

ABSS BUSINESS SUPPORT TERMS & CONDITIONS

- Access to technical support is exclusive until the expiry date of the Software Premium Cover for your respective product serial number.
- Technical support is available only for active Software Premium Cover serial numbers purchased against the specific ABSS product.
- A caller verification will be performed to verify the contact details of users before any assistance can be given.
- Technical support assistance is available via telephone from 9:00 am to 5:30 pm (Monday – Friday), excluding public holidays. Email and fax inquiries can also be sent through, and our support team will attend to them on the next business day.
- Technical support assistance does not include:
 - ❖ Accounting and taxation advice
 - ❖ Any hardware or operating system-related troubleshooting
 - ❖ Network setup, connectivity, or performance issues
 - ❖ Performing actual or specific payroll and accounting transactions
 - ❖ Application consultation
 - ❖ One-on-one training over the phone on how to use software integration with other third-party products or services
 - ❖ Customization of forms and reports
 - ❖ Performing data file migration, import, and export of transactions
- Our response time commitments are:
 - ❖ Email response for inquiries received before 5:00 pm: within 1 business day
 - ❖ Data file repair: between 3 to 5 working days
 - ❖ Initial data file checking or troubleshooting: between 1 to 3 working days
 - ❖ Serial number removal: within 1 working day
 - ❖ Password extraction: within 1 working day
- Active Premium Cover subscribers as of 1st August will receive free access to the ABSS Premier/Accounting Connect series of products for the remainder of their Premium Cover term.
- Active Premium Cover customers must claim the Free Access by 31 January 2025. No Free Access claims can be made after this period.