

Operational Terms – Software as a Service

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OPERATIONAL TERMS – SOFTWARE AS A SERVICE

1 CUSTOMER RELATIONS 2
2 MEETINGS 2

Operational Terms – Software as a Service

1 CUSTOMER RELATIONS

1.1 Relationship and escalation levels will be defined during the project setup.

2 MEETINGS

2.1 The Service Delivery Managers will agree in writing as to when to meet to ensure that the Service objectives are being met.