

Service Levels

Last Updated: 14 April 2025
Effective: 14 April 2025

SERVICE LEVELS

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1 INTRODUCTION

- 1.1 Service Provider understand the importance of the Service in the context of Customer's business.
- 1.2 Service Provider will endeavour, that when an incident is reported with regards to the Services, it meets prompt, efficient, accurate, complete, appropriate, professional, and a competent level of service, as defined in this service level agreement ("SLA").
- 1.3 It is the intention of this SLA to ensure that incidents are resolved, where applicable:
 - 1.3.1 within Customer's applicable Pay Period;
 - 1.3.2 before Customer's applicable Payment Date;
 - 1.3.3 In line with a Self-Service Process. or;
 - 1.3.4 In line with a Correct Output requirement.
- 1.4 Service Provider further acknowledges that there are certain processes that are detached from a Pay Period, such as Self-Services Processes, and where the severity of an incident cannot be determined based on the Pay Period.

2 DEFINITIONS

- 2.1 **"Business Day"** means any day other than a Saturday, Sunday, or public holiday as gazetted, by the government of the country from which the Service is provided and where the Global, Regional or In country Support Centre is located, from time to time.
- 2.2 **"Business Hours"** means the hours of [08:00 to 17:00] Monday to Thursday and [08:00 to 17:00] Friday, on a Business Day, in the country from which the Service is provided and where the Global, Regional or In country Support Centre is located.
- 2.3 **"Correct Output"** means the results obtained from the Deel Local Payroll Application that can have an impact on or influence:
 - 2.3.1 payment to an employee or a third party;
 - 2.3.2 submission of incorrect information to a regulatory body or third party;
 - 2.3.3 integration results with an external solution.
- 2.4 **"Pay Period"** the period in which employees accumulate time for payment.
- 2.5 **"Payment Date"** the actual payment date on which employees receive payment for the previous Pay Period.
- 2.6 **"Self-Service Process/Processes"** means any Employee Self Service or Management Self Service process that is functioning incorrectly, that can have an impact on or can influence (not an exhaustive list):
 - 2.6.1 leave transactions;
 - 2.6.2 claim transactions;
 - 2.6.3 training transactions;
 - 2.6.4 performance management transactions.

3 TECHNICAL SUPPORT AND PROBLEM RESOLUTION

- 3.1 Service Provider includes a baseline level of Support as part of Customer's monthly fee. This basic Support includes:
 - 3.1.1 Multichannel Support Service;
 - 3.1.2 Online help 24 hours 7 days a week (24/7): Around-the-clock access to all online help resources;
 - 3.1.3 Live telephonic & online chat Support on Business Days during Business Hours;
 - 3.1.4 Contact Details

3.1.4.1 Telephone Number: as per the numbers displayed, per the applicable operating country location at www.payspace.com.

3.1.4.2 Email Address: finance@payspace.com

3.2 There are no limits to the number of Support requests ("Support Requests") that can be submitted from Customer to Service Provider. Should the duration of a Support call, received by the "catch and dispatch agent", exceed 15 minutes or result in one of Service Provider's consultants performing work on behalf of Customer, a pre-approved Work Request will become applicable and needs to be accepted by Customer, in writing. Standard consulting charge will become applicable based on the prevailing hourly rate;

3.3 There are 2 levels of Support, which are integrated into Service Provider's Support process:

3.3.1 Level 1: This is Support provided by the appropriate Service Provider helpdesk consultant when they receive any Support Request. This represents generalist Support. If this level of Support cannot resolve the problem, the Support Request is escalated to level 2 Support;

3.3.2 Level 2: This is Support escalated to Service Provider's senior functional and/or technical resources. This level of Support could involve code modifications, if required, to resolve the problem.

3.4 Support will include enhancements or updates required to the Deel Local Payroll Application and platform thus ensuring it is kept current and up to date with technological advancements and improvements.

4 CLASSIFICATION OF INCIDENTS

4.1 It is not necessary (nor is it likely) to have a perfect match of each characteristic to categorize an incident at a particular severity level. An incident must also be judged against other characteristics, to make an overall assessment of which severity level, best describes the incident. These characteristics being:

4.1.1 correct Output Requirement;

4.1.2 Self-Services Processes;

4.1.3 business and financial exposure;

4.1.4 work outage. and;

4.1.5 number of employees affected.

4.2 Subject to sub-clause 4.1 above, classification of incidents, are specifically linked to Customer's Pay Period, Payment Date, and the timing of Customer's processes in relation to the Pay Period.

4.3 When information and / or output is required within Customer's Pay Period, the proximity of same to Customer's Payment Date will have a direct influence on the incident severity level.

4.4 Customer's original description and input regarding the incident, will determine the initial severity classification for the incident.

4.5 In some cases, the incident may be escalated to Level 2 support personnel (as described in sub-clause 3.3 above), possibly resulting in a reclassification of the incident as a different severity or as a work request. Reclassification of incidents by Service Provider must be communicated and explained to Customer

4.6 The characteristics indicated in clause 9, do not cover work requests. Severity levels for work requests may carry a separate set of characteristics and weightings. Work requests are not covered as part of this service level agreement.

5 SYSTEM AVAILABILITY

5.1 The Deel Local Payroll Application will be available no less than ninety-nine and one-half percent (99.5%) except during standard scheduled maintenance ("Availability"). Maintenance includes the application of updates and upgrades.

5.2 Availability shall be calculated by dividing the number of minutes the system is up and running at the Availability level and available for use by Customer during a given calendar month, by the number of minutes the system is scheduled to be available (i.e., 24 hours per day, 7 days per week, less scheduled maintenance), expressed as a percentage.

6 SERVICE PROVIDER SUPPORT LEVELS (TIERS)

Tier Level	Description	Scope	Availability
Tier-0	<ul style="list-style-type: none"> This is an automated machine interaction with no immediate human intervention 	<ul style="list-style-type: none"> Customer's End Users can browse and retrieve information via the Deel Local Payroll Application and such information includes, amongst others, frequently asked questions, knowledge base and online manuals where Customer's End Users can retrieve information via an online search facility 	<ul style="list-style-type: none"> 24/7/365, Via the Deel Local Payroll Application
		<ul style="list-style-type: none"> This support level includes the logging of calls via email 	<ul style="list-style-type: none"> 24/7/365 via automated CRM response
Tier-1	<ul style="list-style-type: none"> Email and Telephonic Support Solving of basic and common incidents 	<ul style="list-style-type: none"> This support level is typically used to record user requests, attending user's phone calls, replying to emails, logging incidents faced by users, and do basic troubleshooting Includes solving of common and non-technical incidents Support is provided by consultants with a basic knowledge of the Service If no solution is available or the incident needs more in-depth knowledge, then Tier-1 consultants escalate those incidents to a higher tier (generally to Tier-2) 	<ul style="list-style-type: none"> In Country or Regional Support Centre: <ul style="list-style-type: none"> Email & Telephonic Support: Business Hours
Tier-2	<ul style="list-style-type: none"> Providing in-depth trouble shooting and analysis 	<ul style="list-style-type: none"> First step in managing incident severity levels In-depth Deel Local Payroll Application support is provided Consultants may or may not interact with Customer End Users Consultants are able to assess the incidents and provide solutions and / or work-arounds for incidents that cannot be resolved by Tier-1 consultants Normally application consultants (non-technical consultants) that have an in-depth understanding of the Deel Local Payroll Application and the Service If no solution can be provided by this group, then Tier-2 support escalates the incident to Tier-3 	<ul style="list-style-type: none"> In Country or Regional Support Centre: <ul style="list-style-type: none"> Email and Telephonic Support: Business Hours
Tier-3	<ul style="list-style-type: none"> Subject Matter Expert support pertaining to the Deel Local Payroll Application and Service Provider's Service 	<ul style="list-style-type: none"> Expert support pertaining to the Deel Local Payroll Application and / or applicable payroll legislation Support may include technical support for the resolution of the Deel Local Payroll Application technical and programmatic incidents If no solution can be provided by this group, then Tier-3 support escalates the incident to Tier-4 	<ul style="list-style-type: none"> Where available Regional Support Centre Global Support Centre: <ul style="list-style-type: none"> All types of support: Business Hours
Tier-4	<ul style="list-style-type: none"> Service Provider internal technical support or 3rd party support 	<ul style="list-style-type: none"> These are incidents that requires highest level technical knowledge and support to resolve the incident These incidents normally require a Root Cause Analysis ("RCA") using product code, designs, or specifications Once the root cause is identified, the fixes to the incidents are documented, communicated, and applied in the production environment 	<ul style="list-style-type: none"> Global Support Centre: <ul style="list-style-type: none"> All types of support: Business Hours

7 SUPPORT LOCATIONS

Support Level	Customer Operating Country	Support Location	Support Location Time Zone
Tier-0	<ul style="list-style-type: none"> All Customers 	<ul style="list-style-type: none"> Cloud Based: accessible from any where 	<ul style="list-style-type: none"> N/A
Tier-1	<ul style="list-style-type: none"> United Kingdom 	<ul style="list-style-type: none"> In Country Support Centre: United Kingdom 	<ul style="list-style-type: none"> GMT
	<ul style="list-style-type: none"> Brazil 	<ul style="list-style-type: none"> In Country Support Centre: Brazil 	<ul style="list-style-type: none"> GMT -3
	<ul style="list-style-type: none"> Africa and Middle East 	<ul style="list-style-type: none"> Regional Support Centre: South Africa 	<ul style="list-style-type: none"> GMT +2
Tier-2	<ul style="list-style-type: none"> United Kingdom 	<ul style="list-style-type: none"> In Country Support Centre: United Kingdom 	<ul style="list-style-type: none"> GMT
	<ul style="list-style-type: none"> Brazil 	<ul style="list-style-type: none"> In Country Support Centre: Brazil 	<ul style="list-style-type: none"> GMT -3
	<ul style="list-style-type: none"> Africa and Middle East 	<ul style="list-style-type: none"> Regional Support Centre: South Africa 	<ul style="list-style-type: none"> GMT +2
Tier-3	<ul style="list-style-type: none"> All Countries 	<ul style="list-style-type: none"> Global Support Centre: South Africa 	<ul style="list-style-type: none"> GMT +2

Support Level	Customer Operating Country	Support Location	Support Location Time Zone
Tier-4	<ul style="list-style-type: none"> All Countries 	<ul style="list-style-type: none"> Global Support Centre: South Africa 	<ul style="list-style-type: none"> GMT +2

8 RESOLUTION DEPENDANCIES

- 8.1 Where resolution relates to the assistance from 3rd parties, resolution time will depend on such parties.
- 8.2 Resolution with regards to legislation and or legislative incidents might require the assistance of a third party with regards to the verification and interpretation of legislation and as such the resolution time will depend on the third party.
- 8.3 Where the incident is related to an issue attributable or caused by the Customer, resolution time will not be measured or be included in the SLA.
- 8.4 Work requests are excluded from the SLA.

9 SEVERITY LEVELS

SEVERITY LEVELS: DEPENDANT ON AND SUBJECT TO SUPPORT TIER AND SUPPORT LOCATION				
	Definition And effect on Customers Business	Response and Acknowledgement Time (Acknowledgement is via automated response from the Service Providers CRM)	Resolution	Resolution Time
Severity 1: Critical Priority	<ul style="list-style-type: none"> A Customer process that must be completed within the current Pay Period and resolution is required within the next 2 (two) Business Days. 	<ul style="list-style-type: none"> Ticketing system generated acknowledgment issued immediately (see note below). Ticket number included in response and acknowledgement Note – the acknowledgment of the system generated ticket is issued by a Ticket management system. The acknowledgment time does not assume issues outside of the control of the system (for example email exchange delays, internet connectivity issues and the like) 	<ul style="list-style-type: none"> Normally an incident for which there is no acceptable workaround (i.e., the results cannot be obtained in some other way), and it requires re-configuration and / or development, which can only be supplied by Service Provider. 	<ul style="list-style-type: none"> Incidents that have an immediate business impact, such as a Self-Service Process, will be addressed immediately and will be worked on until the incident is resolved or a work-around is available to get the Services restored. The maximum acceptable resolution time for items that does not have an immediate business impact, is within 2 (two) Business Days. For the avoidance of doubt, where the resolution is required within 1 business day, then the maximum resolution time is 1 business day. Customer must be available, for consultation with Service Provider during this period.
Severity 2A: Immediate Priority	<ul style="list-style-type: none"> A Customer process that must be completed within the current Pay Period, and resolution is required within the next 2 (two) to 10 (ten) Calendar Days. 			<ul style="list-style-type: none"> The incident does have an impact during the current Pay Period but is only required between 2 (two) to and 10 (ten) Calendar Days (maximum resolution time). For the avoidance of doubt, if the resolution is required within 5 Calendar Days, then the maximum resolution time is 5 Calendar Days).
Severity 2B: High Priority	<ul style="list-style-type: none"> A Customer process that must be completed within the current Pay Period, and the resolution is required within the next 10 (ten) to 20 (twenty) Calendar Days. 			<ul style="list-style-type: none"> The incident does have an impact during the current Pay Period but is only required between 10 (ten) to and 20 (twenty) Calendar Days (maximum resolution time). For the avoidance of doubt, if the resolution is required within 12 Calendar Days, then the maximum

				resolution time is 12 Calendar Days).
Severity 3: Medium Priority	<ul style="list-style-type: none"> An incident or process that can have an impact on Customer's output requirements in the current or future Pay Periods. 		<ul style="list-style-type: none"> Normally an incident for which there is an acceptable workaround (i.e., the results can be obtained in some other way). 	<ul style="list-style-type: none"> Workaround to be supplied and communicated taking into consideration the proximity of the Payment Date or the Correct Output requirement date. A permanent resolution to be supplied, as soon as possible, when available.
Severity 4: Low Priority	<ul style="list-style-type: none"> An incident or process for which a corrective action can be included in a future release. 			<ul style="list-style-type: none"> To be considered as future development with no time limit.
Severity 5: Enhancement Requests	<ul style="list-style-type: none"> Considered to be an enhancement 		<ul style="list-style-type: none"> To be published. 	<ul style="list-style-type: none"> To be published.

10 SERVICE LEVEL EXCLUSIONS

10.1 All incidents not associated with and not expressly provided by Service Provider are specifically excluded from this SLA.