

Service Description

Paymate Software Corporation recognizes the importance of accurate and timely delivery of service and therefore, is committed to providing the highest level of service to you, from resolution to individual support issues to on-site support, data conversion, and training. We classify these services in the following categories:

- Services covered under the annual maintenance or subscription fee
- Technical support
- Professional services

Services Covered Under the Annual Maintenance

Tax Updates

Tax updates are made whenever there is a change in taxes. These are made available to download for customers on our maintenance plan.

Program Updates

Program updates include revisions to fix bugs and/or to make improvements and enhancements to that version of the program. The new versions are typically made available with the tax updates, unless we feel that the updates are urgent and will be made available to download for customers on our maintenance plan. For our Harmony customers, updates are made available without the need to download.

Resources and Access to Knowledge Base

Paymate has compiled a list of articles, guides, how-to videos, and FAQs that will help you while using our products. To access this exclusive list of articles, please log into your customer account and go to the Support menu. The knowledge base is also available under the *Help* menu of our products.

Technical Support

Paymate's support team is available to assist you Mondays through Fridays from 9:00 AM to 5:00 PM Eastern Time.

Please have your six-digit customer ID ready when you contact us.

Email Us: support@paymatesoftware.com

If you are emailing us, please provide a screenshot of the issue/error message (if possible) and a detailed description of the issue in your email. A support ticket will be created from your email and action will be taken to resolve your issue.

Call Us: 1-866-PAYMATE (1-866-729-6283) ext. 1

This service may be chargeable at prevailing rates.

Professional Services

All professional services are chargeable at the prevailing rate set at \$175 per hour*. To schedule a professional service, please call us at 1-866-PAYMATE (1-866-729-6283) ext. 1 or email Paymate Support directly at support@paymatesoftware.com.

*Rate is subject to change without notice.

Product Training

Training is available on a one-on-one basis with our Product Specialists to ensure that your needs are met, and you can use the application to its fullest capabilities. Training is typically conducted over the phone and through screen-sharing software. On-site training may be available where appropriate.

Data Conversion

Paymate offers a data conversion service to help you import your data from your current software solution. We will ensure that all data is imported, as per your request, to ensure a seamless transfer. Our experts are experienced with most accounting, payroll, and human resources software, making data conversion quick and easy.

Implementation

Paymate offers full-service integration to your system. We will fully implement the software with all the data needed. One of our experts will analyze, train, and provide documentation for your reference.

Customization

Paymate offers customization services, such as special reports, custom checks/cheques and paystubs, scripting, and special programming when appropriate. All custom work is warranted for 30 days. Any corrections or bug fixes after the warranty period of 30 days are chargeable at the regular prevailing rates. Please contact us with the details of your customization work.

The Support Process

While we attempt to answer every support call immediately, it is not always possible. Below, we have described the escalation process we follow to resolve any outstanding issues.

1. When a support request is received, a Support Representative will check the knowledge base and attempt to provide a solution in the same phone call. If the support calls were a 'how-to' question, the answer will normally be provided in the same phone call. The incident will then be closed.
2. Otherwise, the Support Representative will begin troubleshooting to resolve the issue in the same phone call. If the issue is resolved, the incident is closed.
3. If the issue remains unresolved, the Support Representative will gather information for support from a Programmer Representative. If a solution is found, we will return your call and if resolved, the incident is closed.
4. If the solution remains unfound, the incident will be led by a Programmer Representative who will contact you to carry out further analysis to solve the problem. If the issue is resolved, the incident is closed.
5. The Programmer Representative may escalate the incident to online support and request to be connected to your system or may request for the information to be sent by email for further problem determination. If the Programmer Representative is able to identify the problem, a solution will be provided or a Plan of Action with time frames will be communicated to you. The incident will remain open until the issue is resolved.
6. If the issue remains unidentified, the issue will be escalated, and an on-site visit will be jointly scheduled with you. A Plan of Action will be developed, and the incident will remain open until the issue is resolved.

Please note that steps 1 through 4 will generally not exceed four (4) hours.

Target Response Times and Fee Schedule

| Service | Target Response Time | Fee* |
|---------------------------|----------------------|--|
| Program Updates and Fixes | N/A | Covered by annual maintenance and subscription fee |
| Tax Updates | When required | Covered by annual maintenance and subscription fee |
| Ticket and Email Support | 4 hours | Covered by annual maintenance and subscription fee |
| Telephone Support | Within same call | N/A |
| Online Support | 4-6 hours | \$175 per hour |
| On-Site Support | Mutually agreed plan | \$175 per hour + travel time (minimum two hours) |
| Professional Services | Mutually agreed plan | \$175 per hour or \$1400 per day |

*All pricing is subject to change without notice.