



Technical Support Service Procedure for Customers of LLC "Vega-Absolut"

Abbreviations and definitions:

TP – Technical Support.

Consumer – a person requesting services.

Product – all software and devices developed by LLC "Vega Absolut".

Composition and Conditions of Technical Support Services:

Technical Support (TP) services are provided to Consumers via mobile communication, email, messaging apps (Telegram, WhatsApp), the company's forum, and remote access using specialized software (TeamViewer, AmmyyAdmin, etc.). The services include:

- Consulting: Clarification of product functions and specifications, explanation of technical information regarding the product;
- Training: Conducting training sessions on a commercial or contractual basis. On-site visits to the Consumer's facility are possible upon agreement;
- Diagnosis and Problem Resolution: Performing remote diagnostic procedures to identify and resolve issues.

Procedure for Processing Technical Support Requests:

1. The Consumer will receive a response within 2 hours of the request for technical support being submitted. If a response cannot be provided within this timeframe, an automated reply letter will be sent, explaining the reason for the delay and providing additional information regarding expected response times. The response time may be extended in the following cases:
 - The request is submitted after working hours, on weekends, or on public holidays – in this case, the response will be provided within 2 hours from the beginning of the next working day;
 - High workload of support specialists.
2. If a response has been provided and no feedback is received from the Consumer within 24 hours, the technical support specialist will send a follow-up inquiry to confirm whether the response was received.
3. If no response is received to the follow-up inquiry within 24 hours, the technical support specialist will attempt to contact the Consumer using alternative communication methods.
4. A request is considered closed either upon the Consumer's confirmation that the issue has been resolved, or in the absence of further feedback from the Consumer (see points 2 and 3).

Important! Requests are processed during business hours from 8:00 AM to 5:00 PM, Novosibirsk time. Discussions on the company's forum are not considered technical support requests.