

Important Service Information for Web API Service



Sage shall provide Web API Service as set out and defined in the tables in Schedule 1. As part of the Service, 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, Sage will maintain the Service as set out in Schedule 2.

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SCHEDULE 1 – SERVICES

Services	Details
24x7 Software Hosting	Sage will manage and maintain the Web API Software on a server hosted by the Supplier in an external IT environment
Access and Management	Sage will: <ul style="list-style-type: none">• provide You access to the Software through a secure Link;• maintain the access link to the Software from the hosted server side;• send You alerts if there are issues affecting the Software, Services or the host server.
Application Software Support	Telephone and E-mail support during Business Hours

2. Authorised Contact

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

Person's Name

Person's signature _____

Date

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SCHEDULE 2 - SERVICE LEVEL RESPONSIBILITIES

1) Service Level Responsibilities

- a) Sage 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 Sage.
- 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 Sage contacts.

2) Issue Management

- a) Where issues arise in the delivery of Services, You will report all problems to the Sage help desk in a timely manner. Sage service centre personnel will be available during Business Hours.
- b) Where issues arise in relation to these Service Levels, Sage 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.

3) Issue Resolution Process - Technical support for connection and access to the Hosted Environment

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

	Severity Levels
1	The connection or access to the Web API 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 Sage 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) Sage 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
- d) Sage does not provide support for Your hardware, operating systems, network operating systems, physical network, web servers, or Your email system.

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4) Target Response Times

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

Severity 1	2 hours
Severity 2	4 hours
Severity 3	24-48 hours

5) Issue Resolution Process - 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.

6) Escalation

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

7) Service Level Review

- a) Where it is apparent that a Service Level deviation has occurred, Sage 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 Sage annually or as agreed between the parties.