

Seratec Pty Ltd
SOFTWARE
HOURS of SERVICE & RESPONSE



Seratec Pty Ltd.

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Seratec Pty Ltd
ACN: 107 417 309
Hours of Service & Response

Hours of standard service;

Monday to Friday, 9:00 am to 5:30 pm Australian Eastern Standard Time, excluding NSW and/or South Australian public holidays, also excluding intervening days over the Christmas break and other special event days.

Response time;

Seratec standard level of service is to provide a response to reported issues within four standard working hours. Issues are prioritized dependent on impact, urgency and other factors.

Charge rates and durations;

Standard charge increments are in 15 minute blocks during standard hours of operation. Out of hours rates vary according to the chart below.

Where two rules coincide, such as a public holiday being on weekday, the higher fee applies.

Conditions for out of hours service

Seratec does not generally provide out of hours service, as such out of hours service is available only by;

1. Prior arrangement
2. If you have a prepaid contract agreement for extended hours

Rate multipliers and charge minimums for service;

All times are - Eastern Standard Time

Rate multipliers		Loading	100%	150%	200%
Timeslot	start	end	Mon-Fri	Weekend & Pub hols	Christmas day
Mon to Fri	7:00am	9:00am	1.5	2.25	3
Mon to Fri	9:00am	5:30pm	1	1.5	2
Mon to Fri	5:30pm	9:00pm	1.5	2.25	3
Mon to Fri	9:00pm	12:00pm	2	3	4
Mon to Fri	12:00pm	7:00am	2.5	3.75	5

Minimum Hours			Min hours	Min hours	Min hours
Timeslot	start	end	Workday	Weekend & Pub hols	Christmas day
Mon to Fri	7:00am	9:00am	1	2	2
Mon to Fri	9:00am	5:30pm	0.25	1	2
Mon to Fri	5:30pm	9:00pm	1	2	2
Mon to Fri	9:00pm	12:00pm	1	2	2
Mon to Fri	12:00pm	7:00am	2	2	2

Examples of service – explanatory notes;

Each individual Seratec office observes the Public holidays in that state. Standard support is provided if any one of the two offices is not subject to a public holiday or special leave day as determined by the Seratec management.

Examples:

- Service on a Monday (not a public holiday) where the work is to be done within 8:30am to 5:30pm the hourly charge is 1 x the standard rate, in 15 min blocks
- Service on a Public holiday (Monday) where the work is to be done within 8:30am to 5:30pm the hourly charge is 1.5 times the standard rate, minimum of 1 hour + 15 min blocks
- Service on a Monday (not a public holiday) where the work is to be done within 9:00pm to 12:00pm the hourly charge is 2 times the standard rate, minimum 1 hour + 15 min blocks
- Service on a Public holiday (Monday) where the work is to be done within 9:00pm to 12:00pm the hourly charge is 3 times the standard rate, minimum 2 hours + 15 min blocks
- An issue reported at 5:30pm on Friday night will be attended to on or before Monday 1pm provided that Monday is not a Public holiday in Both New South Wales and South Australia or special leave day.