

## PBSA Support

Where mentioned below support offered is predominantly for the software PBSAPOS or other PBSA software programs, including websites created by PBSA (herein referred as 'product').

Support offered is a prepaid service and therefore to access support (herein referred as "PBSA support"), units of time must be pre-purchased. Units can be pre-purchased in bundles such as 5, 10, 20 or greater or purchased on demand with a minimum 0.5 units charged. PBSA support units may also be included in the initial purchase of product or via monthly subscription payments. Non used support units are non-refundable.

Terms, conditions, PBSA support features/deliverables, procedures, pricing and support availability are subject to change at any time without notice.

### **Access to the PBSA Support Help Desk**

For troubleshooting and assistance for the relevant product, contact our Support Help Desk via phone or email. Generally, normal PBSA support hours are between 8.30am and 5.30pm (AEST), Monday to Friday except Victorian public holidays and limited times during the Christmas to New Year period. For non-urgent requests please email the Help Desk, your request will be prioritised and responded to as soon as possible. We aim to respond to all new email requests within 1 – 2 business days. Weekend support hours are between 9:00am and 3:00pm (AEST) Saturday and Sunday, except during the Christmas to New Year period.

For contact details see the "Help" menu in PBSA POS.

### **PBSA support terms and conditions**

1. PBSA support benefits only apply to the product for which the PBSA support is held. By using PBSA support you acknowledge that you assent to these terms and conditions. Service availability may occasionally deviate from the stated hours due to such events like downtime for systems and server maintenance. You may experience some delay in having one of our support consultants answer your query as support volumes fluctuate so too will response time.
2. PBSA will record how much support units you have consumed and have available as PBSA support provided is recorded in 0.1 Units (6 minute) increments and includes the following; phone or email support provided by a consultant, project management, ticket management, remote support where the consultant remotes into the client's machine to provide any form of support, onsite support, travel time and any other relevant support provided to you. Our records are sufficient proof that PBSA support time has been consumed or a charge event is payable unless shown to be incorrect.
3. Time recorded has a status of billable, unbillable and pending. Any time recorded with a status of either billable or pending will consume your support units. Time recorded as pending is flagged to be reviewed to determine if it should be changed to billable or unbillable.
4. One hour of standard support consumes 1.0 support unit, one hour of onsite support consumes 1.25 support units, one hour of advanced support consumes 1.5 support units. Standard support includes but is not limited to product installation, product setup, basic data preparation and importation, remote training, general troubleshooting, workflow advice, installation of product updates, discussions, note and file recording and management, or other services PBSA deem to be standard support. Onsite support includes all items under standard support where the support has been provided outside of PBSA offices. Advanced support includes but is not limited to complex data extraction, data preparation and data manipulation, programming, scripts, formal group training, accounting system integration advice, weekend support or other services PBSA deem to be advanced support. PBSA at its discretion may agree to provided other types of support to you in addition to standard and advanced support.
5. Support outside normal support times as listed above, including weekends and public holidays can be pre-arranged at PBSA's discretion. PBSA support provided during these times will be recorded at 1.5 times the

relevant support type unit. If PBSA approve, PBSA support can be provided "on call" during these times in which an on-call fee of \$100 ex GST per day would be chargeable.

6. You must have support units available to access the PBSA Support Help Desk. When all your support units have been consumed PBSA consultants may inform you that you need to purchase more units before further support can be provided. As PBSA support is a pre-paid service (unless otherwise agreed to in writing) if you are in arrears of support units then You agree to pay PBSA within 7 days of notification/issue of an invoice for such support units in arrears.
7. Weekend support requires that you have support units available and is generally limited to mission critical support issues (i.e. sever outages, web sync issues, hardware issues, cannot trade) unless prearranged and the advanced support rate will apply to time recorded. To access weekend support, call in on the main PBSA phone lines with your phone number recorded in PBSA's system so that your support account can be verified and if support units are available then the call can be directed to a consultant. Phone messages and emails to [support@pbsapos.com.au](mailto:support@pbsapos.com.au) will only be monitored in the normal support hours between Monday to Friday. When your call is answered the consultant may triage your issue and determine the priority. Remote support may not be available straight away. If you require remote support the consultant will let you know the earliest time they can provide that assistance.
8. At various intervals and methods (such as emails or automated phone prompts when calling into the Support Help Desk) PBSA will notify you of your current support unit balance. After 10 business days of the notification the unit balance will be deemed to be accurate by you unless an enquiry has been raised by you in writing within this time. It is your responsibility to ensure that PBSA has your current email address for notifications to be emailed to and that you check your spam/junk mail. During the 10 days to assist your enquiry a support review can be conducted and a support review document produced if necessary. During a support review PBSA will review each time entry recorded and the relevant notes and tickets and list these in a support review document. The status of each time entry, billable, unbillable and pending will be reviewed and may be updated if necessary, which may adjust your support unit balance. If an enquiry has been raised outside the 10 business days after notification then an administration fee of \$60 ex GST may be charged to conduct the support review and create the support review document.
9. PBSA reserves the right to limit each support session to 24 minutes and to limit each session to one incident, which is defined as a specific support issue or question. In the event that more time is required the consultant reserves the right to arrange another time or to extend the current support session.
10. Support that is to be onsite or for, setup, data importation and/or manipulation, training, going live or for general extended sessions will generally need to be pre-arranged. Support consultants may not be able to provide you sufficient assistance for these items when a preschedule time has not been made with the Help Desk.
11. The Help Desk triage assesses each support request/ticket and assigns a priority based upon their assessment of its urgency. Despite the aim to respond to requests/tickets within 1-2 business days it's your responsibility to follow up your request via telephone if you deem it to be more urgent and the request/ticket has not been resolved. In the event that PBSA responds to your request/ticket and requires more information/action from you and does not receive a response within 3-5 business days, then the request/ticket's priority may be changed, and time allocated to assist rescheduled based on fluctuating support volumes.
12. The Help Desk may need to communicate with you via telephone, email or other technologies to provide support and you agree to these types of communication and to make yourself, your staff or other people available during those times.
13. Onsite support may incur additional charges that will be invoiced to you and may need to be paid for in advance. These charges include but is not limited to, vehicle, hire car, taxi, airfares, accommodation, and parking expenses.

14. PBSA may offer a discounted price for pre-purchased support units in bundles such as 5, 10, 20 or greater. Any discount offered will only be applied to support units that are not for support in arrears.
15. If there is an event that you are not satisfied with the support provided by a support consultant first reach out to the support team leader for assistance, then if you are still unsatisfied with the resolution or response time then download a complaint form at [www.pbsapos.com.au/resources/CustomerComplaintForm.pdf](http://www.pbsapos.com.au/resources/CustomerComplaintForm.pdf) and then email this form to [management@pbsapos.com.au](mailto:management@pbsapos.com.au). As your feedback is important to us and to avoid a potential email being caught in a spam filter or other cause of non-receipt, we ask that you also telephone and ask to speak with management if you do not receive a written reply confirming the receipt of your email within 5 business days.
16. PBSA reserves the right to end a support session if the nature of the session has become unprofessional and may cease to provide any future PBSA support if a PBSA consultant has been abused by you.
17. PBSA does not guarantee that support can be provided for non-current versions of the product. If support can be provided to non-current versions of the product, time taken may be greater than usual. If the issue is deemed to be a bug with PBSAPOS and this bug has already been resolved in a subsequent PBSAPOS version and your PBSAPOS maintenance is expired then all support time for that issue is billable. All support time for any issue with a website outside the warranty period will be billable except if you have current web maintenance and the issue is with the synchronization between the website and PBSAPOS.
18. In the event that there is an issue that has resulted from a bug with PBSAPOS, time spent investigating and reporting the bug is unbillable, however if you choose to have PBSA support provided for that issue rather than waiting for a new software update with a fix may result in this time being billable.
19. At all times you are responsible for your IT environment, including but not limited to the setup, maintenance or resolving any issues, including any operating system requirements, settings and upgrades, antivirus or other security software, management of passwords, firewalls, VPN, terminal services, remote desktop, connectivity issues caused by third-party services, service providers, internet connections, hardware and/or software, backup, restart procedures or any networking problems such as cabling, Wi-Fi, routers and switches.
20. PBSA support does not cover enquiries on general accounting or taxation issues, nor does it include application consulting, including accounting software. Support consultants may refer you to other resources such as manuals, online tools, webinars and remote support if required to assist you. The determination of the nature of your query for these purposes will be made by our phone support consultants. PBSA support consultants may train you on how PBSAPOS can integrate with supported accounting systems, however it is your responsibility to populate the relevant chart of accounts and settings in PBSAPOS and ensure your accounting software has been setup to allow the integration. You may need assistance from your accountant and/or bookkeeper.
21. PBSA may not be able to provide support for any hardware (including but not limited to servers, computers, tablets, cashdrawers, printers, wireless access points, scanners, scales, touchscreens) that has not been purchased directly from PBSA.
22. At all times you are responsible for your network security, information security and cyber security. PBSA is not responsible for these items, and does not claim to provide these services. At all times you are responsible for the backup of your data.
23. Except where the Australian Consumer Law or equivalent state legislation applies, neither PBSA nor any of the other beneficiaries of this clause referred to below are liable to you for any loss (whether direct, indirect or consequential loss or damage) suffered or liability incurred by you caused by or resulting from the provision of PBSA support. This clause applies for the benefit of all related companies of PBSA and all officers, employees, contractors and agents of PBSA and those related companies. If PBSA or any of the other beneficiaries are ever liable (whether for direct, indirect or consequential loss or damage) to you and, for any reason, cannot rely on any exclusion of liability set out in this clause, the maximum combined liability of PBSA and those other beneficiaries to you is the amount paid by you to PBSA for PBSA support.