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 Accounting/Premier Connect series of products for the remainder of their Premium Cover term.