

Technical Support Services Terms

1. Scope of Services

The Service Provider agrees to provide technical support services as described in this agreement. Support may include troubleshooting, installation assistance, and product usage guidance.

2. Service Hours

Technical support is available Monday through Friday, 9:00 a.m. to 6:00 p.m. (local time), excluding public holidays.

3. Methods of Support

The following methods of support will be provided:

- Email
- Telephone
- Remote desktop assistance (if necessary)

4. Response Times

The Service Provider will respond to all support requests within two (2) business hours.

5. Customer Responsibilities

The Customer is responsible for providing detailed information regarding the issue and reasonable access to necessary equipment and systems.

6. Exclusions

Technical support services do not include hardware repairs, third-party software support, or on-site services unless otherwise specified.

7. Termination

Either party may terminate these services with thirty (30) daysâ€™ written notice.

8. Acceptance

Please enter your full name below to indicate acceptance of these Technical Support Services Terms:

Full Name: