

Service Scope & General Terms

Scope of Service

Each GrintOps service is provided on a subscription or project basis, with a clear definition of:

- Deliverables
- Duration & expiration
- Access methods (portal or API)

General Terms

- Services are delivered as-is based on the selected plan
- Upgrades/downgrades can be requested via the portal
- Communication primarily via portal or registered email

Service Availability

- Standard coverage is Mon-Fri (09:00-18:00 GMT+7)
- Emergency handling available for Enterprise tier

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