



CP-REF-003 – Contact Directory

Document ID: TCP-REF-003

Version: 1.0

Classification: Public Trust Center Publication

1. Purpose

This publication provides the official contact channels for security, privacy, legal, compliance, technical support, commercial inquiries, and Trust Center communications.

2. Contact Directory

Function	Contact
General Enquiries	support@sosme.ai
Customer Support	support@sosme.ai
Technical Support	support@sosme.ai
Sales	sales@sosme.ai
Partnership Enquiries	partners@sosme.ai
Security Team	security@sosme.ai
Vulnerability Reporting	security@sosme.ai
Privacy Office	privacy@sosme.ai
Data Protection Requests	privacy@sosme.ai
Legal Affairs	legal@sosme.ai
Compliance & Governance	compliance@sosme.ai
Trust Center	trust@sosme.ai
Media Relations	media@sosme.ai





3. Business Hours

Support services are provided in accordance with the applicable customer subscription and Service Level Agreement (SLA).

4. Emergency Security Reporting

Security vulnerabilities should be reported through the process described in:

TCP-SEC-002 – Vulnerability Disclosure Policy

5. Related Documents

- ◆ TCP-SEC-002 – Vulnerability Disclosure Policy
- ◆ TCP-PRI-001 – Privacy Policy
- ◆ TCP-LEG-001 – Legal & Regulatory Information
- ◆ TCP-REF-001 – Trust Center Index

