MiHIN Referrals Support Plan

Version 01
June 2024

Referrals Support Plan

01 Submitting Support Forms

Referrals users will have access to Holon Support via an in-app help form submission.

The in-app support form is located on the Home page of the Holon app. Users can click the **Contact Holon Support** tab to open a new **Holon Help Form**.

Once a help form has been submitted, it will automatically create a support ticket and be added to the support queue. The Holon Support team will then review the ticket and triage it for resolution.
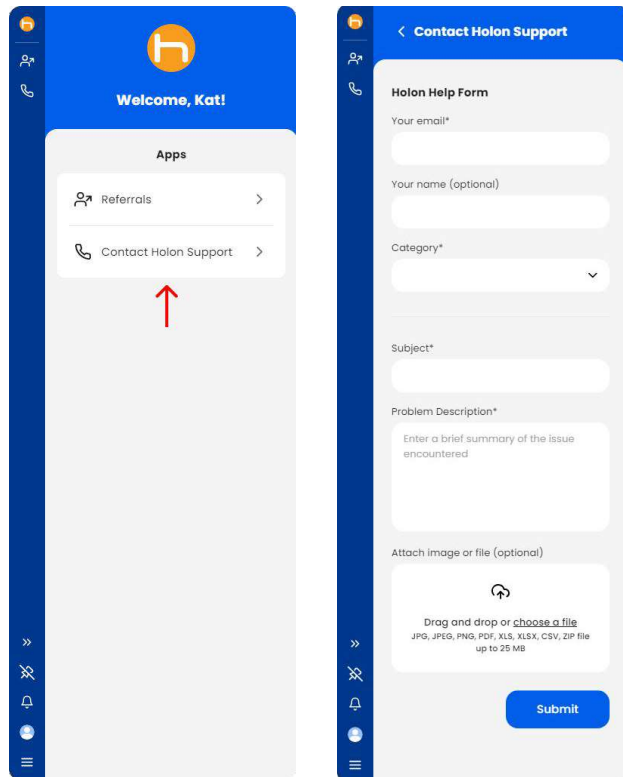
02 Expected Support Process

The Holon Support team offers coverage on business days via the in-app help form and the support email (support@holonsolutions.com).

The SLA for support ticket resolution is as follows:
- Average of 1 business day for acknowledgement of support ticket submission
- Average of 1-4 business days for support ticket resolution
    - If development is required for resolution, it may take 5 days or more to complete