

Technical Support & Consulting Services – Terms & Conditions

Requesting Technical Support

For technical support, please email support@accsysolutions.com or phone 1.888.534.4344 x1 so that a Customer Service Representative can log and schedule your request. Do not phone or email an individual technician; it will delay our response.

The Customer Service Representative will log the nature of your request and will need to know how the technician can contact you.

Hours of Operation

Our regular hours of operation in Western Canada are from 8:30 AM thru 4:30 PM, Monday thru Friday, holidays excepted.

Priority of Service and Response Time

Our goal is to meet the response time set out in your Access Level Agreement, giving first priority to payroll processing issues. You will get a call back within the time-frame guaranteed in your agreement.

Project Scheduling

We will work with you to develop a comprehensive implementation schedule that fits our mutual availability.

The more consulting time required to complete your project the more notice required before we can start.

Reschedule Policy

In the event that you need to reschedule an appointment we would be happy to accommodate you, without penalty, subject to receipt of appropriate notice.

