

Notification and Escalation Service
for
Complete Control



Support and Notification Services

Support is included as part of the subscription fees and entitles the Customer to receive support services as outlined in the Supplier's Terms and Conditions (T&C) and Service Level Agreement (SLA) for support.

Notification Service for Agreements Approaching Termination

As part of our support offering, we provide a notification service to alert the Customer when agreements are approaching their termination deadline. This service aims to ensure timely awareness of upcoming cancellations.

This communication serves as a final reminder regarding agreements nearing cancellation. Should the recipient of the notification fail to manage the agreement, it will be escalated within our system, Complete Control BackOffice. The issue will then be forwarded to the Customer's escalation manager for further internal follow-up.

Importance of Escalation Manager

We recommend that our customers designate an internal resource as their main point of contact. In some cases, multiple internal resources may be selected to manage various aspects of the notification process.

In the event of a change to the designated escalation contact, it is the Customer's responsibility to promptly inform House of Control. This information should be communicated either directly to the existing contact person or to our support team. If the Customer no longer wishes to receive escalation notifications, they should submit a cancellation request for the escalation notification service. This can be done by informing the designated contact person at House of Control or by reaching out to our support team.

Responsibility for follow-up

It is the customer's responsibility to follow up their agreements in accordance with the notifications received. House of Control offers support and notification services; however, it is the responsibility of the customer to handle the agreements and take necessary actions when needed.

Access and Security

Access to the notification service is restricted to our Technical Support Team, who are responsible for tracking and following up on contracts listed in the notification system. For detailed information about privacy and security measures, please refer to the security and trust centre on our website:

[House of Control - Security and Trust Center](#)

Contract Information

Our notification system will only display general information about the contract. Detailed attachments or additional data registered in the agreement will not be accessible through the system.

Customer Information

The system will store and display the primary contact person's details and their associated contact information. Company-specific information is limited to the escalation manager's details and their contact information.

In cases where multiple contact persons are appointed across various departments or areas of responsibility, the Customer should inform our support team of these individuals to ensure accurate communication.

For additional questions: post@houseofcontrol.com