

The EasyPay Enhanced Subscription Service V1.3

The basic EasyPay subscription covers the annual license fees for the EasyPay HR & Payroll software. It also includes all software updates that we deliver automatically throughout the year. These updates include, in particular, important changes to keep up with new tax, social insurance and other legislation, updates to Government forms, new time saving features, bug fixes, added compatibility with new operating system updates and more. In other words, basic subscription covers the software and does not include a support agreement.

Customers without a support agreement can request support on an ad hoc basis from our email help desk, subject to availability.

EasyPay customers have the option of upgrading to an enhanced subscription which includes a support agreement. An overview of the different levels available is below.

The Different Levels Of Support Available

Basic Subscription Service Only

The basic level of EasyPay subscription includes:

- The EasyPay software license for the subscription year from 1st July to 30th June.
- All software updates included throughout the year.
- No support is included. E.g. Telephone support is not included.
- Ad hoc remote support, subject to availability, at our ad hoc rate of £30 per 30 minutes.
- Priority Support request - £75 per hour.

Level 1 - £100 per month / £1000 per year

As above, plus the following additional benefits:

- Up to 2 hours of support included each month.
- Signed agreement with a commitment to response times.
- Urgent requests within 24 hours, medium priority 48 hours and low 72 hours.
- Direct telephone number for support during business hours. Business hours are Monday to Friday - 9am to 5pm CET, except public holidays.
- Priority support over customers without the support service.

Level 2 - £175 per month / £2000 per year

As above, plus:

- Up to 3 hours of support OR development included each month.

Level 3 - £350 per month / £4000 per year

As above plus:

- Up to 6 hours of support OR development included each month.
- Commitment to respond to urgent issues within 12 hours.
- One person named as a dedicated support contact with mobile number and email address.
- After hours & weekend support contact number for emergencies only.
- 10% discount on support and development hourly rates.