TechSafe IT Support Documentation

Effective Date: 01/12/2023

1. Introduction

Welcome to TechSafe IT Support! This document outlines the terms and conditions for our standard IT support services during normal business hours. Please read this document carefully to understand the scope of our support, how to submit requests, and the warranty terms associated with our services.

2. Troubleshooting Guides

Please refer to our online support guides, https://techsafe.nz/support/, to troubleshoot your issues.

The TechSafe portal will report API issues and provide general guidance to resolving the issue.

3. Support Hours

Our IT support team is available during normal business hours, Monday through Friday, from 9:00 AM to 5:00 PM. Support requests submitted outside of these hours will be addressed on the next business day.

4. Contacting Support

All support requests must be submitted via email to support@techsafe.nz. To ensure timely and accurate assistance, please include the following information in your support email:

Subject: Brief description of the issue

Your Name

Contact Information

Company Name (if applicable)

Detailed description of the issue

Our support team will respond to your email promptly and work towards resolving your issue in a timely manner.

5. General Support Terms

- **Response Time:** Our goal is to acknowledge support requests within 4 business hours. The actual resolution time may vary depending on the complexity of the issue.
- **Remote Assistance:** In some cases, our support team may request remote access to your systems to facilitate troubleshooting and resolution. You will be notified in advance, and your consent will be obtained before remote assistance is initiated.
- **Updates and Communication:** We will keep you informed of the progress of your support request. If additional information is required from your end, we will communicate this promptly.

6. Warranty Terms

- Our support services are provided on an "as-is" basis. While we strive to provide the best support possible, we do not guarantee the resolution of all issues.
- TechSafe is not responsible for data loss during the support process. It is recommended to back up important data before seeking support.

7. Escalation Process

- Escalation Contacts: Clearly define the escalation process in case an issue cannot be resolved through standard support channels. Provide contact information for escalation contacts within your organization or Microsoft, if applicable.

8. Contact Information

For any inquiries or clarification regarding our IT support services, please contact us at:

TechSafe NZ Support Email: support@techsafe.nz

Thank you for choosing TechSafe for your IT support needs. We are committed to providing excellent service to ensure the smooth operation of your IT systems.