The DLZP Group Welcomes You!

The Cloud Services described herein are provided under the terms of the agreement, and related service specifications including these Delivery Policies. DLZP Group's delivery of the Services is conditioned on You and Your users' compliance with Your obligations and responsibilities defined in the incorporated policies. These Delivery Policies, and the documents referenced herein, are subject to change at DLZP Group's discretion; however DLZP policy changes will not result in a material reduction in the level of performance, security, or availability of the Services provided during the Services Period of Your agreement.

DLZP Group Cloud Services Support Policies

Effective Date: February 28th, 2018 | Version 1.1 | Copy Right DLZP Group, LLC All Rights Reserved

Unless otherwise stated, these DLZP Group Cloud Service Delivery Policies describe the Cloud Services delivered by DLZP Group for use in conjunction with Your purchase of DLZP Group Cloud Services ("DLZP Cloud"). These Delivery Policies govern all customer support types.

These Delivery Policies may reference other DLZP Group Cloud Policy documents; any reference to "Client" or "Customer" in these Delivery Policies or in such other policy documents shall be deemed to refer to "You" as defined in the Statement of Services or Statement of Work. For the purpose of the Cloud Services ordered by You, "Services Environment" refers to the combination of software components, from the guest virtualization layer up through the application administration layer in the environment in which the Services are hosted.

For any questions with respect to these Support Policies please contact your account representative.

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Last update: **2020/02/23 16:45**