

Service Delivery Policy for My Ekklesia

Effective Date: 27-11-2024

1. Service Activation

- Upon successful payment, services are activated within 7 Business days.
- Users will receive a confirmation email with access details.

2. Account Access

- Services are accessible via your registered account on the sub domain provided by the organisation on activation of services.
- Login Credentials of the account will be send to the registered email address.
- Ensure your login credentials are secure to prevent unauthorized access.

3. Service Availability

- Our platform is available 24/7, except during scheduled maintenance or unforeseen downtime.
- We strive for 99.9% uptime and will notify users of any maintenance in advance.

4. Subscription Management

- Subscription details, including billing cycles and renewal dates, are available in your account dashboard.
- You can manage or cancel your subscription anytime by conatacting our support team at admin@myekklisia.in, requests will be processed within 3 business days.

5. Support

- For any service-related issues or inquiries, contact our support team at admin@myekklisia.in.
- Support is available from 9 AM - 6 PM, Monday to Friday.