrated that RentSense® customers outperformed non-users in arrears management by 22.9% over a five-year period.**
- The service is **proven to reduce arrears related evictions by 38%,** and bad debt provision movement by 61% over a 3-year period.

Trusted delivery with a clear route to value

Our Specialist Social Housing Income Management - Project Team will apply our proven delivery approach to implement and embed the service in your business in as little as 16 weeks.

Once RentSense is deployed, your assigned Customer Success Manager will help you to drive benefits realisation, e.g., by providing benchmark performance data, insight into good practice from across our user base, as well as the provision of training on how to maximise the value of our service. You



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will also have access to resources from our regional Income Maximisation Team – high performing ex-housing professionals with proven track records in debt reduction. This includes providing you with social housing market insights, assistance with legislative readiness, as well as provision of soft-skills training for your housing officers.

Your pathway to sustainable social housing:

Our Account Management Team are on hand to:

- Share market insight into common and emerging income management team needs with you.
- Support you to build the business case for investment in predictive analytics and workflow management solutions.
- Provide you a live demonstration of RentSense using real housing income scenarios.

Where requested, Mobysoft may also offer a chargeable Proof of Value (POV) exercise that provides up-to six months of service to prove data services and to test value against agreed success criteria (operated as a break clause for cause within a longer-term agreement).

Further Insight – Quick Links:





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02

RentSense Software Packages

Optimise Caseload, Augment Resident Engagement, Manage Performance

2. RentSense Software Packages: Optimise Caseload, Augment Resident Engagement, Manage Performance

RentSense® is a cloud-based (AWS-Dublin) predictive analytics service designed specifically for SHPs. It works alongside your existing HMS to provide you with analytics and workflow management tools that will enable you to proactively support tenants to maintain their tenancy, rather than focus on enforcement action.

RentSense® is a modular service, you can procure modules independently or purchase services as packages to achieve greater value for money (Figure 1, shown right). Each package and the modules they include are described overleaf:

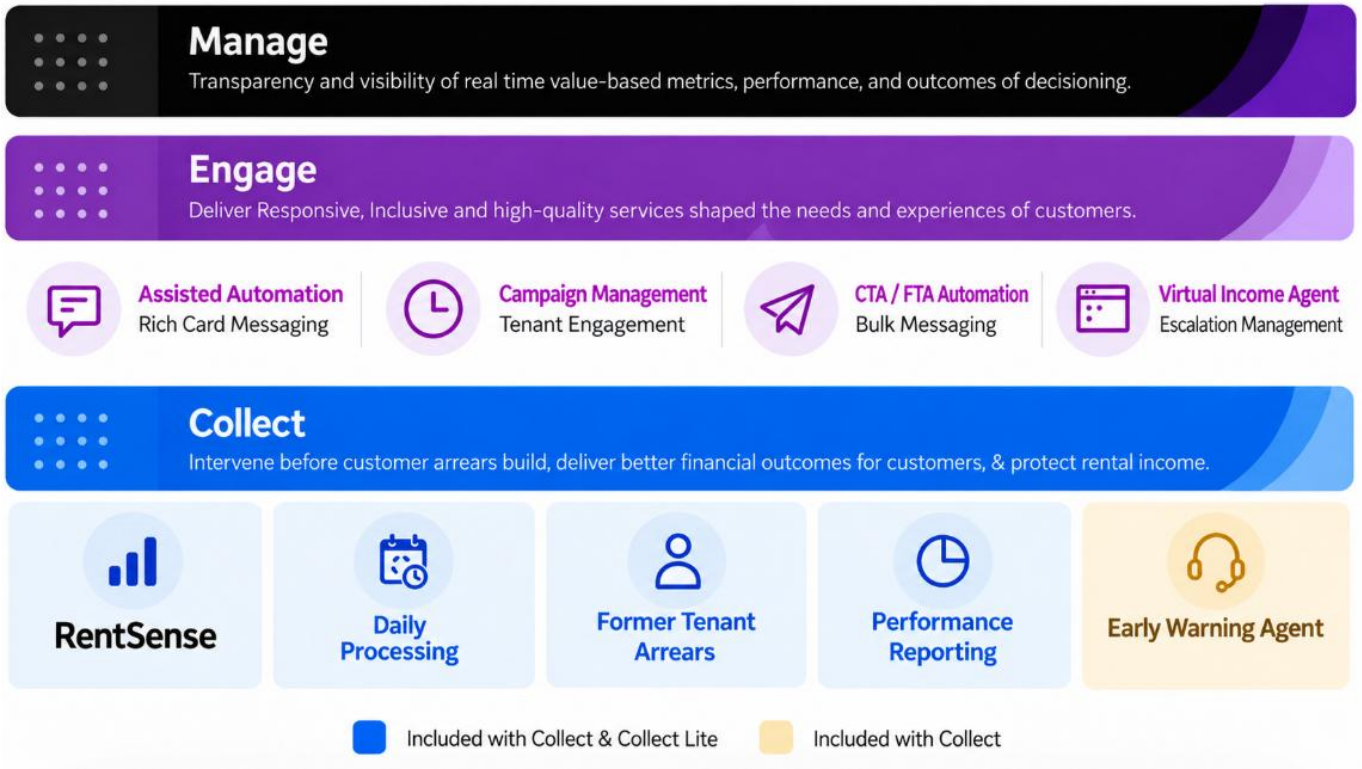


Figure 1: RentSense Packages & Modules
RentSense is a modular service, you can procure only the modules required or purchase services as packages to achieve greater value for money.

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Package #1: Collect

Everything you need to run effective income management

SHPs are under increasing financial pressure and regulatory scrutiny at a time when tenant vulnerability is rising. Housing Income Teams are therefore required to manage an increasing number of complex arrears cases fairly and consistently.

Our Collect package provides the toolkit required by income management teams to manage arrears effectively. It supports day-to-day arrears management, prioritisation of caseload and tenant engagement, as well as providing performance monitoring. The package includes the following modules:

RentSense – Caseload Management

RentSense is an expert system built specifically for social housing. It works alongside your existing Housing Management System rather than replacing it, reading rent-account data on a regular cycle and applying proven rules—together with your own local policies—to tell officers exactly which cases to work, when, and why. It is not a black box: the logic is transparent, configurable and auditable, so officers and managers can always see the reason a case has been presented.

The shift it delivers is simple but fundamental. Traditional arrears management works from balance-driven lists, so officers chase the largest debts—often long after the point where early help would have made the difference. RentSense instead prioritises on risk of escalation, using payment balance and balance momentum rather than balance size alone. The result is an accurate, ranked worklist every day that connects officers with the tenants who most need support, before debt takes hold.

RentSense provides a single platform for managing arrears across all tenure types including general needs, leaseholders, temporary accommodation, sheltered housing as well as tenants with complex payment arrangements.

RentSense includes SMS capability, allowing officers to text residents directly to offer assistance or prompt payment. Messages can be sent ad-hoc to an individual case, scheduled to go out automatically, or swept across any cases left unactioned at the end of the week — so no tenant in need slips through the net unengaged.



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Daily Processing

Daily Processing is designed to support housing officers using RentSense by automatically updating their caseloads throughout the week. This means that when tenants make the required payments, their cases are removed from the list of recommended arrears actions for your Income Management team. This ensures that officers are always working with the most accurate, up-to-date information, reducing unnecessary contact and focusing attention where it is needed most.

Performance reports

Out of the box, RentSense® provides a rich suite of PowerBI reports including:

- **First time debtors and respective 'hot spots'** provides geographical insight.
- **Repeat Cases**. Identifies prolific non-payers.
- **Repeat Missed Cases**. Identifies tenants who are in the greatest need of support.

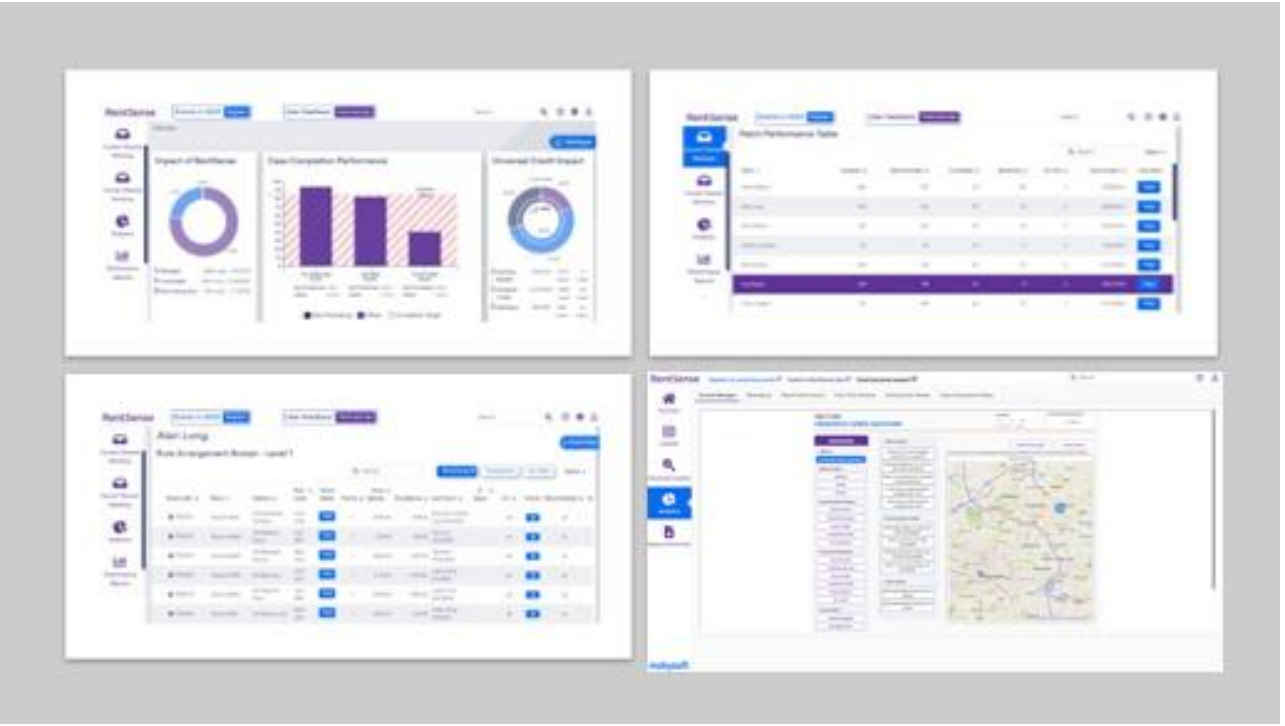


Figure 4: Power BI Performance Reports
RentSense provides a rich suite of performance reports as standard.

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- **Case completion.** Granular insight in to how people operate on a day to day, on an hour by hour basis.
- **Resolution.** A measure that looks at the quality of the work completed and the outcomes achieved, this report can be used to better target Housing Officer training and development.
- **Patch benchmarking.** Identifies the performance of patches side-by-side. These reports also allow you to apply resource based on demand instead of arbitrary patch distribution.

Former Tenant Arrears

Former Tenant Arrears is designed to help SHPs efficiently manage post tenancy debt. The module provides straightforward tools for case management (e.g. workflow management), reporting, and direct tenant communication. Former Tenant Arrears can be deployed on its own or as a complementary module alongside Income Optimiser, providing a unified approach to arrears management.

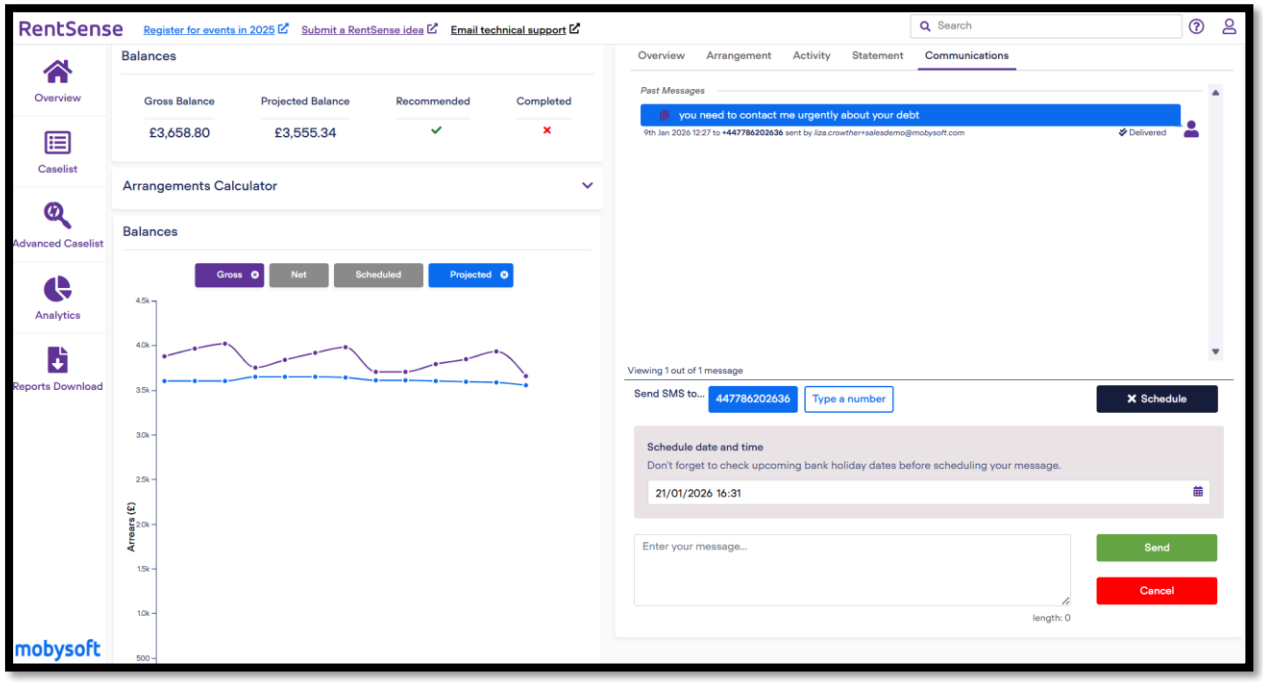


Figure 5: SMS - Scheduled Send

RentSense enables Housing Officers to send timely SMS to tenants to prompt payment.

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Early Warning Agent

Activated from month 7 onwards

Early Warning Agent applies Machine Learning to identify tenants who are currently (and have recently been) in credit but are predicted to fall into arrears within the next three months.

By forecasting tenant payment behaviour, Early Warning Agent allows housing providers to take early, preventative action before arrears occur. Once at-risk tenants are identified, the system automatically sends tenants a personalised SMS message encouraging them to review their rent account and make any necessary payments.



Early Warning Agent enables SHPs to focus on proactive engagement instead of Recovery

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Package #2: Engage

Achieve more with less through automation

Manual income management processes no longer scale to meet growing and increasingly complex arrears caseloads, and as a result frontline teams may process cases inconsistently or even face burnout. Augment provides scalable digital solutions that allow you to quickly manage your arrears caseloads. Crucially, augment enables you to match your digital ambition to your budget by providing tiered automation services:

Assisted Automation (Rich Card Messaging)

Mobysoft will provide you with a Rich Card Messaging service so that you can provide personalised payment reminders to tenants in arrears or have risk of arrears to take action (to send messages, your team will present tenant target lists to the rich card messaging service by extracting contact data from Mobysoft).

Rich Card Messaging enables tenants to click to action, it is therefore highly effective at prompting payments, e.g. **Edinburgh City Council collected £149,472**

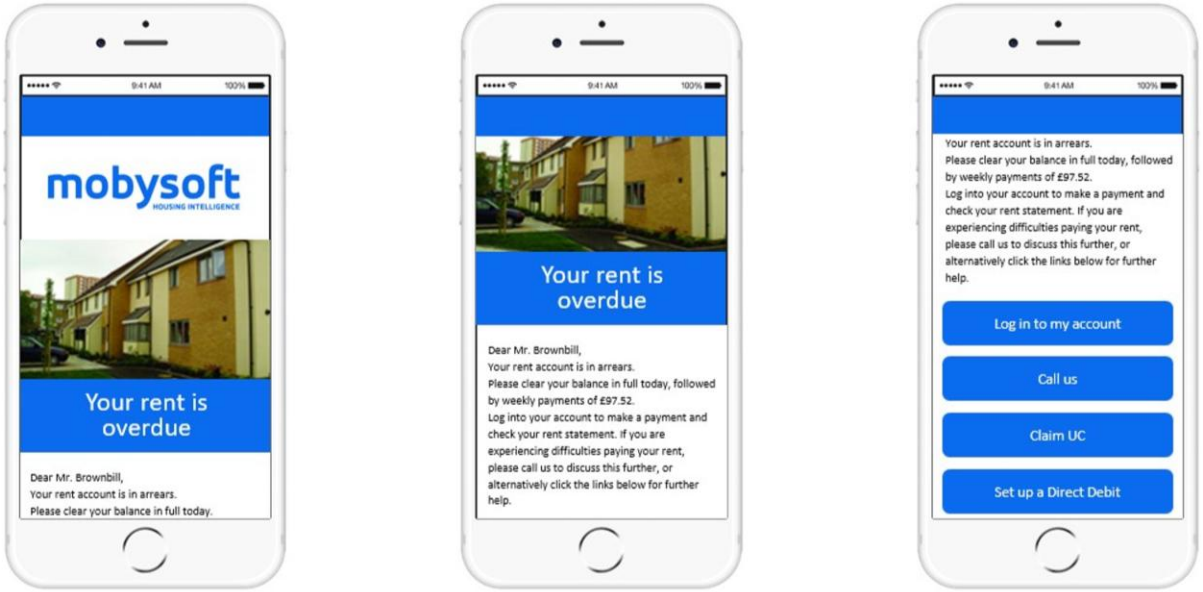


Figure 6: Rich Card Messaging Service
RentSense enables Housing Officers to send timely rich card messages to tenants to prompt payment.

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of payments from 1,821 message attempts in a single week using this capability.

In addition, the rich card messaging service provides reporting that highlights failed messages (so you can cleanse your data), the date, time and number of views of the message, and the timestamp of any 'call to action' button clicked, so you can track the effectiveness of your messages.

Rich card messages can also be configured to surface support from Mobysoft's partner network, so the same automated contact that raises an arrears issue can offer the tenant a route out of it, e.g.,

Published customer outcomes include 35 campaigns and 9,445 contacts at **Calico** (67% message read rate, over 10% of recipients cutting arrears by an average of £315).



Housing Perks helps customers cut the cost of everyday spending, put savings towards their arrears and access hardship payments.



Lightning Reach streamlines access to over 2,500 grants, local council schemes and other support services — presented quickly and with dignity, at the point the tenant is already engaged.

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Assisted automation can also be configured to place outbound calls to residents. This changes the economics of contact: costly, low-yield outbound calling activity is replaced by high-quality inbound calls from residents who are ready to engage, allowing your team to intervene early, build financial resilience and sustain tenancies.

CTA & FTA Automation

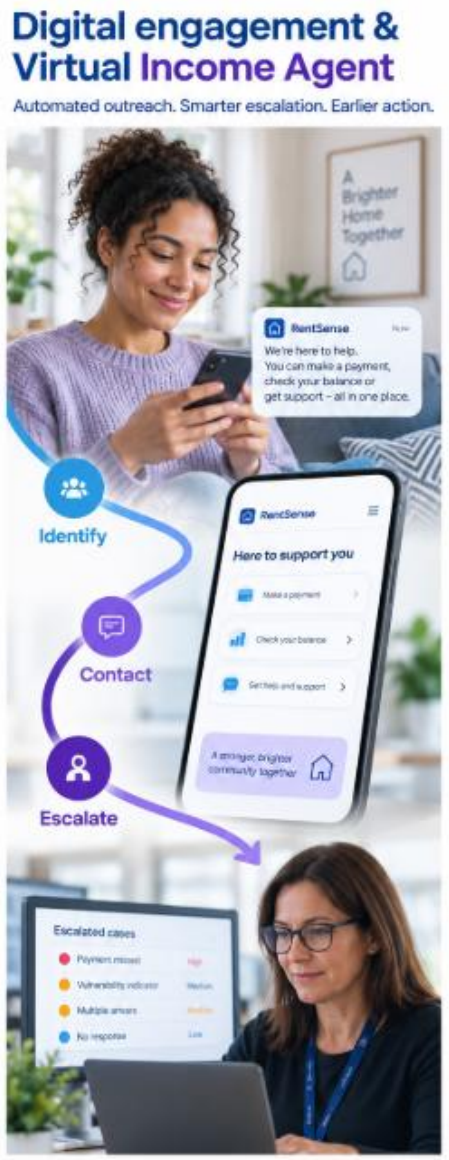
Integrated bulk messaging allows you to issue a single call to action across a defined cohort, e.g. former tenants, leaseholders, garage tenants, or any other group you need to reach. rather than working through the list caller by caller. You select the audience, set the message and the response route, and send. Those who need to act respond on their own terms, arriving as high-quality inbound contacts with intent already established, so your team spends its time on conversations that progress rather than on dialling through unanswered numbers.

Campaign Manager

Campaign Manager provides the ability to bulk send rich card messages to tenants that encourage and support positive tenant behaviour. It can act as an aid to encourage tenants to self-serve, reducing the amount of calls experienced by contact centres on a daily basis. The service is ideal for sending mass communication to tenants, e.g., new tenants, new UC claimants, existing tenants, NSP re-reserve.

Virtual Income Agent

Virtual Income Agent applies our automation engine to identify which tenants need contact and which of those contacts warrant escalation, assessing factors including debt level, current arrears stage, recency of contact and recorded vulnerabilities before any tenant is approached. Optionally, cases meeting the escalation criteria are passed to your housing management system, where they enter your existing arrears workflow for early-stage collection activity.



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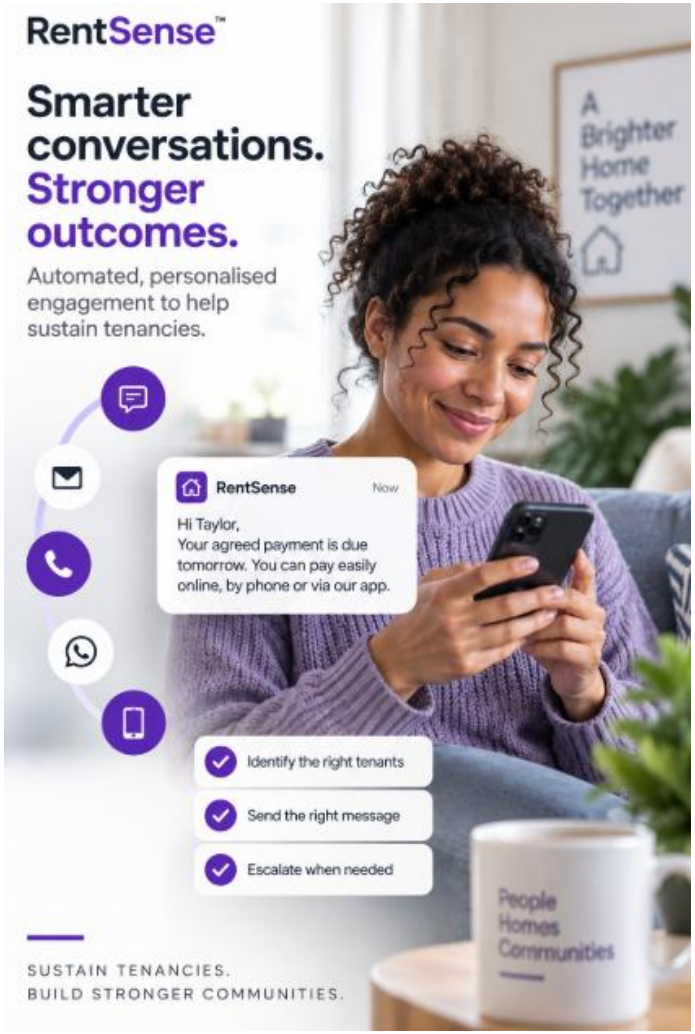
Package #3: Manage

Executive insight into future income risk

Executives need to know whether current operational activity is sufficient to deliver income targets before forecast shortfalls become financial problems.

Planned for future release, Manage is being developed for Executive Directors who need visibility of where income performance is heading, not just where it has been. It will provide forward-looking insight into revenue risk, enabling senior leaders to identify gaps early and apply focus, or intervention where income performance is at risk.

Manage will support informed decision-making at the top of the organisation and strengthen accountability across income management teams by providing a suite of management reports that forecast revenue and income risk.



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Benefits Summary



Appendix B – Architecture, **Appendix C**- Non-Functional Deliverables, & **Appendix D** - Technical Requirements, provide technical and compliance subject matter experts with further insight into the service.

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03 Easy to Implement
Proven HMS Connectors

3. Proven HMS Connectors

SHPs rely on data from diverse sources, with Housing Management Systems (HMS) serving as a primary pillar of operational management.

Mobysoft is proud to collaborate with a network of trusted integration partners, ensuring our RentSense® platform effectively connects with the tools and systems that housing providers rely on. **Our service provides proven connectors to all HMS services**.



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04 Implementation
Accelerating time to value

4. Implementation: Accelerating time to value

We will form a joint project team with you to implement RentSense progressively using our proven project methodology.

Deployment Strategy

We will develop a Service Roadmap for your business so that you can implement RentSense progressively (example shown right). This approach enables you to quickly deploy RentSense, or our Collect package, so that you can quickly implement smarter ways of collecting rent. You can then optionally build value by adding other modules or service packages to your service.

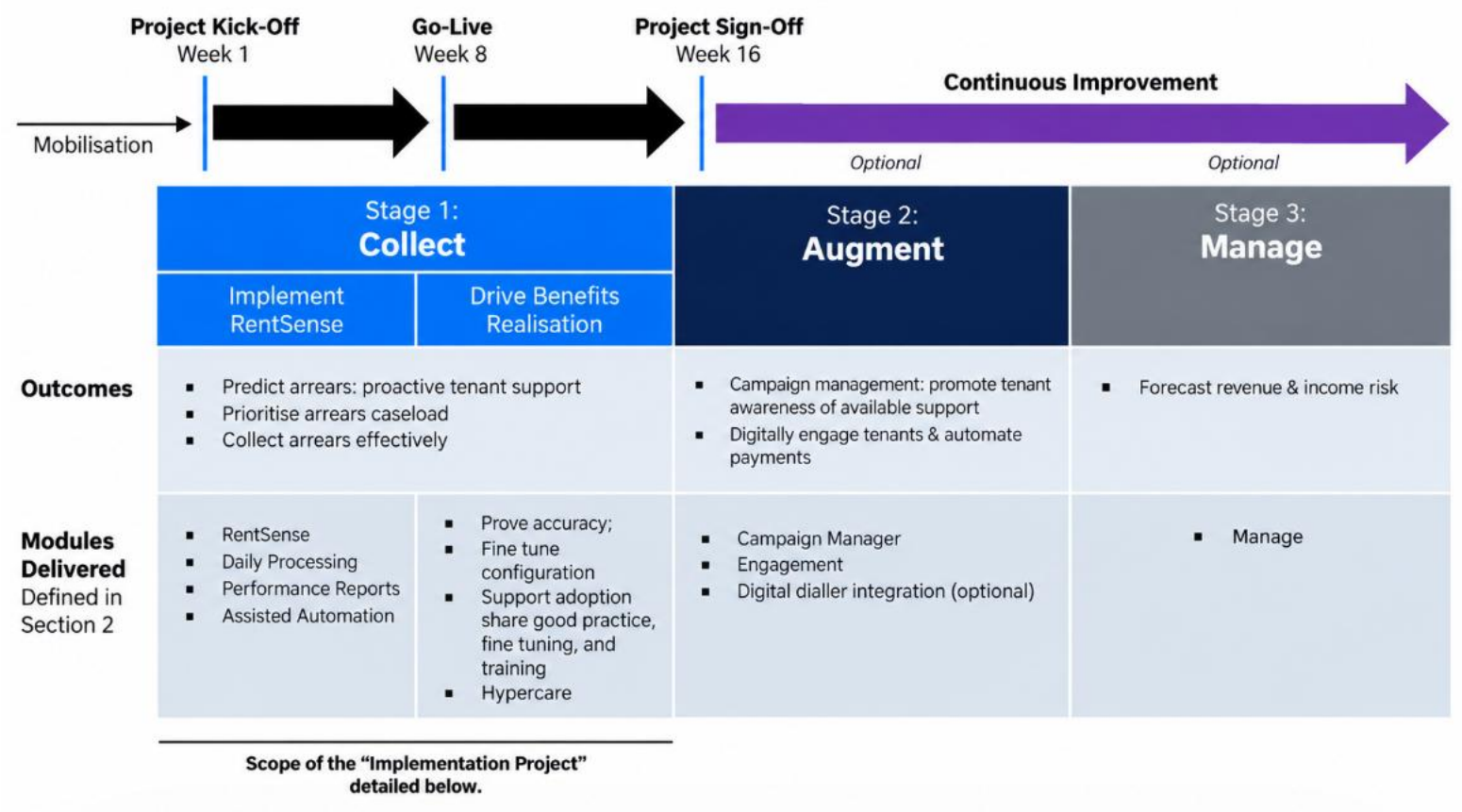


Figure 8: A Typical Service Roadmap

We will develop a Service Roadmap for your business so that you can implement RentSense progressively.

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Implementation Methodology

Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your income team's work. The key stages of an implementation are:

- Discovery which ensures that we understand your IT environment as well as your Income Management Teams policies, patch structures and ways of working, ahead of deploying RentSense.
- Once technical requirements are understood we will Provision RentSense and Configure RentSense to follow your preferred ways of working. This is a collaborative phase of the project that combes our implementation expertise with your operational insight to ensure the system highlights the right cases, at the right time, for the right people.
- You will then perform Customer Acceptance Testing (CAT) ahead of Go-Live & Training.
- Following go-live, we will work collaboratively with you to Optimise RentSense. This includes monitoring performance and usage, proving

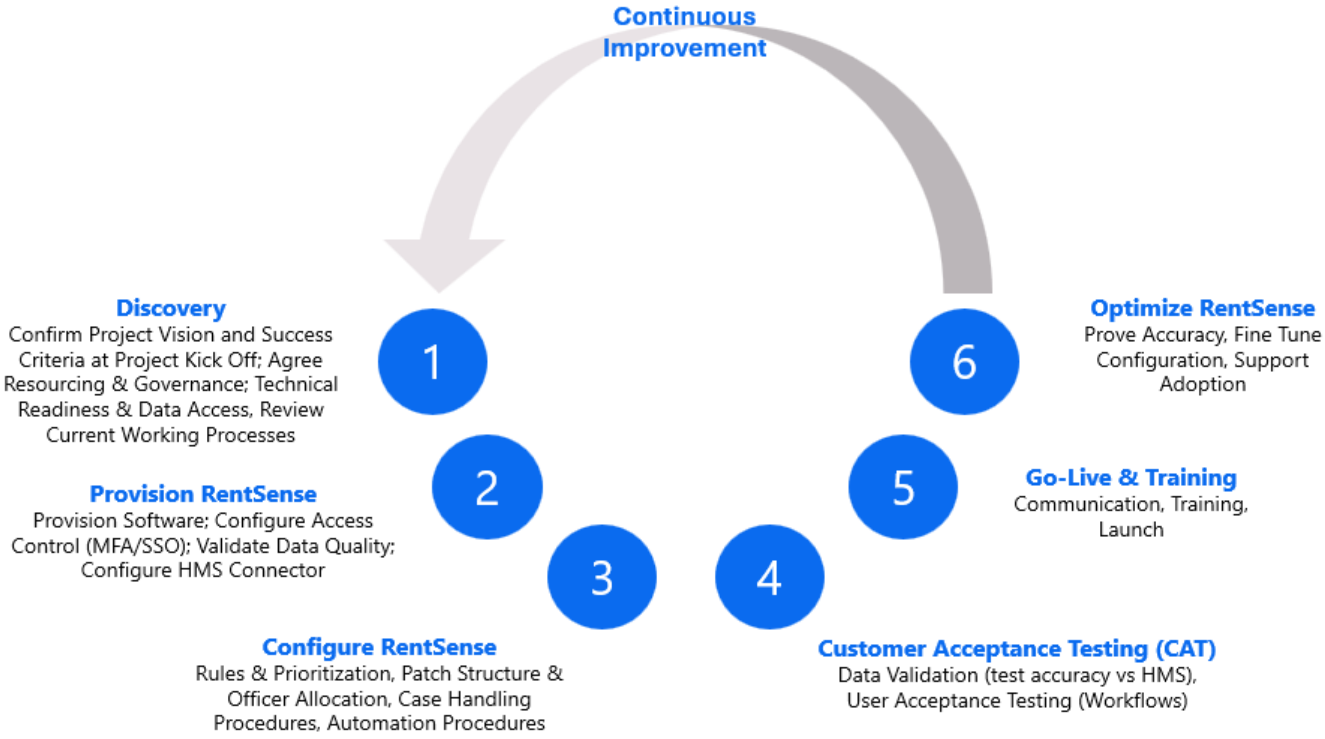


Figure 9: Proven Implementation Methodology

Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your income team's work.

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accuracy, as well as hands-on support from our team to support you adopt good practice.

Once the service is optimised, it will enter a short period of Hypercare, prior to the service being formally transitioned to our Customer Success team.

A Typical Implementation Plan

Our Specialist Social Housing Income Management - Project Team will apply our proven delivery approach to implement and embed the service in your business in as little as 16 weeks.
The chart to the right shows a typical implementation plan for your consideration.

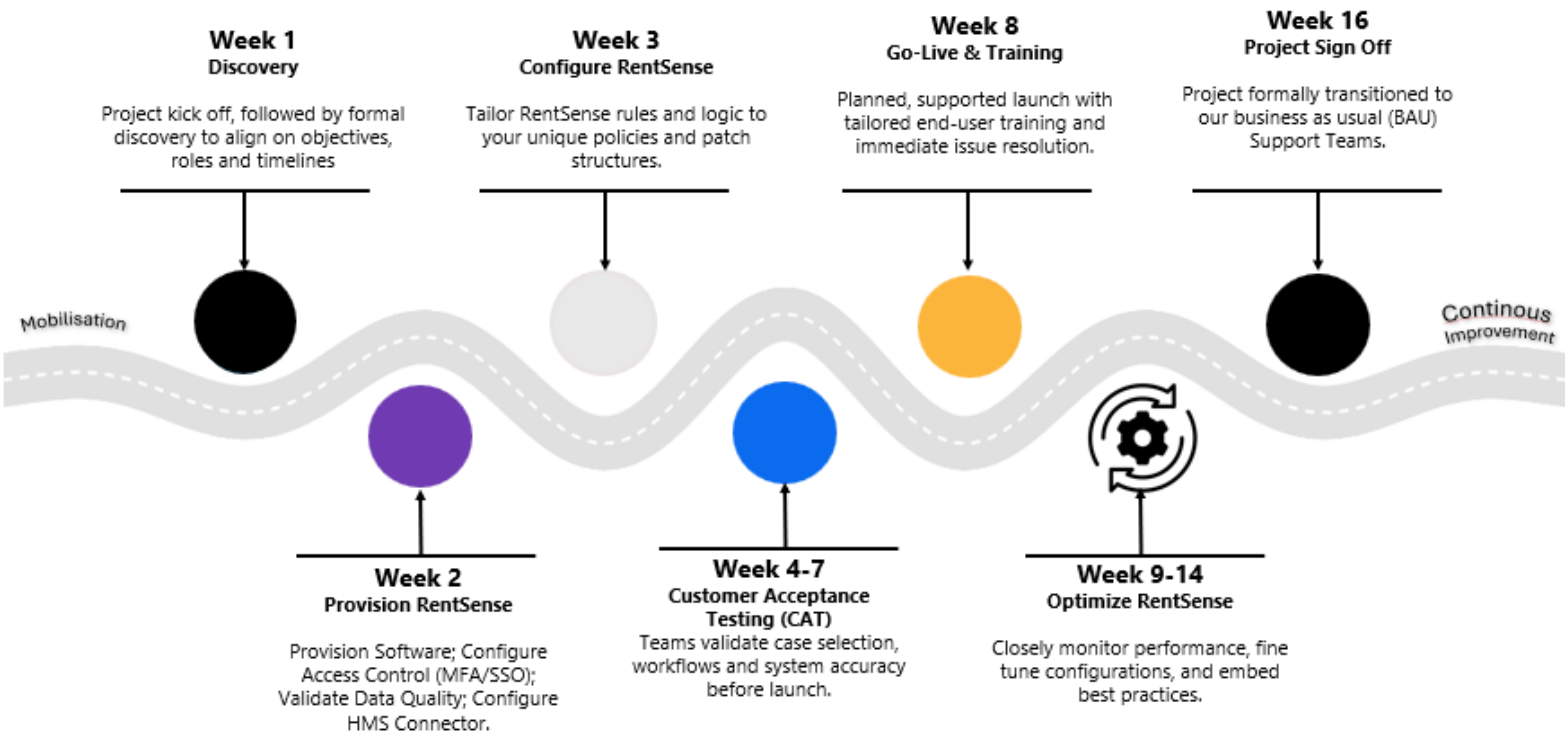


Figure 10: Typical Implementation Plan
Projects follow our structured implementation methodology to accelerate your time to value.

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05 Customer Success
Sustainable value

5. Customer Success: Sustainable value

Sustained improvements in income collection require a stable income management system, product adoption, effective operational practices, and strong leadership focus on income performance. Our service model therefore combines:

- A Service Desk Institute Blueprint aligned Support Package to drive service availability. The service includes deployment of updates & upgrades to your service.
- An assigned Customer Success Manager that will help you to drive benefits realisation, e.g., by providing benchmark performance data, insight into good practice from across our user base, as well as the provision of training on how to maximise the value of our service.
- You will also have access to resources from our regional Income Maximisation Team – high performing ex-housing professionals with proven track records in debt reduction. This includes providing you with social housing market insights, assistance

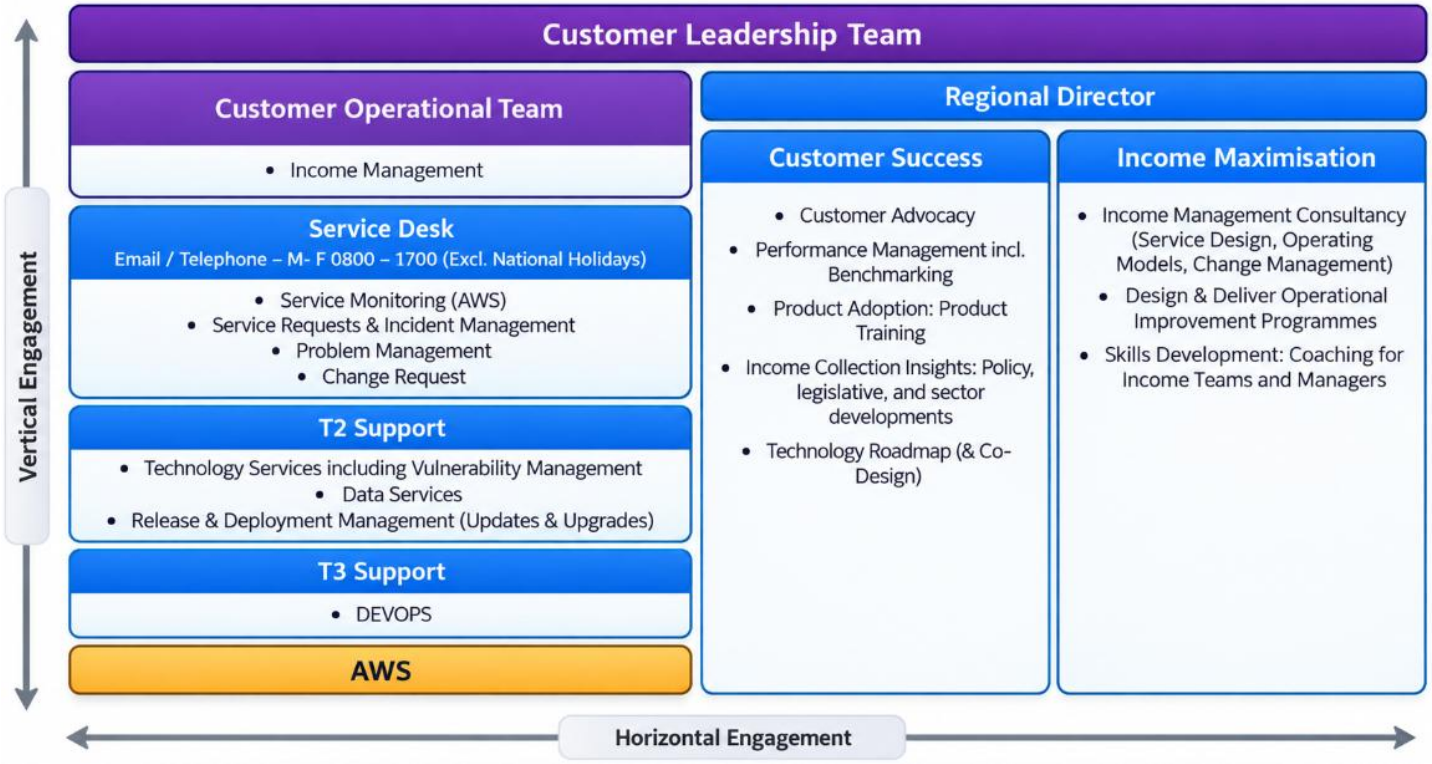


Figure 11: Delivering High Performance Income Management Services

Our Service Model is aligned to the Blueprint of the Service Desk Institute Global Best Practice to drive availability, adoption, and income management performance.

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with legislative readiness, as well as provide soft-skills training for your housing officers e.g. application of nudge theory to maximise collection, coaching to support vulnerable customers.

The following sections provide further insight into our Support, Customer Success and Income Maximisation Director (IMD) services:

Customer Success

Customer Success is structured around regular performance reviews, delivered monthly, bi-monthly, or quarterly depending on customer preference. These sessions:

- Review rent collection performance, arrears trends, and productivity.
- Track progress against agreed objectives and business cases, and where desired benchmark your income service against sector norms.
- Identify opportunities to improve outcomes through configuration, process, or behavioural change.
- Share good practice and provide access to webinars and training events that will sustain high performance.
- Capture customer feedback and product roadmap suggestions to share with our product and data teams to inform the development of the next release of RentSense®. You can also submit development ideas directly to our product team via our Ah-Ha Ideas portal.

Where issues or concerns arise, your Customer Success Manager acts as an escalation point for your team.

Income Maximisation

Our Income Maximisation Team provide SHPs with direct access to resources developed by highly experienced, former senior housing professionals to improve rent collection performance, reduce arrears, and strengthen income management capability.

Where an Income Management Director is assigned to your account, as detailed in your Order Form, the service also provides strategic consultancy; operational support; and practical training to help organisations maximise income; optimise their use of RentSense, and build sustainable high-performing income management teams.

Support can include:

- Strategic advice on income management models, structures, and service design
- Operational improvement programmes focused on arrears reduction and workload management.
- Bespoke training, workshops, and coaching for income teams and managers, e.g.

ARDENGLEN

"It's not just about the product, there's a wraparound service with real support and training from knowledgeable people."

Director of Customer Services

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- Caseload management and prioritisation (quality vs. quantity).
- Negotiation skills and difficult conversations.
- Performance management and productivity improvement.
- Manager capability development and leadership coaching.
- Supporting income services through change and transformation.
- Navigating Universal Credit and complex customer circumstances
- Temporary accommodation and former tenant arrears.
- Financial inclusion and compassionate rent collection approaches.

- Practical guidance on using RentSense® more effectively to drive outcomes.
- Cultural and behavioural change support to improve performance and engagement
- Insight-led reviews of performance, caseloads, and recovery approaches.

Support and Service Management

A Service Desk Institute aligned Support Package is provided to drive service availability. The service includes:

- Service monitoring and proactive service availability management, as well as performance management – ensuring that your caseload remains as expected.
- 99.5% service availability SLA.
- Target response and resolution times for service requests.
- Components of the Blueprint of the Service Desk Institute Global Best Practice including Vulnerability Management; & Problem Management.
- Deployment of updates & upgrades to your service so that you can keep at the forefront of income collection.

For full details of the SLA included within our pricing, please refer to **Appendix E – SLA**.

97% Customer Satisfaction
Achieved through SDI good practice

SDI Service Desk Institute

Excellent service as usual!

Sutton Housing Partnership

Really impressed by support received

Sovereign Housing Association

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Annex

A smarter way to collect rent

Appendix A: Mobysoft Overview

Our Business

Mobysoft develops solutions that make sense of social housing data. We exist to help housing providers sustain tenancies, build repairs services their residents trust, and keep homes safe from hazards. Our analytics and expert support turn good intent into work that lands.

Our Values

The Mobysoft corporate identity & brand is underpinned by its values:

Courageous	Innovative	Outcome Orientated
Collaborative	Customer-focused	Accountable

Our Products

Our work now spans income, repairs and automation, and it is only ever aimed at social housing. Every model is built on housing data and supported by people who have run these services themselves:

- RentSense®. RentSense tells your income team who to contact, when, and why – supporting you to deliver sustainable tenancies.
- RepairSense®. RepairSense reads every job you've logged to find the repeat call-outs, complaint risks and hidden hazards before residents report them.
- RiskSense®. Track every hazard from awareness to completion, with statutory clocks counted for you, live updates on fixes, and damp & mould prediction, all right beside the repairs data that tells you whether the fix held.

Our Commitment to Social Value

Mobysoft is a tech-for-good organisation committed to delivering measurable social value alongside our services. Our approach focuses on:

- Improving tenant financial resilience, including income maximisation and early intervention
- Supporting employment and skills development, particularly for early-career and under-represented groups
- Digital inclusion, through access to technology and skills
- Community and charitable support across the housing sector
- Promoting diversity and inclusion within housing and technology

Recent examples include:

- Supporting over 140 people into stable housing and 70+ people into employment through community partnerships
- Delivering £400,000+ of added value to the social housing sector through income maximisation services in 2024
- Providing apprenticeships, mentoring, and employability support for young people entering technology roles

Our social value activity is embedded in how we operate as a supplier to the social housing sector and supports wider community outcomes alongside service delivery.

Appendix B: Architecture

The following diagram provides a high-level view of how RentSense fits into your existing technology landscape (RentSense is hosted by AWS in Dublin):

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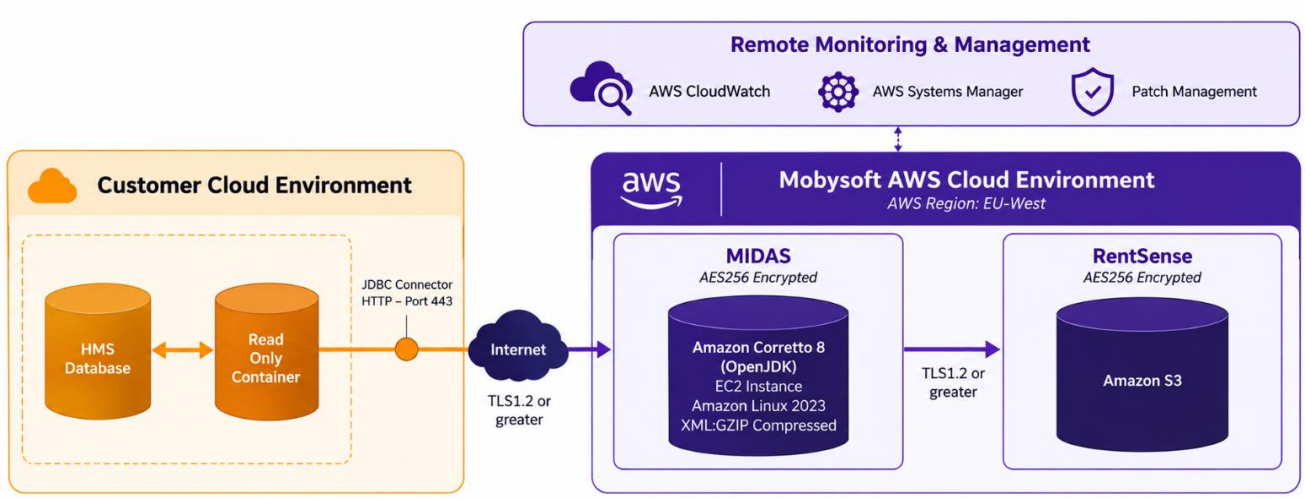


Figure 12: Service Architecture

We provide a secure, simple and scalable service architecture.

As shown, RentSense is designed to work alongside your housing management system, not replace it. Data is securely extracted on a scheduled basis, processed within the RentSense platform, and transformed into prioritised caseloads, forecasts, dashboards and automated actions for income teams and managers.

The architecture is intentionally simple and low risk: it requires no changes to your core housing system, supports secure access controls, and ensures that insight is always based on the most up-to-date data available. This approach allows organisations to realise value quickly, while maintaining full control over their source systems and data.

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Appendix C: Non-Functional Capabilities

Configuration

The service is highly configurable to meet the operational needs of different housing providers without requiring bespoke development. Configuration options include:

- Role-based user access and permissions (predefined and assigned to user groups as required).
- Business rules, thresholds, and prioritisation logic
- Workflow and escalation settings
- Reporting views, dashboards, and alerts
- Data refresh frequencies and notification preferences

Configuration changes can be made by authorised customer administrators or by Mobysoft as part of an agreed support or customer success engagement. All configuration changes are logged and auditable.

Audit

Comprehensive audit logging is enabled across the platform, with logs centrally collected, retained, and reviewed to support accountability and incident investigation.

Integration

The service is designed to connect securely with customer systems and third-party platforms. Key integration capabilities include:

- Secure file-based transfers (SFTP) where APIs are not available.
- Integration with select Housing Management Systems (HMS),
- Support for batch and near-real-time data flows, depending on use case.

Updates & Upgrades

Type:	Updates include security patches, performance improvements, defect fixes, and functional enhancements.
Frequency:	Minor updates are deployed regularly; major releases are delivered periodically.
Customer impact:	Updates are designed to be non-disruptive, with no customer action required.
Notice:	Customers are notified in advance of any changes that may affect functionality or user experience.

End-of-Life (EoL):

Where functionality is to be deprecated or retired, customers are provided with clear notice, guidance on alternatives, and reasonable transition timelines, e.g., you will receive 6 months-notice for features that are going to be sunset (full support is offered during this period). Typically, sunset features are replaced with better, more capable functionality.

Service Continuity – Business Continuity & Disaster Recovery (BCDR)

The RentSense® database is operated in a fault tolerant manner to ensure continual availability. In the event of a major issue with the underlying hosting provider, the stated

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Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.

Mobysoft has a Business Continuity and Disaster Recovery Programme that provides for continued operation of the business and the delivery of RentSense® in the event of partial/total loss of either hosting provider infrastructure or the Mobysoft office location(s).

Backup

Backups are performed by AWS automatically every 24 hours.

Information Security

Information security is embedded into the design, delivery, and operation of the service. Key controls include:

- Access control: Role-based access, least-privilege principles, and multi-factor authentication where required.
- Encryption: Data encrypted in transit (TLS 1.2 or greater) and at rest (AES256) using industry-standard protocols
- Vulnerability management: Regular vulnerability scanning, patching, and annual penetration testing performed by independent CREST professionals.
- Monitoring: Continuous monitoring for security events and anomalous activity
- Incident management: Defined security incident response processes, including customer notification where required

Security controls are aligned to recognised best-practice frameworks. Mobysoft is ISO 27001 certified and Cyber Essentials Plus certified.

Accessibility

WCAG2.1AA

Responsible AI

Where AI, machine learning, or automated decision-support is used, it is applied responsibly and transparently. Responsible AI principles include:

- AI is used to support human decision-making, not replace it
- Outputs are explainable and interpretable by users
- Models are monitored for performance, bias, and drift
- Customers retain control over how AI-driven insights are operationalised
- No automated decisions are made without appropriate human oversight

AI capabilities are designed to be ethical, accountable, and aligned with customer and regulatory expectations.

Compliance

The service is designed to support customer compliance with relevant legal and regulatory requirements. This includes:

- Provides the tools you need to maintain your compliance with the UK GDPR and Data Protection Act
- Secure data handling and retention practices

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- Support for sector-specific regulatory obligations (e.g. social housing governance and reporting)
- Alignment with recognised information security and service management standards

Compliance controls are reviewed regularly to reflect changes in regulation and best practice.

Language

English language interface that supports capturing data in alpha and numeric characters, e.g., you can store Welsh Language entries without special characters if required, or send SMS in the same way.

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Appendix D: Technical Requirements

Web Services Supported

Users access their RentSense® caseloads via a web portal. All modern web browsers are supported (Chrome, Edge, Safari, etc.).

MIDAS Data Extraction Server

RentSense requires a data extract from the customer's source system (typically a Housing Management System ('HMS')). As part of the implementation process, an on-premises tool is usually installed to extract, transform and securely upload data to RentSense. Where you prefer to host this service, the server specification is as follows:

- Windows Server (this can be a shared application server) within the same domain as the customer HMS database
- 8GB RAM
- 10GB available drive space
- Java 8 or Amazon Coretto 8
- Service Account (to run scheduled task)
- Remote Access Account
- Database Account (read-only permissions)

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Appendix E: Service Level Agreement

Support Hours

Standard support is provided during the following hours:

- Monday to Friday, 08:00 – 17:30 (UK time)
- Excluding England & Wales public holidays as defined here: UK bank holidays - GOV.UK

Out-of-hours support for critical incidents is available via escalation.

Service Availability

Mobysoft targets a **monthly service availability of 99.5%**, measured across core application services. Availability is calculated as the percentage of total time in a calendar month that the Service is available, excluding:

- Customer misuse or unauthorised changes
- Planned maintenance (with notice)
- Force majeure events
- Issues caused by customer systems, connectivity, or third-party services outside Mobysoft control

Target Service Request Response and Resolution Times

Severity	Description	Response	Resolution
1 – Critical	Complete loss of service or a critical function unavailable with no workaround.	Within 1 business hour.	As soon as reasonably practicable. Noting that the stated Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.
2 – High	Major functionality impaired, significant business impact.	Within 4 business hours.	Next business day.
3 – Medium	Partial loss of functionality or degraded performance.	Within 1 business day.	Agreed with Customer.
4 – Low	Minor issue, cosmetic defect, or general query.	Within 2 business days.	Next release (where added to the Mobysoft product roadmap).

Maintenance Windows

Planned maintenance is typically performed outside standard business hours:

- Customers will receive at least 5 business days' notice
- Emergency maintenance may be required in exceptional circumstances

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