

Infosoft Services | Service Level Agreement

Last updated 5th October 2020

The Service Level Agreement (SLA) is designed to offer assistance to subscribers and invited users for those subscribers using Infosoft services. Below is the detail on what is included.

Infosoft's Responsibilities

Service window	9:00am – 5:00pm Monday – Friday excluding public holidays
Telephone or email support	New Zealand 0800 221 110 National Toll Free Australia 1800 606 793 National Toll Free support@infosoft.co.nz
Support Fees	The support fees are included in the subscription
Confidentiality	Infosoft ensures that all client data and information which is stored will be always be kept in secure environment and treated with confidence at all times.
Reliability	The support offered is done so in a professional manner. Changes to our services are introduced in a controlled environment.
Response	Infosoft will respond to all support queries within 24 hours of the initial call. Our support team is based in Wellington New Zealand

Customer's Responsibilities

Access Window	9:00am – 5:00pm Monday – Friday excluding public holidays
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Service Support

Every subscription includes support and access to our support, Support can be accessed by Telephone using our tollfree number, email, and instant chat. This support does not include site visits.

We provide a lot of guidance and support to help you use our services. You agree to use our services only for lawful business purposes and in line with the instructions and guidance we provide.

Change Control

We frequently release new updates, modifications and enhancements to our services, and in some cases discontinue some features. Where this occurs, we'll endeavour to notify you where practical. Updates usually happen with no interruptions and outside the service window.

Version Control

It is expected that Infsoft Limited will maintain version control.

What is Not Supported

- Your computer or device that is being used to access our service.
 - Any software installed on your computer or device that is accessing your subscription.
 - Any internet issues you might have.
 - Subscriber training of staff after implementation either by phone or in person. Training can be arranged on a time and cost basis.
 - Help with any Operating System issues or prerequisites.
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