

## Support Policy

**Effective Date:** 11/01/2023

### Introduction

At Advo360, Inc., we are committed to providing exceptional support to our customers. This Support Policy outlines the terms and conditions under which support is provided for our software and services.

### Support Services

1. **Scope of Support:** Our support services include assistance with installation, configuration, troubleshooting, and general usage of our software.
2. **Support Channels:** Support is available via email, phone, and our online support portal. For urgent issues, please contact our support team by phone.
3. **Support Hours:** Our support team is available from [support hours], Monday through Friday, excluding holidays.

### Support Response Times

1. **Initial Response Time:** We strive to respond to support requests within [response time, e.g., 24 hours] during business hours.
2. **Resolution Time:** The time required to resolve a support issue will depend on the complexity of the issue. We will provide regular updates on the status of your support request.

### Customer Responsibilities

1. **Information Provision:** Customers are required to provide sufficient information and documentation to enable our support team to replicate and diagnose the issue.
2. **Access:** Customers must provide necessary access to systems and environments where the software is installed for troubleshooting purposes.

### Limitations of Support

1. **Third-Party Products:** We do not provide support for third-party products or services that are not part of our software.
2. **Custom Modifications:** Support for custom modifications or integrations not developed by Advo360, Inc. may be limited.

### Contact Us for Support

If you need support, please contact us via email at::

- Email: [support@advo360.org](mailto:support@advo360.org)

