

# Important Service Information for Payroll Online, Web API & ESS Services



If you subscribe to any of the following services: Payroll Online, Web API and ESS. Access Software Australia Pty Ltd ('Access') shall provide these Service as set out and defined in the tables in Schedule 1. As part of the Services, you must nominate an Authorised Contact as specified in Schedule 1. Any change requests must come from the Authorised Contact and in writing.

Subject to the Supplier performing its service obligations and any disruptions to the Services caused by the Supplier outages and any scheduled maintenance period, Access will maintain the Services as set out in Schedule 2.

We confirm that Payroll Online service is hosted locally in Australia and your data will be stored and hosted within Australian borders.

In the event Access's Service Provider intends to store and/or host the Data outside Australia, then we shall contact you as soon as practicable of any intended Data movement and the Data will not be moved until such time as you consented to the data being moved. We acknowledge that you have absolute and unfettered discretion to provide any such consent to the extent that the transfer relates specifically to the Data.

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## SCHEDULE 1 - SERVICES

Services	Details
<b>Software Hosting</b>	Access will manage and maintain the Software on a server hosted by the Supplier in an external IT environment. Other than for scheduled maintenance and updates, we estimate our monthly uptime to be 99.9%
<b>Access and Management</b>	Access will: <ul style="list-style-type: none"> <li><input type="checkbox"/> provide You access to the Software through a secure RemoteApps Link;</li> <li><input type="checkbox"/> maintain the access link to the Software from the hosted server side;</li> <li><input type="checkbox"/> install the Software, database and any updates;</li> <li><input type="checkbox"/> manage the profiles and security for access to the hosted server;</li> <li><input type="checkbox"/> send You alerts if there are issues affecting the Software, Services or the host server.</li> </ul>
<b>Application Software Support</b>	Telephone and E-mail support during Business Hours
<b>Hosted Environment access support</b>	Telephone and e-mail support during Business Hours including; <ul style="list-style-type: none"> <li><input type="checkbox"/> Connection support</li> <li><input type="checkbox"/> Restoring of data older than 45 days</li> <li><input type="checkbox"/> Establishing new users logins</li> </ul>
<b>Data Management</b>	Your backup data will: <ul style="list-style-type: none"> <li><input type="checkbox"/> Be retained in your system for 45 days</li> <li><input type="checkbox"/> After 45 days the backup data is archived in a secure environment</li> <li><input type="checkbox"/> Backup data will be stored, maintained and restored to our best endeavours</li> <li><input type="checkbox"/> Historical data is accessible through your application from commencement of processing.</li> </ul>
<b>Licence and capacity increases</b>	Adding additional modules and capacity: <ul style="list-style-type: none"> <li><input type="checkbox"/> Additional employee capacity or modules can be added to your system at any time and are payable by the customer.</li> </ul>

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*Please nominate a person within your organisation who is authorised to make System Changes;*

**Person's Name:**

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**Person's signature:**

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**Date:**

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## SCHEDULE 2 - SERVICE LEVEL RESPONSIBILITIES

- a) Access will use, undertake or employ, at its discretion, whatever systems, procedures and or actions that it deems necessary in executing and performing any of its responsibilities as detailed in these Service Levels and will determine the manner in which it implements, undertakes or provides these systems, procedures and or actions.
- b) All times referred to in these Service Levels are references to Business Hours, unless otherwise notified in writing by Access.
- c) You will:
  - i) ensure that Your staff have current and accurate procedures and instructions in place to enable use of the Services and the Software; and
  - ii) ensure that Your staff are adequately trained in the use of the Services and Software and that those staff are the Access contacts.

### 1. Issue Management

- a) Where issues arise in the delivery of Services, You will report all problems to the Access help desk or to the Services Support Suppliers helpdesk in a timely manner. Access service centre personnel and/or the Supplier's personnel will be available during Business Hours.
- b) Where issues arise in relation to these Service Levels, Access will:
  - i) maintain a log of all problems that are reported by You. This includes problems caused by You;
  - ii) respond to and resolve all problems in accordance with the Issue Resolution Process outlined in these Service Levels; and
  - iii) liaise with third parties (where it considers this necessary) to facilitate the timely resolution of issues.

### 2. Issue Resolution Process

#### Technical Support for Connection and Access to the Services Environment

- a) Where You notify Access of a problem with the connection or access to the Services, Access will assign one of the Severity Levels set out below:

	Severity Levels
1	The connection or access to the hosted site is inoperable or experiencing significant problems causing operation to be severely impacted. You have investigated and able to prove that no environmental changes have occurred in Your environment since the last correct working of the connection or access.
2	A suspected high impact condition associated with the connection or access, however the Software or Services are still able to perform substantially to their specifications and the problem does not materially disrupt Your business.
3	Minor problems being experienced or a general question has arisen concerning the Software or Services.

- b) The severity code assigned to a problem determines the order in which Access will address it. Severity 1 calls are addressed first, Severity 2 second, and so on. Calls with equal severity are allocated on a first-in, first-out basis;
- c) Access warrants that Severity 1 incidents will be addressed until they are resolved or until a "work-around" is generated that lowers the severity level; and

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- d) Access does not provide support for Your hardware, operating systems, network operating systems, physical network, web servers, or Your email system.

### 3. Service Level Responsibilities

Access will respond to a call for service from You based on the severity levels within the following time limits:

<b>Severity 1</b>	2 hours
<b>Severity 2</b>	4 hours
<b>Severity 3</b>	24-48 hours

### 4. Issue Resolution Process and Application Software Support

- a) Application Software support is allocated on a first -in first-out basis.
- b) Application Software support will only be supplied so long as the Software is used under conditions for which the Software is designed.
- c) Application Software support will only be supplied to Your authorised employees.
- d) Your authorised employees must be adequately trained in the use of the Software applications.
- e) Application Software support provided under this Agreement is limited to telephone support of the Payroll, Employee Self Service or Human Resource Software supplied by Us during normal Business Hours. If You require any additional technical support, including telephone support outside normal business hours, We may, in Our absolute discretion, provide that support to you at Our then current rates for such services.

### 5. Escalation

If You believe that Access is not adequately addressing the issue, You may escalate this concern to the relevant Access National Manager.

### 6. Service Level Review

- a) Where it is apparent that a Service Level deviation has occurred, Access will:
  - i) Identify the cause of the degradation in performance;
  - ii) Use its best endeavours to restore Service Levels;
  - iii) Notify You of any change to the Service status;
  - iv) Take remedial action to minimise the risk of recurrence;
  - v) Document the incident and the action taken; and
  - vi) Review the performance issue and actions in place.
- b) A Service Level review may be undertaken by Access annually or as agreed between the parties.

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This section is required to be completed to enable the establishment of the services environment. Establishment will not begin until the names of employees authorised to access Access are provided in this document.

First Name	Surname	Phone Number	Email Address

1. A secure connection (HTTPS) will be made through Dimension Data's Firewall to Access's Remote Desktop Gateway Server.
2. The Published Application Icon supplied will connect you to Access's Remote Desktop Server.

1. Receipt of completed Establishment Requirements and Terms of Service Agreement, and establishment form
2. Client Establishment date booked
3. Client Instance setup
4. User accounts setup with local drives mapped to the Services
5. Access Services welcome email sent with published application icon and login credentials for nominated users
6. Test connection
7. Access confirms access with client.

Our IT support has full responsibility for ensuring your establishment is completed to specifications.