

ONLINE SERVICES SUPPORT GUIDE

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THIS ONLINE SERVICES SUPPORT GUIDE (“Guide”) by Sage South Africa (Pty) Ltd (“Sage”), with its principal place of business located at Gateway West Offices, 6th Floor Reception, 22 Magwa Crescent, Waterfall City, Midrand, does not constitute a binding agreement and may be updated by Sage as required, from time to time

Sage may provide the following Support Services to Customer subject to this Guide:

- I. Access to the Sage product and company configuration and information.
- II. Sage periodically applies software updates to ensure that the payroll software conforms to new statutory requirements; where Sage shall endeavour to the best of its ability to make available prior to the date of coming into operation of the legislation in question.
- III. Access to Online Support knowledge articles and release notes via online knowledge platforms 24/7.
- IV. Access to Online Support services via telephone and email (where applicable) during Business Hours.

1. Definitions:

Capitalised terms defined herein, shall bear the meaning ascribed to such term below, unless the context otherwise requires:

- 1.1. “Authorised User” means the designated person identified by the Customer who is designated as the Sage Software advanced user for all operational and functionality use designed to meet the business objectives of the Customer.
- 1.2. “Business Hours” means the duration of service between 8:00 A.M. to 5:00 P.M. Monday–Thursday, and 8:00 A.M. to 4:00 P.M. on a Friday. Excluding public and bank holidays gazetted by the South African government.
- 1.3. “Consultation” means chargeable services rendered either onsite or remotely by an associated Sage Partner, fulfilled against a Partner Agreement.
- 1.4. “Data Backup” or “Data Backups” means a copy of a file, file system, Microsoft SQL database or other resources that would need to be restored in the event of a system failure or loss to ensure business continuity or further investigation.
- 1.5. “Defect” or “Software Defect” means that a functionality or feature deviates from the expected outcome of the Software designed scope.
- 1.6. “Error” means the onscreen notification to alert the user about an unexpected action, or restricted action or a warning requiring user intervention.
- 1.7. “Enhancement Request” means a request to alter or amend a feature within the Software defined scope.
- 1.8. “Impact” means the percentage of users (or employee records) affected by an event requiring error and issue diagnosis.
- 1.9. “Issue” means an unexplainable event has taken place preventing the expected outcome from being achieved.
- 1.10. “Knowledge Article” means an information source either written or visual with and not limited to answers to common questions, tutorials to use and explain a feature, or procedures to

troubleshoot and resolve Support Requests.

- 1.11. "Knowledge Base" means an online digital platform that contains a collection of articles that is accessible by Sage Customers to self-solve related Error messages, to learn how to use a Sage product, view software updates, release notes or general Sage Software information.
- 1.12. "Periodic Software Updates" means the provision of releasing updates annually, bi-annually or where statutory or legislative requirements encourage changes to be made to the software applications provided by Sage.
- 1.13. "Sage Online Digital Platform" a consolidated term for Sage City, Sage Knowledge and Email Newsletters and Snippets used to communicate important information and updates.
- 1.14. "Sage Software" shall mean the computer programs licensed to the Customer by Sage under the terms of the ~~app~~ ~~table~~ agreement, including any upgrades, modifications, enhancements or corrections thereto, in accordance with the specific provisions of the agreement, in machine readable object code form, and/or any part thereof and any back-up copies made in accordance with the agreement.
- 1.15. "Self-Service" means the ability performed by the Customer to access Sage Online Digital Platform to search and find the answers to solve their Support Requests.
- 1.16. "Support Request" or "Support Requests" means the official log for assistance with Sage. Each Support Request will be assigned a unique reference number to track the Resolution Process.
- 1.17. "ResolutionProcess" meanstheprocessinwhichaSupportRequestisresolved.
- 1.18. "Online Support" means the nature of service provided by Sage to solve Error and Issue Support Request and facilitate software maintenance requests.
- 1.19. "Urgency" shall mean the criticality of a business process or objective that may not be operational by an event requiring Error and Issue diagnosis.
- 1.20. "RPO" – Recovery Point Objective – maximum allowed data loss
- 1.21. "RTO" – Recovery Time Objective – maximum time for a backup to be restored

2. Environment details:

2.1. Backup Retention Policy:

2.1.1. Backup Retention Policy:

2.1.2. Daily backups retained for 30 days

2.1.3. Monthly backups retained for 3 months

2.1.4. One Tax year-end backup will be retained for 12 months

2.1.5. RPO: 24 Standard hours

2.1.6. RTO: 8 Working hours

3. Environment Maintenance:

- 3.1. Environment related maintenance including Application Related maintenance (Housekeeping): Minimum of 1 maintenance period per month. Maintenance windows of up to 2 hours.
- 3.2. Application Patching: Maintenance windows between 1 to 3 hours depending on product, type of change and configuration. This will be scheduled and communicated accordingly.
- 3.3. Uptime. 99.5% uptime or 43.2 downtime hours (1.8 downtime days) on a rolling 12-month basis. This does not include planned maintenance periods.
- 3.4. Software upgrades. Minimum 2 and a maximum of 4 compulsory (statutory) upgrades per year in a Sage Managed Services environment. This excludes operating system maintenance – which falls part of the maintenance period mentioned below.

4. Data Centres:

- 4.1. Through a third party, Sage employs multiple data centres throughout South Africa and Europe.
- 4.2. Network Monitoring and Protection. Automated monitoring systems provide a high level of service performance and availability. These tools monitor server and network usage, port scanning activities, application usage, and unauthorized intrusion attempts.
- 4.3. Power systems. The data centre electrical power systems are designed to be fully redundant and maintainable without impact to operations, 24 hours a day, and seven days a week.
- 4.4. HVAC systems. Climate control and system monitoring ensure a constant operating temperature for servers and other hardware, which prevents overheating and reduces the possibility of service outages.
- 4.5. Fire suppression systems. Automatic fire detection and suppression equipment is utilized.

5. Additional Information:

- 5.1. Additional hosting resources may be required throughout the contract period – this will be quoted on as and when required.
- 5.2. Hosting services may be suspended when accounts are in arrears/on-hold.
- 5.3. The client shall ensure that all user workstations are protected against viruses/malware/ransomware attacks of any kind.

6. Online Service Support Scope and Availability:

6.1. First Line Operations Support Contact Information:

Description	Contact Number	Email
First Line Operations Support	011 304 4490	host.support@sage.com

6.2. Online Support service(s) covered in this Agreement are accessible through the following:

6.2.1. Online knowledge support:

- 6.2.1.1. Sage knowledge support is available 24/7 through our Support Category 1 resources which include Self-Service options, like Sage City, in-product help files, our support website, and online KB platforms. These may change from time to time as platforms develop and improve and communication of any such changes will be shared with the customer.

6.2.2. Telephone support:

- 6.2.2.1. Telephone call received are monitored and serviced within Business Hours.
- 6.2.2.2. Sage encourages the use of email and Sage Online Digital Platforms for assistance outside of Business Hours.

6.2.3. Email support:

- 6.2.3.1. Emails received are monitored and serviced within Business Hours.
- 6.2.3.2. Outside of Business Hours emails will be collected and serviced during the following day.
- 6.2.3.3. Emails are best used for investigative and complex support queries. In the event further engagement is required this will be redirected to the use of Telephone Support or a remote meeting at a scheduled time and followed through with email communication.

7. Standard Online Service Support:

- 7.1. The Sage Online Support team is trained to solve complex queries, facilitate software maintenance requests and contribute to growing our Sage Knowledge Base to better serve our Sage customers.
- 7.2. Online Support requirements are categorised into 3 levels based on the nature of the support required: These categories determine the type of support that will be provided.

Support Category	Nature of Support Requirement	Support Offered	How Sage will help
Category 1	<ul style="list-style-type: none"> How-to use the software FAQs Webinars on specific functionality Known errors Downloads and history of changes/release notes 	Online knowledge platforms	Guidance and knowledge

Category 2	<ul style="list-style-type: none"> On-screen errors that affect functionality An Issue that requires root-cause analysis 	Sage Online Support team	Investigate, diagnose, help
Category 3	<ul style="list-style-type: none"> Patch or update request to solve a software bug Request for new or amended software functionality Development assistance to diagnose complex issues 	Sage Online Support team, who may escalate to the Sage Product Development teams	Product fixes and updates

7.3. Category 1 support requirements should be managed within the Customer’s operational and administration teams and by a designated internal Authorised User.

7.3.1. The Customers designated Authorised User will have access to online support content and platforms and are required to maintain acceptable technical knowledge to effectively administer the Sage solution.

7.4. Online knowledge resources are updated weekly. It is the Customer’s responsibility to ensure that their internal Authorised User has access to these resources and that accurate contact details are provided to Sage for communication to be shared and received timeously.

7.5. Customer Support is available to assist with investigative Support Request related to standard software functionality and provide Errors and Issue diagnosis.

7.5.1. If the solution(s) are readily available, or queries received relate to user training requirements, referral to the applicable Sage Online Digital Platform will be provided, appropriate training courses recommended or a Consultation with a time and material consultant facilitated.

7.6. The Customers designated Authorised User may log all category 2 Support Requests with Sage and will be required to administer the application of the recommended solution within the Customers environment.

7.7. Category 3 support requirements may require the involvement of Sage’s Software Development team and this will be facilitated by the Online Support consultant.

8. Evaluating & Prioritizing Support Request

8.1. Support Requests (related support category 1, 2 & 3 type of queries) will be evaluated based on a priority matrix considering user Impact and business Urgency. The priority level will determine and guide the response and resolution times.

PRIORITY MATRIX	IMPACT (1) Typically affects all users (or more than 50% of a system)	IMPACT (2) Affects 20%-50% of users	IMPACT (3) Affects a single user (or less than 20% of users)	IMPACT (4) Affects less than 5% of users
URGENCY (1) <i>Affects a business-critical system.</i> At least one business-critical process is not operational and may lead to a financial Impact. There is no alternative workaround available.	PRIORITY (1)	PRIORITY (2)	PRIORITY (3)	PRIORITY (4)

<p>URGENCY (2) Affects a business system. Business critical, but with short-term alternative workarounds. May lead to a financial impact.</p>	PRIORITY (2)	PRIORITY (3)	PRIORITY (3)	PRIORITY (4)
<p>URGENCY (3) Not business critical. There will be no financial impact on the business if the system is not restored within a reasonable amount of time.</p>	PRIORITY (3)	PRIORITY (3)	PRIORITY (3)	PRIORITY (4)
<p>URGENCY (4) No Impact on business productivity.</p>	PRIORITY (4)	PRIORITY (4)	PRIORITY (4)	PRIORITY (4)

8.2. Response and Resolution time estimates (in business hours) are provided in the table below.

Priority Level	Estimated Initial response time	Estimated resolution time
Priority 1	Within 2 hours	Within 8 hours, on average, unless the query needs to be managed by a discussion.
Priority 2	Within 2 hours	Within 16 hours, on average, unless the query needs to be managed by a discussion.
Priority 3	Within 2 hours	Within 32 hours, on average, unless the query needs to be managed by a discussion.
Priority 4	Within 2 hours	Within 40 hours, on average, unless the query needs to be managed by a discussion.

- 8.3. Frequent progress updates shall be provided on all queries in line with the Priority and category. The nature of the support requirement may influence resolution times and complex, category 3 queries may necessitate extended investigation and resolution periods. This will be fully communicated, and workarounds proposed where possible. Sage advises that Priority 1 Support Requests be logged via the Telephone support channel in order to obtain the most timeous response and resolution.
- 8.4. Requests received via Telephone & Chat (where applicable) will be logged and prioritised based on the priority matrix below. In the event the Support Request is unable to be resolved on first contact the Authorised User will be provided an estimated resolution time that will be determined on a case by case basis.
- 8.5. Support Request logged via email will receive an automatic system notification to acknowledge receipt.
- 8.6. Priority 2, 3 & 4 Issues to be logged via Email for assistance.
- 8.7. Estimated initial response and resolution times will be influenced by the quality of information provided by the customers Authorised User as well as the ability to replicate the details of the Support Request. Quality of information relates to a summary of the Error or Issue, listing the possible steps to replicate and the nature of the expected outcome.
- 8.8. In the event a Support Request is difficult to replicate, the Online Support team will manage the interaction with timeous updates agreed (e.g. hourly or daily) with the Authorised User. Resolution times could be affected should replication require access to customer's current data or Data Backups.

9. Standard Product Maintenance Support Service

- 9.1. Our standard product maintenance does not cover customisations or changes that alter the software's design and functionality, including alterations of data via a method other than the relevant product.
- 9.2. Resolution process: Handling a product defect:
- 9.2.1. Where a Support Request has been identified as a potential Sage Software Defect, the Sage Online Support team will facilitate an internal resolution process. If the Software Defect is confirmed, an internal reference number will be issued. This reference number will be used to track all communications depending on the associated resolution type.
 - 9.2.2. The feedback will be managed based on the Priority level the software defect has on the Customer's business and on a case-by-case basis.
 - 9.2.3. In cases where the software Defect can be replicated, an interim process will be initiated to identify and determine the viability of a workaround (short term) while a longer-term solution may be provided (like an update, patch or hotfix).
 - 9.2.4. In cases where the software Defect occurs intermittently, or immediate diagnosis is not possible, or a non-defect-related Issue adversely affects the software, the Sage Online Support team may offer alternative solutions or workarounds to decrease the Priority of the Support Request.
 - 9.2.5. Resolution types and timelines set out as follows. Asterisks (*) denotes to be managed on a case by case basis.

Priority	Resolution types	Progress Updates	Timeline Targets for Resolution*
P1	Disaster recovery, system restore or alternative workaround	Daily or mutually agreed interval	Mutually agreed timeframe for a Hot Fix
P2	Workaround, hotfix or next available maintenance release *	Mutually agreed interval	Next maintenance release
P3	Next or future maintenance release *	As required	Next or future maintenance release
P4	Future release	As required	Future release

- 9.3. Resolution process: Facilitating product enhancements:
- 9.3.1. Enhancements typically involve changing how an existing feature or function within the product (current and future versions) or adding a new feature to a product (current and later versions).
 - 9.3.2. Customer input on feature and function set is greatly valued and is a critical component of our product development process.
 - 9.3.3. All Enhancement Requests are tabled with our Sage development team and evaluated based on product impact and customer demand. Sage's guidelines on product development and roadmap allocation are however strictly governed.
 - 9.3.4. Not all enhancements will be incorporated into the product roadmap. Sage does not provide commitments regarding enhancement incorporation or development timelines.

10. Responsibilities of Sage:

- 10.1. To enable and support timeous and effective resolution of Online Support queries, Sage shall:
- 10.1.1. Ensure that all Sage Online Support agents are suitably trained and professionally managed by Sage to provide the Online Support services described in this document.
 - 10.1.2. As a further means to reduce risk and ensure continuity during and after the engagement, all Online Support Request will be logged on Sage CRM's for future reference.
 - 10.1.3. Endeavour to always positively and timeously resolve Support Requests based on the category and priority matrix
 - 10.1.4. Communicate foreseeable or unexpected delays to manage the expectations of the Customer during the Resolution Process.
 - 10.1.5. Notify the Customer of downtime windows for environment maintenance and Sage Software updates.
 - 10.1.6. Maintain and update the online content and knowledge resources regularly to ensure the most accurate and up to date guidance is provided
 - 10.1.7. Recommend applicable training to ensure appropriate skill levels are maintained by the customer to ensure effective use of the Sage solution.
 - 10.1.8. Recommend the use of a linked Business Partner or Professional Services consultants to where Support Requests fall outside of the scope of Online Support.

11. Service Level Escalation:

- 11.1. Escalation level set out below:

Escalation Level	Designation	When
1 st Escalation	Second Line: Operations Support	For urgent assistance or unsatisfactory service from First Line: Operations Support
2 nd Escalation	Service Delivery Lead	For non-service delivery or unsatisfactory service received
3 rd Escalation	Regional Cloud Operations Manager	For non-service delivery or unsatisfactory service received