



## ONELAW SUPPORT

Contact us whenever you need support with OneLaw. OneLaw Support is available to all users at your firm and is included in the monthly licensing fee.

**Monday-Friday, 8:30am-5pm**

*\*Excluding NZ Public Holidays*

**support@onelaw.co.nz (03) 339 5032**



Contact OneLaw support for helpdesk and technical support, or to give feedback and development suggestions. We will ensure you are assigned to the appropriate contact.

### Helpdesk Support

The helpdesk provides a central point of contact to users for service requests and for managing incidents and issues related to OneLaw.

### Technical Support

The technical support team will provide support for incidents and service requests escalated from the helpdesk or directly from the customer.



Join our customer mailing list to receive OneLaw updates, key information and upcoming webinars by emailing [hello@onelaw.co.nz](mailto:hello@onelaw.co.nz)

### Service Level Agreement

#### **Priority 1 - Response time: 30 minutes**

Total failure of OneLaw Software, or a software component, affecting multiple or critical users who are unable to continue working.

#### **Priority 2 - Response time: 2 hours**

Partial failure of OneLaw or a software component affecting multiple users, critical users or a critical function.

#### **Priority 3 - Response time: 24 hours**

Failure of OneLaw or a software component affecting a single user. User has made a data entry error, or a business process error, requiring OneLaw assistance to remedy.

#### **Priority 4 - Response time: As agreed**

Not affecting software in any manner.

- + For urgent issues (priority 1 and 2) please phone the helpdesk, otherwise they may be treated as non-urgent.
- + After investigation priority status will be reviewed/set by our support team.