

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 Premier/Accounting Connect series of products for the remainder of their Premium Cover term.
- ABSS Premium Cover subscriptions that commence after 1st August 2024 will not receive any free access to the ABSS Premier/Accounting Connect series of products.

