

# 3rd Level Support Contacts and Process

The attached PDF detail the Service Level Agreement between the Online Scoring and Reporting System's (OSRS) Support Team and internal and external customers.

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Web Support -> Q-global (Online Scoring and Reporting System) -> Support Documents -> 3rd Level Support Contacts and Process

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4460>