

TECHNICAL SUPPORT REGULATIONS

main rules of the technical support service

Below you will find the main rules of our technical support service. They will help you receive a response faster and make interaction with us as convenient and efficient as possible. Before contacting support, please review this information. This will allow us to understand your request more quickly and provide the necessary assistance.

1. All requests are processed in order of arrival.
2. The technical support service ensures the stable operation of the provided services and reviews requests submitted by subscribers through the ticket system from the personal account.
3. We assist with issues related to the operation of our services. Consultations on programming, script configuration, web design, and third party software are not included in standard support and may be provided at our discretion.
4. Free administration of virtual and physical servers is not provided. Our responsibility is limited to ensuring the operability of the physical server and its availability on the network.
5. Requests sent via messengers, phone calls, or email are not considered official and may not be reviewed by the support service.
6. Before submitting a request, we recommend reviewing the frequently asked questions section at <https://clients.ahost.uz/knowledgebase.php>.
7. To help us assist you faster, please describe the issue in detail and specify the domain name, file and folder paths, and any other relevant information. Lack of details may increase the request processing time.
8. If you encounter an error, please describe the steps required to reproduce it whenever possible. This will help us resolve the issue faster.
9. Requests to change any data or settings are accepted only through the ticket system and only from the personal account to which the relevant service is assigned. In some cases, we may request additional confirmation.
10. The technical support service accepts requests around the clock.
11. In most cases, request processing does not exceed 24 hours unless the task objectively requires more time.
12. Response time is up to 2 hours during working hours and up to 4 hours outside working hours.

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