Billable Time Policy

BrightWork aims to provide clear and transparent guidance on how our Customer Success Team service hours are used. Our approach is based on a simple distinction between deployment services that deliver customer-specific value, which is billable, and break-fix support, which is not billable.

BrightWork will communicate when requested work is billable and, where appropriate, agree the scope and expected effort with the customer before proceeding.

Non-Billable Time

Non-billable time covers break-fix support where BrightWork is responsible for correcting an issue with BrightWork functionality or delivered work that does not operate as originally designed or agreed.

This includes:

- Investigation and resolution of BrightWork product defects or platform issues.
- Correction of BrightWork-delivered customizations that do not operate in line with the agreed requirements.

If the initial investigation determines that the issue falls outside break-fix support and further work will be billable, BrightWork will communicate this before proceeding with that work.

Billable Time

Billable time covers deployment services that deliver customer-specific value, including implementing, configuring, changing, extending, or enabling the customer's BrightWork solution.

Examples include:

- Solution installation, implementation and upgrade assistance.
- Requirements gathering, solution design and planning.
- Customer-specific Customizations, Estimation, Design, Development, Test-fixing, Validation with customers Deployment and Acceptance Testing.
- Customer-requested changes, additions, enhancements or adjustments.
- Assistance with customer-built customizations, configurations or customer-introduced issues.
- Customer-specific training, advisory and consulting services.