

## **Infinet Cloud Solutions Support Policy**

### **1 Purpose and Intention:**

The purpose of this document is to outline Infinet Cloud Solutions Support Policy with regards to its Payroll, Journal Generator and MyPay modules for NetSuite, and any other related services.

Infinet reserves the right to change this Policy from time to time at its discretion.

It is the intention of Infinet to do all it can where possible and practical to ensure that our Customers are able to process their payroll in a manner that is not inhibited or delayed by actions or omissions of Infinet with regard to the Software Programs. Furthermore we commit to assisting our Customers where possible and practical to process their payroll regardless of the cause of any error whether system, user, or data related.

### **2 Pre-Support Obligations:**

Infinet acknowledges the importance of timing and accuracy with regard to Payroll operations and processing and appreciates that under urgent circumstances Customer may contact us without completing all their obligations as suggested below.

Customer should also be aware that under urgent circumstances it may be timelier for Infinet support to resolve an issue than it would otherwise take Customer even if Customer has knowledge of how to do so. Infinet accepts that Customer may wish to contact support to notify of an issue that they may have the ability to resolve to check if Infinet may offer additional information or assist in resolution.

Customer will, where possible, first endeavour to resolve issue with reference to following resources:

- Field Help
- Error messages and descriptions including those on History tab of Pay Run or System notes
- [Infinet Cloud Knowledge Base](#)
- User Guides & internal process documents created during initial training/implementation
- Trouble shooting reports section in Payroll menu

### **3 Support Hours of Operation:**

Hours as below on standard working days (Monday to Friday)

9am AEST to 5.30pm AWST (State based Public Holidays excluded)

9am to 5.30pm NZ (State based Public Holidays excluded)

9am to 5.30pm London Time (England Public Holidays excluded)

9am to 5.30pm EST (State based Public Holidays excluded)

#### **4 Contacting Support:**

E: [support@infinetcloud.com](mailto:support@infinetcloud.com)

W: [Contact Support](#)

#### **5 Types of Support:**

Infinet provides free Support for system related issues or errors for the life of the Customer license, and depending upon Customer requirements and expediency the following methods are available.

- [Infinet Cloud Knowledge Base](#)
- Email (preferred) [support@infinetcloud.com](mailto:support@infinetcloud.com)
- Video or Voice Conference call (eg Zoom)
- Direct Access to Customers Account (login required)

#### **6 Current Support Response Times:**

Infinet will respond to all urgent processing related Customer support queries within 1 hour of receipt, all non-urgent non-processing related queries within 24 hours.

Current average support response time to urgent queries is approx. 10 minutes.

#### **7 Non Support related assistance:**

If the support required is deemed to be training related or a user error then support/training hours is billable. Hours can be purchased at Infinets current price that are typically sold in blocks of 8.

Please contact [support@infinetcloud.com](mailto:support@infinetcloud.com) for further details, stating your primary Jurisdiction.