



NeuroBridge® Services Definition Document (SDD)	
Reference ID:	SDD-NB-01 1.7 06.06.2025
Version:	1.07
Effective Date:	06/06/25
Maintained by:	NeuroBridge® Limited
Last Updated:	04.06.2025
Status:	ISSUED: Referenced within the NeuroBridge® Terms of Service as a "Service Definition Document"

1 Purpose

This Services Definition Document ("SDD") describes the standard scope, components, responsibilities, and service levels applicable to the subscription-based delivery of the NeuroBridge Platform. It supports and supplements the terms of the NeuroBridge Terms of Service and any associated Subscription Customer Order.

The SDD is maintained as a live policy. While non-material changes may be made periodically to reflect operational improvements or enhanced services, NeuroBridge will provide reasonable notice of material updates to Clients. The current version of this document shall be made available upon request and will not require re-signature unless expressly agreed otherwise.

1.1 Service Name

Neuroinclusion Support (NIS) System: This refers to the core Subscription Services delivered via the NeuroBridge Platform.

1.2 Service Description

The NeuroBridge Platform is a cloud-based Software-as-a-Service (SaaS) solution designed to help organisations develop and sustain inclusive working environments that account for neurodivergent needs. The Platform equips users across HR, leadership, and management functions with the insight, tools, and structure needed to embed inclusive practices.

Licensed Users are granted access to a secure, user-friendly digital environment containing:

- On-demand Neuroinclusion training modules and recorded lessons
- Toolkits, templates, and reference resources related to workplace adjustments
- Awareness and internal campaign materials
- Leadership and line manager guidance content
- User-level access and progress tracking
- Usage insights (where available under the Client's subscription tier)

The Platform is intended for internal organisational use only and is governed by the terms set out in the End User Licence Agreement (EULA).

1.3 Deliverables

Subject to a valid Customer Order and Client compliance with the terms of the Terms of Service, NeuroBridge shall provide the following standard deliverables:

- Access to the NeuroBridge Platform and all included features for the Subscription Term



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- Named Customer Success Manager (CSM) assigned to the Client
- New Platform resources and content released on a regular basis
- Helpdesk and support services during standard hours (see Section 6)
- Periodic service reviews and engagement tracking (see Section 9)

1.4 Target Users

The services are designed for broad organisational use, with particular value for:

- Human Resources and People Teams
- DEI and Wellbeing Leads
- People Managers and Supervisors
- Senior Sponsors of Inclusion Initiatives
- Neurodivergent Employees (via self-directed usage)

2 Service Hours and Availability

2.1 Platform Access

The NeuroBridge Platform is available to Licensed Users on a 24/7 basis, subject to scheduled maintenance or events beyond NeuroBridge's reasonable control.

2.2 Support Hours

Support is provided Monday to Friday, between 09:00 and 17:00 UK time, excluding public holidays in England and Wales. Outside of these hours, support is not guaranteed but may be provided for critical-impact incidents by prior agreement or as part of an enhanced support tier.

3 Service Levels

3.1 Platform Uptime

NeuroBridge shall use reasonable endeavours to maintain Platform availability of 99.9% per calendar month, excluding scheduled maintenance windows.

3.2 Onboarding Completion

NeuroBridge shall complete standard onboarding activities within ten (10) working days of contract commencement, provided the Client cooperates in a timely manner.

3.3 Campaign & Content Release

Where applicable to the Client's Subscription Tier, custom or templated campaigns shall be delivered within 28 working days from the agreed activation date.

3.4 Support Response Times (Business Hours)

Priority	Definition	Initial Target Response
Critical	Complete Platform unavailability or risk to data integrity	Within 2 working hours
High	Significant degradation affecting multiple users	Within 4 working hours
Low	Enquiries or minor errors/defects	Within 8 working hours