

OPERATIONAL POLICY

Service Support Policy

Version 3

Legal & Compliance



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1. Application Support

Application Support is set out in the OneAdvanced Customer Support Handbook. It explains how Customers can utilise their support options to maximize the benefits for their organisation. Unless otherwise stated, support in the context of the Customer Support Handbook refers to application support. Please note that information in the Customer Support Handbook can be subject to contractual variations, and may change at any time to improve on the level of service that we provide. The latest version of the Customer Support Handbook can be found here at: www.oneadvanced.com/supporthandbook.

2. Support Version Policies

OneAdvanced differentiates between support levels for different versions of products – as is set out on the Customer Support Portal and can vary per product. Customers can request copies of such policies prior to entering into the Agreement with OneAdvanced (or at any time subsequently) from their OneAdvanced sales contact / account manager.



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