



**Service Level Agreement (SLA)**  
**for *Customer***  
**by**  
**SmoothPay Ltd**

**Effective Date: 14 May 2019**

<b>Document Owner:</b>	SmoothPay Ltd
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**Version**

Version	Date	Description	Author
1.0	2019-05-14	Service Level Agreement	Matt Gardner
1.1	2020-11-27	Revision (offline viewer and tidy)	Matt Gardner

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date
SmoothPay Ltd	Service Provider		
	Customer		

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *SmoothPay Ltd.* and **Customer** for the provisioning of services required to support and sustain **goPayroll (online payroll)**.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders.

This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**IT Service Provider(s):** **SmoothPay Ltd.** (“Provider”)

**IT Customer(s):** **Customer** (“Customer”)

## 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** [SmoothPay Ltd](#)

**Review Period:** [Yearly \(12 months\)](#)

**Previous Review Date:** [27 Nov 2020](#)

**Next Review Date:**

## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 5.1. Service Scope

The following Services are covered by this Agreement;

- Availability of online services
- Manned telephone support
- Monitored email support
- Remote assistance using TeamViewer

## 5.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

## 5.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

## 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels.

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday
  - NZ HelpDesk: +64 6 353 6462
  - Australia freephone: 1800 940 739
  - Calls received out of office hours will be forwarded to an answer phone service and best efforts will be made to answer / action the call, however no action can be guaranteed until the next working day
- Email support: Monitored 9:00 A.M. to 5:00 P.M. NZDT Monday – Friday
  - [helpdesk@smoothpaygold.com](mailto:helpdesk@smoothpaygold.com)
  - [helpdesk@smoothpay.co.nz](mailto:helpdesk@smoothpay.co.nz)
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Remote assistance availability:
  - 0-8 hours during business hours, or
  - Next working day
- goPayroll and associated web services guaranteed to 99.9% availability, excepting scheduled maintenance and *force majeure*
- To protect against unforeseen circumstances:
  - Bootable server snapshots are created daily, during off-peak hours
  - Data snapshots are stored in a secure offsite facility on a 7-day, week, month and annual copy and are retrievable by SmoothPay technical staff in the event of a server or internet failure
  - Users have the ability to download a full copy of their database at any time during server operation
  - Scheduled maintenance will be performed at times outside normal operational hours to reduce impact on service availability
  - Disaster recovery [server malfunction and *force majeure*] may involve making alternative services available until normal service can be resumed, including but not limited to:
    - Fail-over to replacement server hardware and restoration of the latest database image, or in extreme cases

- Provisioning of a Docker goPayroll-edge container and your database

## 6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

NOTE: if TeamViewer access is requested by support personnel and is denied by the Customer Representative then the Service Request will be void.