Composure247

LEGAL

Free Trial Agreement

The 30-day free trial of Composure247: what it includes, its limits, and what happens at the end.

VERSION	DATE	FOR
1.0	24 October 2026	Composure247 customers

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1. Who this agreement is between

1.1 This agreement is between **CITSYS LIMITED** (company number **07254892; registered office 248 Church Lane, Kingsbury, London, NW9 8SL**), which provides Composure247 ("**we**"), and the business that signs up for a free trial ("**you**").

1.2 You accept it, together with the Terms of Service and the Data Processing Agreement, when you tick the box at sign-up. The person who signs up confirms they are authorised to accept it for your business, and becomes your first administrator.

1.3 The trial is for businesses that are assessing Composure247 for their own use. Consumers can't take it, and neither can our competitors without our written agreement.

2. What the trial includes

2.1 **Length.** The trial lasts **30 days** from the day your workspace is created. We may extend it by agreement.

2.2 **Plan.** During the trial you use the **Communicate** plan, which includes customer updates, the branded customer portal, post-incident reviews and Root Cause Analyses, AI personas and planned maintenance. Features of higher plans are shown but locked.

2.3 **No card, no charge.** We don't take payment details at sign-up, and nothing is charged during or at the end of the trial unless you choose to subscribe.

3. Trial limits and safeguards

These protect your customers, other people's inboxes and the Service while you set up.

3.1 **Notifications start paused.** Your workspace starts with customer emails and texts paused, so nothing reaches anyone while you load data and test. While the pause is on, the setup test incident can send only to your own sign-in email and mobile number. You switch customer notifications on yourself, by pressing **Go live** at the end of setup or **Resume now** in *Settings › Notifications*.

3.2 **Daily sending limit.** During the trial, your workspace can send up to **200 emails and 20 texts a day** (UTC). Messages over the limit that day are not sent and not queued, and the Service tells you when the limit has been reached. The limit is lifted when you move to a paid plan.

3.3 **Work email only.** A trial must be started with a work email address at your business.

3.4 **One trial per business.** Unless we agree otherwise.

3.5 **No service levels.** No uptime or support commitments apply during the trial. We will still help by email at **support@composure247.com** where we can.

4. Your responsibilities during the trial

4.1 **The usual rules apply.** The acceptable use rules in the Terms of Service apply in full. In particular, contact only people you have a lawful basis to contact, and use the Service only for operational communications with your own customers.

4.2 **Real customer data.** You may load real customer and contact details during the trial. If you do, the Data Processing Agreement applies to them from the start, and once you go live your messages reach real people. Check your settings and run the setup test before you do.

4.3 **No workarounds.** Don't try to get around the paused start, the sending limit or any other safeguard, or create more than one trial to do so.

5. Your data during and after the trial

5.1 **During the trial,** we process your data under the Terms of Service and the Data Processing Agreement, exactly as for a paid customer. That covers hosting in the UK, and our sub-processors.

5.2 **If you subscribe,** everything you set up carries straight over. You start again from nothing only if you choose to.

5.3 **If you don't subscribe,** then when the trial ends:

- the workspace may become read-only or be suspended;
- **30 days** later, if you haven't subscribed or asked us to keep it, we may delete the workspace and its data.

We will email your administrators before deleting anything, and you can ask us for an export first.

5.4 **Deleting earlier.** You can ask us to delete your workspace at any time during the trial by emailing **support@composure247.com**.

6. No charge, no warranty, limited liability

6.1 **No warranty.** The trial is free and provided **as is**. To the extent the law allows, we give no warranty during the trial, including about availability or the delivery of messages.

6.2 **Liability limit.** Apart from liability that can't be limited by law (death or personal injury caused by negligence, and fraud), our total liability to you in connection with the trial is limited to **£100**.

6.3 **Your indemnity.** Your indemnity in the Terms of Service, covering the messages you send and the data you load, applies during the trial.

7. Ending the trial, and moving to a paid plan

7.1 **When it ends.** The trial ends at the end of its 30 days, when you move to a paid plan, or when either of us ends it.

7.2 **Ending it early.** You can end the trial at any time by emailing **support@composure247.com**. We may end or suspend it at any time:

- straight away, if we reasonably believe the Service is being misused or the trial is not being used in good faith;
- otherwise, with **7 days'** notice.

7.3 **Moving to a paid plan.** To subscribe, contact us at **sales@composure247.com**, or use the in-product option once it is available. From then on, the Terms of Service and your order form apply, and the trial's

sending limit is lifted.

8. General

8.1 **Other terms.** The general terms of the Terms of Service also apply to this agreement: notices, assignment, events beyond our control, entire agreement and the law of England and Wales.

8.2 **Changes.** We may update this agreement for future trials. A trial already running continues under the version you accepted, which we record at sign-up.

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*Version **1.0**, **24 October 2026**. Composure247 is software provided by CITSYS LIMITED.*

Composure247

Every customer kept informed.
Every incident closed properly.

TALK TO US
sales@composure247.com

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