



OX SOFTWARES SUPPORT SERVICE LEVEL AGREEMENT

Services Delivery is the key element of OX SoftwareS integrated capability. Our support/services are focused on helping our customers become more responsive, resilient, variable and focused. Our delivery center is currently located in Chennai. All technical support is handled through the helpdesk and operated purely on a ticket basis. Please note that all priorities have been set to medium as we work on tickets in the order that we receive them.

What We Promise From Support Desk

Turn around time(TAT) for all our support services(like installation requests, 3rd party integrations, Bug fixing, software-operations queries) will be answered within 24 hours from the time of submission of the tickets.

- All the new bug reports will be fixed within 2 business days from the time the ticket(bug) is submitted.
- An instant reply to all our customer tickets will be sent as a token for receiving the ticket, and this email will also enable you to have a clear insight of the details and timelines of the ticket.
- An instant update for any fixes found or any updates on the status of the ticket will be reported through a reply to the ticket thread along with the necessary/corresponding screenshots if required.
- The Support Desk will support all the related software versions.
- If your server is found to be missing essential server requirements to run our software, then you will be notified with the missing requirements to resolve the same.

What we don't promise from Support Desk (for a 24 hour timeframe):

- The support Desk will not give any Coding advice, and coding examples will not be offered through the support desk.
- The support desk will not review any code changes for compatibility.
- We will not give any support functionalities if the client does any new custom changes.
- We will not give support for the older version of the software.
- If the bug cannot be replicated on the demo version of the software the 48 hour timeframe will not apply.

What we require:

- Your correct website login details, example admin login details
- Your server login details, login access for SSH, CPANEL, FTP etc.
- In case if you have any trouble with 3rd party services, issues with your payment gateway or with Facebook etc, then we will need those related account login details as well, so that our support team can investigate such problems.
- Depending upon your issue, we will need 24 hours to 4 days of time.
- If in case you submit a ticket with incorrect login details / incomplete info, the 24 hours to 4 days time will be considered only from the time you provide correct details.



Official Working Hours / Holidays / SLA

- Our official working hours are Monday to Friday (09:30 A.M to 07:00 P.M IST) Our office will remain closed on all General / National and Local Holidays.
- Tickets posted during the working hours (09:00 A.M to 09:00 P.M IST) will be resolved within 24 to 48 hours from the time the ticket has been submitted. If the ticket gets posted after our scheduled working hours then the tickets will be taken into the next day's account and will be resolved within 24 to 48 hours starting from the next day.

OX SoftwareS Pvt. Ltd. reserves all rights not expressly granted to you in this Support Service Level Agreement. If you have questions about these terms and conditions, please send email to support@oxsoftwares.com but note that such questions or email will not release you from the terms and conditions of this Support Service Level Agreement.