

ActionHRM Reseller and Customer Support Policy

ActionHRM follows industry standard definitions of support levels. Such as can be found here http://en.wikipedia.org/wiki/Technical_support . Note that it is a guide only.

Australia & ROW.

1. ActionHRM will provide Level 1, 2 & 3 Support in Australian Business Hours to customers with a support contract.

USA:

1. Resellers are to provide Level 1 support.
2. ActionHRM will provide Level 2 & 3 Support

Level 1 Support issues can be lodged either via the ActionHRM web based support portal support.actionhrm.com (preferred) or via telephone. The provider will attempt to diagnose and fix issues with configuration, minor user training and anything to do with the environment i.e. browser incompatibility.

Level 2 support is support provided to the Reseller by ActionHRM for issues that require more expert attention to diagnose or for when a fix is required my need data manipulation or minor coding. There may be the need to talk directly with the enduser to resolve and this contact should be facilitated by the Level 1 technician (reseller employee).

Level 3 support is provided for issues that have not been resolved at the level 1 or 2 levels. This level may involve direct interaction between the ActionHRM Development team and the enduser. This interaction should be facilitated by the Level 1 technician.

Support Contracts

ActionHRM will not provide support to any enduser either directly or in-directly unless they are on an active support contract or are actively paying our Software as a Service fees. Note that the active support contract is a service that is on sold by the reseller to the enduser, ActionHRM provides a discount to the recommended retail price of this service to the reseller.

Support Hours & Process

ActionHRM will have support personnel available during normal business hours Sydney time. Support issues can be lodged either via our web based support portal support.actionhrm.com (preferred) or via telephone. Emails forwarded to support@actionhrm.com will automatically be loaded into our support system. Please note all responses to telephone support will be followed via a ticket in our support system.

Response times:

Level 2 & 3 issues within 4 hours during normal business hours.

Support Definitions

Level 2 & 3 Application Support shall consist of the following:

1. Provision of technical or other information to the Subscriber by telephone or by email between 0900 hours and 1700 hours New South Wales Time on a Business Day **(Business Hours)** to Authorised Persons who have received training by ActionHRM (or a person authorised by ActionHRM as a trainer for the System) **(Trained Person)** in order to assist the Subscriber in their use of the System;
2. Response to receipt of support requests from a Trained Person within one Business Day of being advised by the Subscriber in sufficient detail to allow ActionHRM to reproduce the issue;
3. System Maintenance services which consist of:
 - a. Fixes to problems in the operation of the System;
 - b. Implementation of system patches and upgrades;
 - c. Adjustment of and upgrades to web software and hardware that forms a part of the System; and
 - d. Restoration of Customer Data.
4. Backup services which consist of:
 - A full database backup which is executed each day after 2000 hours; and
 - A weekly full database backup which is executed each Friday after 2000 hours for offsite storage.

For the avoidance of doubt, Application Support does not include:

1. Correction of errors or defects caused by operation of the System in a manner other than that currently specified by ActionHRM;
2. Correction of errors or defects caused by modification, revision, variation, translation or alteration of the System not authorised by ActionHRM;
3. Correction of errors or defects caused by the use of the System by a person other than an Authorised Person;
4. Correction of errors caused in whole or in part by the use of computer programs other than the Application;
5. Correction of errors caused by the failure of the Subscriber to provide suitably qualified and adequately trained operating and programming staff for the operation of the System;
6. Training of operating or programming staff;
7. Rectification of operator errors;
8. Rectification of errors caused by incorrect use of the System;
9. Rectification of problems with computer hardware at the Subscriber sites or errors caused by an equipment fault;
10. Diagnosis or rectification of faults not associated with the System;

11. Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by ActionHRM;
12. Correction of errors arising directly or indirectly out of the Subscriber's failure to comply with this Agreement or any other agreement with ActionHRM;
13. Correction of errors or defects which are the subject of a warranty under another agreement.
14. Program modifications or undertaking of data preparation, entry or transfer tasks at the Subscriber's request;
15. Computer systems analysis, specification, programming or consulting services relating to the implementation or use of systems and methodologies within the Subscriber;
16. Support of other software, accessories, attachments or devices not supplied by ActionHRM;
17. Rectification of lost or corrupted data arising for any reason except where it can be directly attributable to a ActionHRM malfunction;
18. Attendance to faults caused by using the System outside the design or other specifications or outside the provisions laid down in any documentation or manuals supplied by ActionHRM with the System; or
19. Rectification of loss or damage caused directly or indirectly by the Subscriber's error or omission.

Any issues that do not fall under Application Support will be quoted on and charged at ActionHRM's applicable rate.