



PARTNER SUPPORT

My Office Apps (MOA) is a firm believer in building lasting relationships and sharing experiences, which is why refer to our 'Clients' as 'Partners'. We understand Partner success means business success. That is why we are committed to answering your questions and resolving your issues quickly and efficiently.

When you contact My Office Apps support, you'll get a response from a friendly product expert. Many of our support reps are accounting experts as well as product experts. You will get your issues addressed quickly and efficiently with access to top-notch professionals.

Choose from our two plans to support you during every phase of your business growth.

MOA Support Options and Benefits

We are committed to offering our partners the first-in-class support and service. At MOA, we recognize the importance of saving our clients time and money, by offering the right support level for your organization. Listed below are available options in our basic and premium package.

PACKAGE	BASIC	PREMIUM**	RESPONSE TIME*	DESCRIPTION
ONLINE / EMAIL				
General	X	X	Two (2) Business Days	General Questions
Minor Issue	X	X	One (1) Business Days	Production System is degraded but operational
Major Issue	X	X	Same Day	Production System is down, Impacting all applications
TELEPHONE				
Minor		X	One (1) Business Day	Production system is degraded but operational
Critical		X	Four (4) Hours	Production system is down, impacting all applications
Mission Critical		X	Two (2) Hours	Production system is down, impacting all applications and associated business systems

** Premium package eligible for up to 4 calls per month. Additional charges may apply. Refer to the Pricing Proposal.

* Response Time refers to the amount of time between when a problem is perceived to when we first acknowledge it.