

Support & Maintenance Terms

Phone Support : 8am to 6 pm PST (Monday – Friday)
(excluding company holidays)

Support Phone : (626) 325-3158

Support Email: support@noleadfines.com

- **Case Logging**
 - Telephone Support
 - Email Support

- **Bug fixes** to bring the service into substantial conformance with its then current user guide.

- **Response time** of [24] business hours

- **Resolution Process**
 1. Trouble Ticket opened
 2. Assign engineer to determine and correct the error
 3. Periodic reports on the status of the correction
 4. Initiate work to correct the error

- **Scheduled Outages** are usually scheduled during 1:00 AM and 3:00 AM and customers are usually notified via email.