

EZYENTRY - SUPPORT POLICY

This Support Policy describes the policies and procedures under which EzyEntry provides support services for its Software to its Clients (**Support Services**).

Support Services are covered by the Subscription Fee and subject to the terms and conditions of the Subscription Agreement / Terms of Use and this Support Policy.

Scope

Support Services are only provided to Clients who are not in breach of the Terms of Use (including payment of all Fees).

Support Services will comprise of the following:

1. Installation – guidance and troubleshooting in connection with the Client's downloading and installation of the Software.
2. Usage – technical support for major incidents via email (Support@EzyEntry.com.au) in-built support functions;
3. Any new releases or upgrades of or to the Software;
4. Documentation and support/help facilities contained within the Software and on the website.

EzyEntry shall make commercially reasonable efforts to correct bugs or other errors in the Software. The Client acknowledges and agrees that EzyEntry is not required to correct every or any bug, error, or problem with the Software that a Client reports to EzyEntry or of which EzyEntry is otherwise made aware.

Process

Clients shall obtain Support Services by reporting individual issues to EzyEntry via its support email: Support@EzyEntry.com.au or as otherwise advised by EzyEntry from time to time.

In order to expedite the resolution of incidents, EzyEntry requires the Client to:

1. provide information necessary to help EzyEntry track, reproduce, or investigate the incident;
2. provide a full description of the issue and expected results;
3. provide the exact wording of all issue-related error messages;
4. describe any special circumstances surrounding the discovery of the issue;
5. provide appropriate contact detail.

EzyEntry may, if required, contact the Client to:

1. confirm the authority to report the issue;
2. assist with the problem.

Support Services are intended to provide assistance to individuals for issues and questions beyond what is covered in documentation and material provided with the Software or through the Portal.

Response

We answer questions Monday to Friday, 9am-5pm, Australian Eastern Standard Time (AEST) time (GMT +10) only.

We will endeavour to respond to your reported incident as soon as possible, however, it is EzyEntry's intention to provide, where possible, a response within 48 hours on business days.

The in-built support features of EzyEntry will automatically send EzyEntry any incompatible forms and inform of errors that may occur during processing.

If there are any serious EzyEntry processing errors, EzyEntry will refund any Usage Fee for the particular use.

Exclusions

The following are excluded from EzyEntry's Support Services obligations:

1. Software that is used on or in conjunction with hardware or the Software (including third party software);
2. Altered or modified Software, unless altered or modified by EzyEntry;
3. Defects in the Software due to accident, hardware malfunction, abuse or improper use;
4. Any version of the Software for which Support Services have been discontinued by EzyEntry;
5. Training, customization, integration and any issues arising from non-standard usage of the Software.

Additional Services

EzyEntry offers a range of fee-based professional services on request to address issues related to:

1. Onsite product training
2. Installation services
3. Implementation and integrations
4. Process improvements

Please contact EzyEntry if you wish to engage EzyEntry to provide any of these services.

Suggestions

We want to improve EzyEntry as much as possible. If you have any suggestions, please feel free to contact us via (Support@EzyEntry.com.au).