

# Customer Service Policy

## 1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Excise Cloud Australia.
- 1.2. "Customer Service" means the relationship between Excise Cloud Australia staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, the calculation of excise, electronic lodgements, audits, advice. These product(s) and service(s) are identified in full within the "sign up" and "service provision" emails Excise Cloud Australia has sent after the Customer requests the service. The specific details of the Services can be found on our website.
- 1.4. "SLA" means Service Level Agreement (this agreement).
- 1.5. "Excise Cloud Australia" means Excise Cloud Pty Ltd.
- 1.6. "Excise Cloud Australia customer login" refers to Excise Cloud Australia's customer account, billing and management portal, available online at <https://excise.cloud>.
- 1.7. "IP" means intellectual property of Excise Cloud Australia
- 1.8. "ATO" means Australian Government's Tax Office

## 2. Acceptance

- 2.1. The Customer signified acceptance of this Customer Service Policy, as well as our Terms of Service, Privacy Policy, Acceptable Use Policy and any applicable Registrant Agreement, when they submitted their order to Excise Cloud Australia for Services, and that order was accepted.

## 3. Appropriate Channels for Receiving Customer Service

- 3.1. Sending an email to the appropriate department (if applicable) using the details made available on the Excise Cloud Australia's website at <https://excise.cloud>.
- 3.2. Please note that our Customer Care department is not available via telephone.
- 3.3. Liaising with Excise Cloud Australia social media team members through any of the official Excise Cloud Australia social media channels, including and not limited to Twitter.

## 4. Customer Conduct

- 4.1. The Customer agrees to conduct themselves in an appropriate and professional manner when seeking Customer Service from Excise Cloud Australia.
- 4.2. Excise Cloud Australia staff will not respond to requests for Customer Service if the Customer:
  - Has used offensive or obscene language;
  - HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;
  - Has made threats of violence, legal action or referral to an external party (eg. Department of Fair Trading);
  - Has posted the issue or question on a public medium, such as social media, forums or blogs, before it has been either raised with or answered by Excise

Cloud Australia staff within an appropriate time frame (refer to section 5), or before the escalation process (refer to Section 6) has been completed.

## **5. Appropriate Timeframes**

- 5.1. Emails sent to Excise Cloud Australia seeking Customer Service should be answered by Excise Cloud Australia staff within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.
- 5.2. Emails sent to Excise Cloud Australia seeking an escalation to a Customer Service matter should be answered by the Customer Care team within three (3) business days. Each time a response is made by the Customer this timeframe will reset.

## **6. Escalation Process**

- 6.1. Customers who are not satisfied with the Customer Service they have received from Excise Cloud Australia should send an email to the Customer Care team at [team@excise.cloud](mailto:team@excise.cloud) with the following information:
  - A detailed explanation of the question or issue, with references to any prior emails or telephone calls;
  - A detailed explanation of the outcome that would resolve the issue;
  - Any other information or details that will help Excise Cloud Australia to resolve the issue.
- 6.2. If the Customer is still not satisfied with the outcome, or it has not been answered within the appropriate time frame (refer to Section 5), the Customer should seek advice from external sources such as the Department of Fair Trading or Consumer Affairs in their state or territory.

## **7. Customer Service Goodwill Credit**

- 7.1. Excise Cloud Australia Customer Care team members may make the decision to apply a Customer Service Goodwill credit to the Customer's account.
- 7.2. This credit is not redeemable for cash and can only be used to purchase additional Excise Cloud Australia services or as credit on system generated invoices for Service renewals.

## **8. Noncompliance**

- 8.1. In accordance with the Excise Cloud Australia Terms of Service, Excise Cloud Australia may suspend or terminate the Service(s) of a Customer who has refused to follow this policy when seeking Customer Service or escalating an issue.
- 8.2. Any requests for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

## **9. Changes**

- 9.1. Excise Cloud Australia may amend our Customer Service Policy at any time. Changes to this agreement will become effective upon their publication to our website.
- 9.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services) inline with our cancellation policy found within our Terms of Service.

If you have any questions about this agreement please contact our Customer Care team via email at [team@excise.cloud](mailto:team@excise.cloud).

Version	Changes	Date
1.1	Published	13-10-2017