

Important Service Information

This document coincides and/or precedes the Standard Terms and Conditions found at [The Access Group Agreements and Terms of Service](#) for Definitiv products and services.

1. Help Desk Support (HDS)

Until such time as Customer Success Plan (CSP) becomes available to Definitiv customers, Definitiv will provide Help Desk Support.

Although Definitiv reserves the right to change any aspects of the HDS as it considers appropriate for operational reasons, HDS will generally consist of the following support:

- 1.1. Help desk support includes troubleshooting, technical advice in relation to the Software, its application, simple problem resolution, upgrading and support.
- 1.2. Definitiv will provide help desk services in such manner as it considers appropriate in response to the customer's requirements including but not limited to by telephone, email, ticketing system and, subject to the customer's requirements and confidentiality matters, dial-in or remote support.
- 1.3. Definitiv will provide help desk services to a customer's authorised representatives only. It is the customer's responsibility to keep Definitiv up to date on the representatives that are authorised to speak to Definitiv on behalf of the customer.
- 1.4. Where on-site support is required, the customer shall be liable for reasonable or agreed charges in connection therewith including by way of example, travel, accommodation and out-of-pocket expenses.
- 1.5. If in connection with providing such support, it is the opinion of Definitiv that resolution of a customer's inquiry or difficulty will require a specific upgrade or amendment to the Software, Definitiv shall not be obliged to do so and shall not be required to provide further support.
- 1.6. Help desk support is available through the following channels:
 - (a) Online ticketing system: Raising a request directly through the Definitiv Help Desk ticketing system.
 - (b) Telephone: Calling help desk support to discuss a logged request within the Definitiv Help Desk ticketing system.

2. Priority Levels

2.1. Requests to help desk support will be categorised into one of the following priority levels;

- (a) **Critical:** Critical issues or emergencies cause the Software to be inaccessible to all users or a significant risk to the security of the platform has been identified.

Events categorised as critical;

- i. The Software cannot be accessed by all users via the web or mobile applications due to an unplanned system outage.
- ii. A potential security breach has been identified within the Software.

- (b) **High:** High issues have a significant impact on one or multiple customer's pay run processes and/or a customer's system administrator is unable to access the Software.

Events categorised as high;

- i. Technical issues impacting the current pay run process, payment deadline and/or preventing the ability to meet legislative requirements.
- ii. A system administrator requires their two-factor authentication to be reset.
- iii. Technical issues impacting time and attendance events (i.e. timesheets or leave applications) that will impact the customer's current pay run.

- (c) **Normal:** Normal issues relate to warning and/or error messages as well as issues that are not impacting current pay run processes.

Events categorised as normal;

- i. A general user is unable to access their account within the Software.
- ii. Assistance with errors within the current pay run.
- iii. Assistance with current third-party payment (i.e. superannuation) errors.
- iv. Technical issues that are not impacting the pay run process.

- (d) **Low:** Low issues relate to technical advice, user guidance and defects or errors that do not have a material effect on the operation or outcomes under a contract.

Events categorised as low, include but are not limited to;

- i. Initial advice on system setup, configuration and behaviour of the Software.
- ii. Guidance on how to perform a task within the Software that falls within a 20-minute timeframe.

Response Times & Resolution Targets

2.2. The customer shall notify Definitiv of their issue or problem, together with such details as Definitiv may require, to enable Definitiv to reasonably respond to the customer's notification and resolve the customer's issue within the following Resolution Targets;

Priority	Availability	Initial Response Time	Resolution Target
Critical	24 hours	Within 1 hour (business hours) Within 4 hours (outside of business hours)	8 hours
High	8.30am to 5.00pm (AWST)	Within 2 hours (business hours)	Within 2 business days
Normal	8.30am to 5.00pm (AWST)	Within 1 business day	Within 3 business days
Low	8.30am to 5.00pm (AWST)	Within 2 business days	Within 5 business days

Please Note: Resolution times may be affected by any downtime or technical issues of third party providers beyond Definitiv's control.

Additional Service

2.3. Any additional services that are outside of HDS requested by the customer will incur an additional charge, which includes technical advice, user guidance or training beyond 20 minutes. Before Definitiv commence any such additional services work, Definitiv will obtain the customer's approval on the scope and details of the additional services works to be delivered and acceptance of the additional charges.

3. Terms and Conditions

3.1. With the introduction of Single Touch Payroll (STP), each Software Provider is required to finalise STP events processed in their Software. Therefore, Definitiv does not transfer over any Financial Year to Date (YTD) information for

employees, unless requested by the Client to provide this additional service. Please note, by not adding the employees' YTD's to Definitiv, this may impact an employee's marginal tax calculations.

- 3.2. All imports include a clean-up and review. Data must be provided back in the formats provided. Imports do not include importing attachments/documents or photos.
- 3.3. Travel and accommodation is charged at cost and is only charged for travel outside of Perth metropolitan area.

4. **Modules**

- 4.1. A licence is a unique paid employee, per calendar month, per entity.
- 4.2. The minimum number of licences is fifty (50) licences for the Core Package (Workforce Management & Payroll) and each additional module selected by the Customer.
- 4.3. Licencing rates for the modules are as follows:
 - (a) Core Package (Workforce Management & Payroll) – \$11.00 (exc GST) per licence
 - (b) Onboarding Module – \$1.00 (exc GST) per licence
 - (c) Work Restrictions Module – \$2.00 (exc GST) per licence
 - (d) Compliance Module – \$4.00 (exc GST) per licence
 - (e) Plant and Equipment Module – \$4.00 (exc GST) per licence
 - (f) Bundle (Compliance Module and Plant and Equipment Module) – \$6.00 (exc GST) per licence