



## Help

Lillytone Communications Ltd provides assistance on software, hardware and all the tools supplied to use them in the right way and includes also all the new version software and hardware upgrades.

To send a support request you must be a registered customer and you must have a valid contract signed with our company.

The technical support is free of charge for the starting guarantee period and will be charged after it. The contract for this kind of services is usually per year and is connected with the total project cost.

The technical support is driven by Service Level Agreements where Lillytone Communications Ltd can provide short answer times and fail over time per year close to zero.