

Ultimate support services are provided by Webscale Pty Ltd (70-154-693-955).

An email based support model is in place for all customer queries.

Support stats:

~2.4k tickets per month

56.5% one-touch ticket

4 public comments per ticket

Ticket Time

0.2 Hrs Median first reply time

0.8 Hrs Median full resolve time

0.1 Hrs Median assignment time (escalation)

Support details

1. Email support services shall be provided.
2. Support availability shall be at a minimum from Monday to Friday between the hours of 8:00am to 6.00pm Australian Eastern Standard Time (AEST), excluding public holidays (the “business hours”)
3. Recognition of support requests shall be within one (1) hour from the time a request is received, whether during or outside business hours. Webscale shall recognise the receipt of a support request through the generation of a reply email to the end user.
4. Response times for support requests shall be within twenty-four (24) hours during business hours.
5. Response times shall decrease as the severity increases, with Severity 1 support prioritised over other support requests.

Severity levels are defined as follows and indicative response times:

Severity 1 – unable to process pay runs - 1 hour*

Severity 2 – unable to process pay runs normally (a known work-around) - 6 hours*

Severity 3 – able to process pay runs but some ancillary features not available - 12 hours*

Severity 4 – general enquiry - 24 hours*

Resolution times for support requests shall vary depending on the severity level and complexity of the support issue. Webscale shall endeavor to resolve support requests as quickly as possible using commercially reasonable efforts, with most support issues resolved and closed within a target twenty-four (24) hour period during business hours.

*Business hours

Service Availability

Webscale would expect to provide continuous service availability, excluding any planned service downtime and downtime caused by circumstances beyond Webscale’s reasonable control.

Disaster Recovery

In the event of a disaster the application disaster process would be activated and the complete system would be back online within a 24 hour period.