



## PayGate Support and Service Level Agreement

**PayGate is the next generation payments gateway from CORVID PayGate.**

Ensuring that your business can remain operational and be confident of making payments on time, CORVID PayGate offers you a range of support options as part of your standard contract, and also provides you with optional enhancements for further peace of mind.

### PayGate Service Levels

CORVID PayGate offers three service levels; Bronze (standard), Gold and Platinum, that are defined as follows:

#### Bronze (included as standard)

- **Core coverage: Monday to Friday, 0900 to 1700 excluding UK Bank holidays. Support as per PayGate Service Level Definitions (defined below).**

#### Gold

- **All features included within Bronze.**
- **Extended coverage: Monday to Friday, 1700 to 2100 excluding UK Bank holidays.**
- **GoldStar Emergency Submission.**

#### Platinum

- **All features included within Gold.**
- **Full coverage: Saturday, Sunday and UK Bank Holidays, 0900 to 1700.**

All requests for support and assistance should in the first instance be logged with our support team via email [support@corvid-paygate.com](mailto:support@corvid-paygate.com) or by telephone on 01462 708444.

Our support engineers will automatically be notified of all new requests and an engineer will respond to you directly for defined failures and faults and work towards a timely resolution.

## CORVID PAYGATE OFFERS YOU A RANGE OF SUPPORT OPTIONS AS PART OF YOUR STANDARD CONTRACT, AND ALSO PROVIDES YOU WITH OPTIONAL ENHANCEMENTS FOR FURTHER PEACE OF MIND.

### **GoldStar Emergency Submission Service**

Unforeseen issues can affect your ability to submit payment files at any time, whether through staff absence, lost smart cards, loss of Internet connectivity or building closure. Should the worst happen, do you have a contingency solution in place to still ensure you can submit payments on time?

Included within our enhanced Gold SLA, our GoldStar Emergency Submission Service provides you with a reassuring and cost-effective contingency solution by allowing us to transmit payment files on your behalf to help you avert a crisis.

The GoldStar Support Team is available from 9am to 9pm on weekdays (excluding UK public holidays) for whenever you are unable to submit payment files to Bacs or Faster Payments via your normal methods.

Simply instruct your Bank to link your Bacs Service User Numbers to the CORVID PayGate Payments Bureau Number (B20875) and then we'll be available when you need us.

The Gold SLA gives you an allowance to make five submissions to us, each of which can consist of up to five separate files on a single day. This allowance is valid for each year of your contract and does not roll over. Additional submissions can be purchased if required.

CORVID PayGate is a fully accredited Bacs Approved Bureau. To maintain this status we undergo regular in depth inspections by the Bacs Bureau Inspection team.

Only organisations with exemplary business practices are approved to act on behalf of other Service Users in the capacity of a Bacs Approved Bureau.

To learn more about the Bacs Approved Bureau status, please visit the Bacs website.

### **Online Support**

Should it be necessary, our support engineers can attend your site in order to troubleshoot support issues, carry out installations or upgrades, and provide additional training. Charges apply, and exclude travel, accommodation and reasonable expenses.

### **Key Contacts**

[support@corvid-paygate.com](mailto:support@corvid-paygate.com)  
[goldstar@corvid-paygate.com](mailto:goldstar@corvid-paygate.com)

+44 (0) 1462 708 444



**CORVID PayGate**

**Secure Payment Processing**

**ONLY ORGANISATIONS WITH EXEMPLARY BUSINESS PRACTICES ARE APPROVED TO ACT ON BEHALF OF OTHER SERVICE USERS IN THE CAPACITY OF A BACS APPROVED BUREAU.**

**PayGate Service Level Definitions**

Please note that all response times quoted are working hours, not elapsed hours.

**Priority 1 (P1)**

Definition: Major fault preventing payments being processed

Response time: 1 hour or better during coverage period

1. On completion of initial checks, a case will be registered on the support call system and a case reference will be allocated.
2. Acknowledgment sent that the case is being worked on within the response time. A note shall be added to the case to indicate "start of work".
3. Frequent updates will be provided, but at least two per working day
4. The resolution will be documented in detail

**Priority 2 (P2)**

Definition: Minor fault causing an impaired service

Response time: 12 hours or better during coverage period

1. On completion of initial checks, a case will be registered on the support call system and a case reference will be allocated.
2. Acknowledgment sent that the case is being worked on within the response time. A note shall be added to the case to indicate "start of work".
3. Frequent updates will be provided, but at least one per working day
4. The resolution will be documented in detail

**Priority 3 (P3)**

Definition: All other service failures, including RMAs

Response time: 24 hours or better during coverage period

1. On completion of initial checks, a case will be registered on the support call system and a case reference will be allocated.
2. Acknowledgment sent that the case is being worked on within the response time. A note shall be added to the case to indicate "start of work".
3. Frequent updates will be provided as appropriate, but at least weekly
4. The resolution will be documented

## CORVID PAYGATE IS A FULLY ACCREDITED BACS APPROVED BUREAU

### Onsite Support Process

Onsite support refers to all requirements for engineers to attend your site in order to troubleshoot support issues, carry out installations or upgrades. Charges apply, and exclude travel, accommodation and reasonable expenses.

The process for requesting onsite support consists of the following:

- A request for staff to attend site is made via an existing or new case reference. The request should include the preferred dates, site location and details of the onsite requirement.
- We will evaluate the requirements and issue a quote. Details of the engineer who will attend site will be issued on receipt of order.
- Upon completion of the visit, the case shall be closed confirming that the support service was completed in accordance with the terms of the agreed-upon solution.
- All onsite requests exclude travel, accommodation and reasonable expenses. will be invoiced within 30 days of the site visit.

### Equipment Returns & Repairs

In the event that equipment supplied by CORVID PayGate develops a fault, standard support includes repairs or replacements on an exchange basis - on the premise that the affected product(s) have been stored and used under normal operating conditions (as defined by the relevant product manual).

Please contact support in the first instance via [support@corvid-paygate.com](mailto:support@corvid-paygate.com) or on 01462 708444.



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ISO 27001  
ISO 9001