

## 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 customers in Singapore can claim/be eligible for Free Access to the ABSS Premier/Accounting Connect series of products for the remainder of their Premium Cover term upon the launch of ABSS Accounting & Premier Connect in Singapore.
- Active Premium Cover customers must claim the Free Access by 31 May 2025 or within six months of the product release date. No Free Access claims can be made after this period.
- Customers who purchase Premium Cover after the release of ABSS Accounting & Premier Connect in Singapore will not qualify for the Free Access claim.