



SUPPORT & SERVICE LEVEL POLICY (SLA)

Last Updated: 29/01/2026

Applies to all Quantisca products, software, and services

1. Introduction

This Support & Service Level Policy (“Policy”, “SLA”) describes the level of support provided by Quantisca (“we”, “us”, “our”) to users of our software, Expert Advisors (EAs), digital products, and platforms (“Quantisca Products”).

By using Quantisca Products, you agree to the terms of this Policy.

2. Scope of Support

Quantisca provides support exclusively for:

- product access issues
- license activation issues
- technical problems directly related to Quantisca Products
- general usage questions
- bug reporting
- account related inquiries

Support is provided only for Quantisca Products and not for third party services.

3. What Is Not Covered

Quantisca does not provide support for:

3.1. Trading Related Issues

- trading losses
- market conditions
- broker execution
- slippage, spreads, liquidity
- VPS or internet failures
- incorrect risk management
- user trading decisions

3.2. Third Party Services

- brokers
- trading platforms (MT4/MT5)
- VPS providers
- hosting providers
- payment processors
- external tools or plugins

3.3. User Configuration

- incorrect EA settings
- incorrect installation
- custom modifications
- personal trading strategies
- optimization or backtesting

3.4. Financial or Legal Advice

Quantisca does not provide:

- investment advice
- trading recommendations

- legal or tax guidance
- personalized consulting

4. Support Channels

Quantisca provides support through:

- email
- support ticket system
- official communication channels listed on our website

Quantisca does not provide support via:

- phone
- WhatsApp
- Telegram
- social media
- personal accounts

5. Response Times

Quantisca aims to respond within:

- 24–72 hours on business days
- longer during weekends, holidays, or high volume periods

These are targets, not guarantees.

No compensation is provided for delayed responses.

6. Availability

Support availability:

- Business days: Yes
- Weekends: Limited or unavailable
- Public holidays: Unavailable

Quantisca may temporarily suspend support during:

- maintenance

- system updates
- high volume periods
- force majeure events

7. Bug Reporting & Fixes

Users may report bugs related to Quantisca Products.

Quantisca will:

- review the issue
- attempt to reproduce it
- prioritize fixes based on severity

Quantisca does not guarantee:

- immediate fixes
- specific timelines
- future updates
- feature requests

8. User Responsibilities

Users are responsible for:

- providing accurate information when requesting support
- following installation instructions
- using compatible platforms and brokers
- maintaining stable VPS/internet
- securing their accounts and devices
- ensuring correct EA configuration

Quantisca is not responsible for issues caused by user error.

9. Support Limitations

Quantisca may refuse support if:

- the user violates Terms of Service or EULA

- the user uses modified or pirated software
- the issue is caused by third party services
- the user engages in abusive behavior
- the user requests prohibited assistance (e.g., financial advice)

10. No Guarantee of Resolution

Quantisca does not guarantee:

- resolution of every issue
- compatibility with all brokers
- compatibility with all VPS providers
- uninterrupted service
- future updates or improvements

Support is provided on a best effort basis.

11. Abuse of Support

The following behaviors may result in suspension of support:

- harassment or abusive language
- repeated violation of policies
- excessive or unreasonable demands
- attempts to manipulate support staff
- fraudulent claims

Quantisca may terminate access to support at its discretion.

12. Changes to This Policy

Quantisca may update this Policy at any time. Continued use of Quantisca Products constitutes acceptance of the updated version.

13. Contact

For support inquiries, contact: contact@quantisca.com