

# Support Information

v 5.0



## 1. Welcome to the PEXA Support Centre

The PEXA Support Centre acts as your one-stop-shop whenever you require assistance. Whether it's logging, updating or escalating a request or incident, the PEXA Support Centre will respond to your request in a timely manner and provide you with the assistance you require to get your job done.

This document will cover the following topics to enhance your experience when dealing with the PEXA Support Centre:

### Contacting the Support Centre:

- Support Centre Operating Hours
- Support Centre Contact Details
- Authorised PEXA Contacts

### Service Incidents:

- What is a Service Incident?
- Reporting a Service Incident
- What happens when an incident affects the successful operation of the PEXA platform?
- When will my incident be resolved?
- Support Centre Notifications
- Escalating a request/incident

### Requests not related to service or hardware failure:

- Requests for additional information
- Requests to make a change to an existing service

### Complaints handling:

- How do I make a complaint?
- Contact methods for making a complaint
- What is the Resolution Process?
- Resolution Timelines
- Dispute Process

## 2. Contacting the Support Centre

### Support Centre Operating Hours

Our Support Centre will operate during the hours of 8:30am to 8:00pm AEDT/ST, in all active jurisdictions and will be closed on national public holidays and weekends. Hours of operation will be extended by one hour during daylight savings. If your enquiry warrants further investigation, every effort will be made to resolve your enquiry in a timely manner.

### Support Centre Contact Details

All support incidents, enhancement requests or security incidents should be reported to the PEXA Support Centre. The contact details for the PEXA Support Centre are outlined below:

- Email us at [support@pexa.com.au](mailto:support@pexa.com.au)
- Contact our dedicated Support Centre on 1300 084 515
- Fax us on (03) 9621 2182

Incidents that impact a service should be reported by phone, other outages or issues can be emailed. Requests for information and security advice may also be emailed.

### How do I make a Support Request?

All requests must come from a registered 'Authorised PEXA Contact'.

### Who is an 'Authorised PEXA Contact?'

- A registered Subscriber Manager, Administrator or User of PEXA;
- A non-PEXA user whose details have been provided in the 'Authorised PEXA Contact List'; or
- The Subscriber Manager Primary Contact or limited authority contact (delegated authority)
  - The Subscriber Manager Primary Contact can provide delegated authority by completing the Subscriber Manager Delegated Authority Form. To request a form, please contact the PEXA Support Centre at [support@pexa.com.au](mailto:support@pexa.com.au).

### How do I update my 'Authorised PEXA Contact List?'

It is the responsibility of the Subscriber Manager Primary Contact or a limited authority contact (delegated authority) to maintain and update the list.

The Subscriber Manager Primary Contact will be required to provide details of non-PEXA users who may require and are authorised to receive support through the PEXA Support Centre. This ensures appropriate support is provided while maintaining security and compliance standards.

To update your Authorised PEXA Contact List please contact the PEXA Support Team on 1300 084 515 or alternatively on [support@pexa.com.au](mailto:support@pexa.com.au). To submit the updated list to PEXA please send to [support@pexa.com.au](mailto:support@pexa.com.au) in Microsoft Excel format.

Only the Subscriber Manager Primary Contact or a limited authority contact (delegated authority) can submit the list. The list must be received from the email account registered with PEXA.

## 3. Service Incidents

### What is a Service Incident?

A Service Incident is any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service. A Service Incident is deemed to be resolved once a workaround solution is in place or the service is restored to its normal state.

### How do I report a Service Incident?

Anyone can report a Service Incident by contacting the PEXA Support Centre.

Some requests may require technical information in order to be resolved. PEXA asks that Subscribers make every effort to have people with technical expertise on hand to explain and/or interpret such information. This is not a requirement, however if technical resources aren't available to answer technical questions this may limit the ability to resolve the Incident quickly.

### What happens when I report an Incident?

When you make a request to the Support Centre you will receive a reference number by automatic email notification.

In order for the Support Centre to assist you promptly please have your reference number handy when calling for updates.

### What happens when an Incident affects the successful operation of the PEXA platform?

Where PEXA detects a Service Incident which impacts a Subscribers service, the Support Centre will notify the affected Subscribers by email.

The email will provide the following details:

- The Service Incident number
- A brief summary of the Service Incident details
- The service impacted
- The severity
- The contact details of the Support Centre

Where email is unavailable, the Support Centre will contact the Subscriber Manager Primary Contact by phone or fax and provide details of the Service Incident.

### High Severity Incidents

Where an incident involves the severe degradation or total loss of one/multiple services it will be escalated as a High Severity Incident. When these incidents are detected by the Subscriber they should be called through to the Support Centre immediately.

Once an incident has been declared as "High", the Support Centre will ensure it is escalated through to the appropriate team immediately.

The Support Centre will maintain contact with all affected Subscribers throughout the duration of the Incident. Methods of communication include phone, email (where applicable) or a conference call can be used depending on how widespread the issue is.

## Security Incidents

An Incident may be declared a Security Incident if the confidentiality, integrity or availability of data or services is impacted. Security Incidents typically involve unauthorised and/or

malicious activity such as an attempt to gain unauthorised access to PEXA services, facilities or information, or the compromise of services or data.

## When will my Incident be resolved?

All Service Incidents are classified, according to severity, by the Support Centre. The classification of a Service Incident determines its priority and establishes the Service Level Agreement and corresponding completion time for its resolution.

## How do I request an update on current Requests or Incidents?

Should you require an update on any active Support Request or wish to speak to a Support Centre Operator, you can do so by emailing or phoning the Support Centre. Please have your reference number available to allow the Support Centre to quickly track down your ticket and connect you to the right person.

## Resolution and Closure

Once a Support Request/Incident is considered resolved or completed, the Support Centre will contact Subscribers via email including the reference number and description. The point of these emails is to confirm testing/resolution/closure of your Request/Incident.

If you do not reply within 3 working days of this email notification, your Request/Incident will be automatically closed and a new Request/Incident escalated should there be any further issues.

## Support Centre Notifications

As the primary conduit of information between Subscribers and PEXA, the Support Centre will regularly distribute notifications and updates on the following:

- Scheduled maintenance and outages;
- Post Incident Reviews; and
- Daily/Monthly Subscriber Reports.

## Escalations

It is strongly advised that all escalations be made through the Support Centre in the first instance. If you wish to escalate further you may request to speak with the Support Centre Team Leader or your Account Manager.

## 4. Requests not related to Service or Hardware failure

### What is a request for additional information?

A request not related to service or hardware failure. It may include requests for:

- Installation support;
- Advice;
- Documentation; or
- Information.

### How do I make a request for additional information?

Any requests for information (such as details on audit logs) can be made via email. Requests must be submitted/emailed by the Subscriber Manager Primary Contact.

Information can be provided to any contact provided their details are included in the request under the heading 'Authorised Contact'.

### What is a Change Request?

Change Requests are required to make a change to an existing service.

### How do I make a Change Request?

Requests can be made by completing a Change Request (a formal proposal for an alteration to the PEXA system and/or the supporting documentation and processes). The two main reasons for requesting a change can be categorised as:

- **Requirements Change** - The PEXA Platform and/or supporting documentation and processes are working as expected but due to business/industry/regulatory changes an alteration is required.
  - *For example: Changes to Professional Indemnity Insurance, ASIC or AUSTRAC legislation requiring a PEXA change to support ongoing compliance.*

- **Enhancement Request** - Modifying and/or adding a new feature, functionality, capability to PEXA and/or the supporting documentation and processes.
  - *For example: Increase length of an existing data field and modification of corresponding screens or a request for a new report.*

Anyone can complete the form however only the Subscriber Manager Primary Contact can submit the form. Anyone can be listed as the Requesting Officer who will then receive all subsequent communications and follow ups. To request a form, please contact the PEXA Support Centre via email at [support@pexa.com.au](mailto:support@pexa.com.au).

All Change Requests are subject to a stringent review process and not all Change Requests will be accepted. You will be notified on the status of your Change Request in a timely manner including if the Change has been accepted and when the Change will be delivered.

### When will my Change Request be implemented?

Your Change Request will be prioritised based on the below prioritisation categories:

- Unassigned
- Urgent (requires the earliest possible implementation regardless of planned release schedules)
- High (requires inclusion in the current release)
- Medium (requires inclusion in the next planned release)
- Low (to be included in the next planned release if capacity)
- Not required

## 5. Complaints Handling

### How do I make a complaint?

In the event that you wish to make a complaint to PEXA Pty Ltd you can lodge your complaint through any of the following channels:

#### Post:

Please address your complaint letter to the:-  
Support Centre  
Property Exchange Australia Limited  
Tower 4, Level 16, 727 Collins Street  
Docklands VIC 3008

#### Email

Please send an email to: [support@pexa.com.au](mailto:support@pexa.com.au)

#### Telephone

Please call the PEXA Support Centre on 1300 084 515

#### Fax

Please send a fax to (03) 9621 2182  
Attention: Support Centre

### Supporting Information

To ensure that we can respond to your complaint as quickly and efficiently as possible, please ensure you provide us with:

- Your contact information, including phone number, email details and address
- A full description of your complaint; and
- Any supporting material.

### What is the Resolution Process?

When we receive a complaint, we will notify you directly by email and provide you with:

- Confirmation that the complaint has been received; and
- A reference number of the complaint that should be used in all future communications regarding the issue.

Your complaint is then directed to the most appropriate person to investigate. We may need to contact you to discuss your concerns in more detail, and where necessary, request further information to assist us to resolve your complaint quickly and efficiently.

Throughout the investigation process we will endeavour to keep you updated on the progress of your complaint. Once a full investigation has been completed, we will respond to your complaint and let you know what the outcome is.

### Resolution Timelines

We will do our best to resolve your complaint within the following timelines:

- Acknowledgement of receipt 3 business days
- Resolution of your complaint 21 business days

If we are unable to resolve your complaint within this timeline, we will be in touch with you to confirm the following:

- the reason why we have been unable to resolve your complaint
- the name of the person responsible for resolving your complaint
- the estimated length of time it may take to resolve your complaint
- a timeframe for when you can next expect an update from us

### Dispute Process

If you are not satisfied with PEXA Ltd's response to your complaint, you can request that your complaint to be further investigated. In this instance, please submit your request in writing, citing the original reference number for your complaint to:

General Manager Operations  
Property Exchange Australia (PEXA)  
Tower 4, Level 16, 727 Collins Street  
Docklands VIC 3008



**PEXA Support Centre**  
**1300 084 515**

[community.pexa.com.au/support-information](https://community.pexa.com.au/support-information)