

# MYOB Care Service Terms and Service Description

MYOB Care is a range of plans designed to help you get the most from MYOB Acumatica.

## 1. MYOB Care: Service Terms

MYOB Care plans are subject to the [MYOB Master Service Agreement \("MSA"\)](#) and these MYOB Care service terms. These MYOB Care service terms are "Service Terms" as defined in the MSA. These Service Terms should be read in conjunction with the MSA.

### 1.1 Definitions

The definitions and rules of interpretation in the MSA apply to these MYOB Care Service Terms. In addition:

**Authorised Contact** means an individual nominated by you to access support, raise tickets, discuss upgrades or escalate technical issues on your behalf. The number of Authorised Contacts varies based on the MYOB Care plan.

**MYOB Care** is a service that offers access to numerous benefits and service components supported by MYOB's experts, tools, and best-practice methodologies, and is offered in different plans and add-on packages as described in this document. MYOB Care is a "Service" for the purposes of the MSA.

**Product Bug** means defect in the software-as-a-service, which consists of a nonconformity between the unmodified software and its applicable functional specifications and documentation.

### 1.2 MYOB Care term, renewal and adjustments

a. Your MYOB Care Start Date is set out in your Order Form. If no date is specified, then your MYOB Care starts on the later of the signing of the Order Form, or 30 days from the first MYOB Acumatica go-live date (where go-live is the date you or your Authorised Users start using your MYOB Acumatica in Production, or you otherwise Accept your MYOB Acumatica implementation).

b. The Commitment Period and renewal of MYOB Care are as set out in your Order Form, subject to MSA clauses 1.4 and 1.5. Any non-renewal or downgrade must be notified at least 30 days prior to the end of the then-current Commitment Period, unless otherwise stated in the Order Form or these Service Terms.

c. MYOB Care is separate to your MYOB Acumatica subscription Services. Your term and renewal date for MYOB Care might be different to your MYOB Acumatica subscription Services. Refer to your Order Form for each of the term and renewal date for each of your Services.

d. If you terminate all MYOB Acumatica subscription Services under the MSA, you can also terminate MYOB Care by notifying us in writing. Your MYOB Care will terminate on the latest of:

- the effective termination date of your last MYOB Acumatica subscription Service;
- 30 days your notice to terminate MYOB Care; or
- a later mutually agreed date.

This termination right operates subject to, and not in limitation of, the termination provisions of the MSA.

### 1.3 Adjustments to your MYOB Acumatica

a. Any adjustments to your MYOB Acumatica subscription Services, Customisations or Integrations may affect both your eligibility for, and the Fees associated with, MYOB Care. If you alter your MYOB

Acumatica subscription Service, Customisations or Integrations, we may issue a change request under the MSA specifying any impact on eligibility or Fees and the effective date.

## 1.4 Fees and Billing

- a. MYOB Care Fees are billed monthly in advance from the MYOB Care Start Date.
- b. Fees will be deducted from your nominated bank account or credit card in accordance with your Direct Debit Authority.
- c. Certain inclusions are periodic (e.g., a set number of queries per month). Unused inclusions expire and are non refundable to the extent permitted by law.
- d. Out-of-scope Services will be quoted at MYOB's then-current rates (as notified to you or published) and will proceed with your approval, unless otherwise agreed in writing.
- e. The MSA describes when we can make changes to Fees.

## 1.5 MYOB Care support coverage hours

Support teams are available to assist Authorised Contacts with technical issues, troubleshooting, or other inquiries during specific hours. Public holidays in both New Zealand and Australia are not covered. The support coverage hours differ based on the plan, and Key User Expert Assistance, Core Upgrade Care, and Custom Code Assurance are only supported during local business hours, as stated in their own section below.

## 1.6 Implementation-related work is not covered by MYOB Care

Implementation services are not included in MYOB Care. Any request for changes or amendments related to design, implementation, or go-live will be charged at our then-current rates.

## 1.7 Location of MYOB Care services

MYOB Care is delivered remotely. You must provide any necessary access, information, and cooperation to facilitate remote work as required.

# 2. MYOB Care: service details

## 2.1 Inclusions

The MYOB Care inclusions vary by plan: [see here](#). This section provides additional information on the available inclusions.

**a. Support coverage hours:** The support coverage hours are the hours that the MYOB product support team are available to assist Authorised Contacts with technical issues, troubleshooting, or other inquiries. The support coverage hours differ between plans.

**b. Customer portal for ticket management:** The customer portal for ticket management is a secure system for your Authorised Contacts to raise requests related to any support or service from us, including accessing MYOB Care services and benefits. It includes lodging, tracking, and managing tickets related to accounts, billing, Product Bugs, defect reporting, and enhancement requests. This portal is available to all MYOB Acumatica subscribers. MYOB Care customers have additional methods to log requests, as described below.

**c. Phone Ticket Logging:** MYOB Care Essential, Pro and Custom customers can, via their Authorised Contacts, access phone support to log Product Bugs and defect support requests. All other tickets or queries, including Key User Expert assistance, Core Upgrade Care or Custom Code Assurance, must be logged via the customer portal.

**d. Priority handling in line with response time Service Levels:** We assigned support requests priority based on urgency, importance, and agreed Service Levels. Service Levels differ between MYOB Care plans, as set out in the MYOB Care Service Level table as described in section 2.2 below.

**e. Key User Expert Assistance:** This service is explained in more detail in section 3 below.

**f. Core Upgrade Care:** This service is explained in more detail in section 4 below.

**g. Custom Code Assurance:** This service is explained in more detail in section 5 below.

**h. After-hours critical support:** After-hours support is available exclusively for MYOB Care Pro or Custom Plans and is limited to critical issues that impact MYOB Acumatica's core functionality. This service does not cover minor issues, non-critical requests, key user expert assistance, Core Upgrade Care, or Custom Code Assurance.

**i. Specialist Team:** Available exclusively on the MYOB Care Pro and Custom Plans, receive personalised, comprehensive support from a team of experts who have a deep understanding of the product's architecture, integrations, and advanced functionality. This does not apply to key user expert assistance, Core Upgrade Care, or Custom Code Assurance.

**j. Proactive Ticket Management:** Proactively track and manage support tickets to identify and resolve issues before they escalate into larger problems. This service is available exclusively on the MYOB Care Pro and Custom plans. Update frequencies are determined by the priority level and the chosen MYOB Care plan as set out in the MYOB Care Service Level table.

**k. Escalation Management:** Available exclusively on the MYOB Care Pro and Custom plans, this feature allows for the proactive escalation of support issues to higher levels of expertise or authority when initial resolution attempts have been unsuccessful or when the issue is considered critical. This ensures that high-priority or complex problems are addressed promptly and efficiently, minimising customer frustration and providing a smooth support experience.

## 2.2 MYOB Care Service Level Response Times

The MYOB Care Service Level response times vary by plan: [see here](#).

**a. Priority rating:** Issues are categorised as follows.

Priority	Description	
High (Critical)	Core service outage or degradation making product unusable	Site down  Tax reports do not balance and payment is due today  Unable to pull timesheets and file to be exported to payroll today  Unable to pay suppliers  Unable to invoice  Today is payday and the pay has not successfully processed, and the Direct Credit Schedule is not created
Medium	Core service degraded causing some disruption to product users	Termination pay is required and there is a question over the payout of leave transactions  Less than desirable workaround  Disruption to business processes including time-sensitive reporting requirements
Low	Non-Core service functionality interrupted and only affecting a small number of product users / customers	Running standard reports to produce certain data  Manually calculating annual leave transactions/accrual  Less than desirable workaround  Setting up or editing user profiles

We will determine or update the category of the support request based on the information that you provide or is otherwise available to us (acting reasonably). We will notify you if recategorisation of a support request could have a material impact on the response time or Fees associated with that request (for example, if a request logged for a Product Bug in fact relates to user error and therefore is a Key User Expert Assistance or Professional Services request).

**b. Response times.** The initial response time refers to the period between the logging of a support request by an Authorised Contact and the first acknowledgement and action by the MYOB support team. This duration is measured in support coverage hours on Business Days, with coverage hours differing based on the chosen support plan.

### 3. Key User Expert Assistance: service details

Key User Expert Assistance is a service designed to help your Users resolve “how-to” questions about your MYOB Acumatica software. The service aims to help you prevent business disruptions due to knowledge or capability gaps caused by staff turnover, promotions, leave, or the complexities of new product features and advancements. See more details [here](#).

#### 3.1 Service scope

**a. Inclusions:** This service provides MYOB Acumatica key users with direct expert assistance in resolving their “how-to” questions, for example:

- How to perform a specific function?
- How to run a limited part of a workflow?
- How to do basic configuration steps?
- How to run a report?
- How to read and understand a report?
- How to troubleshoot an error message?
- How to rectify an error?

**b. Exclusions:** Assistance with complex troubleshooting, custom workflows, integrations, training or documentation are excluded from this service. Examples include but are not limited to:

- Comprehensive troubleshooting
- Complex system or workflow questions
- Customer training
- System configuration
- Report development
- Customisations or integration work
- Documentation work
- System health checks
- Product or customisation support and defect correction

#### 3.2 Operational details

- Your Authorised Contacts must log one query per ticket. If you submit multiple queries on a single ticket, we will address the first query only. You will need to submit a separate ticket for the additional query. We reserve the right to split a single ticket to multiple tickets, with the resulting tickets each counting towards any relevant query allocated quota.

- Only your Authorised Contacts may submit tickets.
- Unused queries will expire at the end of each calendar month and cannot be carried over to a future period.
- If you reach your limit of queries for the period, we reserve the right to charge additional Fees at our then-current rate to respond to the excess tickets, or otherwise not action the excess tickets.
- All queries under this service will receive an initial response within one Business Day.
- The primary communication channel for this service is the customer portal, however, we will use additional communication channels as appropriate to collaborate with you on your requests.

## 4. Core Upgrade Care: service details

Core Upgrade Care is a service that provides MYOB Acumatica customers with personalised guidance and assistance during major product upgrades. The service aims to minimise disruption to operations throughout the upgrade process. See more details [here](#).

### 4.1 Service scope

**a. Inclusions:** The Core Upgrade Care service includes:

- Expert assistance throughout the core product upgrade process for up to two major upgrades within each 12-month period, provided on an if- and when-available basis / as released by MYOB.
- Development and execution of a tailored communication plan typically starting four weeks before the scheduled upgrade.
- Access to report upgrade-related inquiries specific to the Core Upgrade Care service.
- Provision of upgraded sandbox to replicate your live environment, made available for test transactions without impacting your live site.
- Testing and documentation of Core Product functionality in the upgraded sandbox.
- Facilitation of Core Product test results for further customer reference and validation, allowing you to complete additional testing on any customer-specific configurations and workflows.
- Scheduling flexibility: The upgrade schedule can be adjusted up to 3 days before the upgrade if readiness cannot be confirmed.
- Your upgrade team will address any issues identified related to core modules and will log Product Bugs or defects on your behalf to be resolved as per product support Service Levels.
- Prioritised Support: Enhanced support for post-upgrade issues and additional time-and-materials services, if needed.

**b. Exclusions:** The Core Upgrade Care service does not include:

- Continuous tracking or reporting on product defects after initial defect logging.
- System configuration changes, including report or dashboard redesigns.
- Deployment, amendment, upgrade, publishing or creation of customisations or integrations.
- Support or modifications for third-party products required for compatibility with new releases.
- Support, upgrade or other services related to the current version of the Product, or the immediately preceding two versions of the Product.
- Resolution of issues identified during the upgrade process, but not related to the upgrade.
- Any other requests not covered by the inclusions list above.

## 4.2 Operational details

- All Core Upgrade Care services, including testing activities, will be conducted Monday to Friday, 9:00 AM to 5:00 PM local time, excluding public holidays.
- User Acceptance Testing (UAT) is critical for Core Upgrade Care services. You must conduct thorough UAT, including verifying the upgraded sandbox and tests performed by the MYOB services team. You must report any issues promptly to ensure resolution before the scheduled upgrade.
- Testing applies only to the core MYOB Acumatica product. Customers with published customisations must maintain a Custom Code Assurance package for customisation and integration updates.
- Testing of customer-specific Configurations and workflows is excluded and remains your responsibility.
- Unused upgrades or services are non-refundable and non-transferable.

## 5. Custom Code Assurance: service details

Custom Code Assurance is a service designed to support, upgrade, and maintain your Customisations and Integrations ensuring compatibility with core MYOB Acumatica product upgrades. Custom Code Assurance is offered only in conjunction with Core Upgrade Care. See more details [here](#).

### 5.1 Definitions

**a. Covered C&I** means the Customisations and Integrations that are covered under your Custom Code Assurance service. The individual Customisations and Integrations are detailed in their respective Functional Specifications. Your Covered C&I will be confirmed by us in writing.

**b. Configuration** has the meaning given to it in the MSA, and includes generic inquiries, reports, dashboards, system locales, certain import/export scenarios, shared filters, access rights, wikis, web service endpoints, analytical reports, push notifications, business events, user-defined fields and connected applications.

**c. Customisations** has the meaning given to it in the MSA, and includes any addition to the core MYOB Acumatica product that either creates a new or modifies an existing workflow or fields, or bundles configuration changes into a deployable package. These are generally created, maintained and updated through the customisation project editor, visual studio or similar developer tools.

**d. Integrations** has the meaning given to it in the MSA, and includes any methods of data interoperability between MYOB Acumatica and one or more systems via code and system configurations created, maintained and updated through the Customization Project Editor and/or Visual Studio or similar developer tools.

**e. Functional Specification (FS):** this is the document which details the functionality and/or behaviour which is to be introduced or changed by each Customisation or Integration.

**f. Maintenance Base:** means the total value of your Covered C&I. The maintenance base value per Customisation and Integration is determined by MYOB. This value typically includes the effort involved in producing the Customisation or Integration, such as scope, design, documentation, development, project management, testing (including changes/fixes), and deployment. Note that this may differ from what you paid for the Customisation or Integration. Sometimes, we may set this value using other criteria.

The Maintenance Base value for templated Customisations and Integrations is the amount MYOB assigns and communicates to you. Set reasonably by MYOB, this value reflects the delivered functionality and business benefit, and may exceed any fee you pay for the templated Customisations and Integrations build and deployment.

We will act reasonably in setting or updating the Maintenance Base for your Covered C&I, and will provide a brief rationale of your Maintenance Base valuation on request. We may update the Maintenance Base after completing our initial assessment.

Maintenance Base is used to calculate the Custom Code Assurance Fee (Custom Code Assurance rate × Maintenance Base). If your Maintenance Base changes, your Custom Code Assurance Fee will also change.

## 5.2 Service Scope

**a. Inclusions:** The Custom Code Assurance service includes:

- Support and maintenance for Covered C&I: Ensures your Covered C&I are maintained in line with core product updates.
- Troubleshooting and root cause analysis: Assistance with identifying and resolving issues in your Covered C&I. Some troubleshooting may require your input.
- Code repository and version control: Management of customised code versions to ensure consistency and compliance with technical requirements.
- Code redesign and updates: Where necessary, we'll provide redesign and code adjustments for new releases (excluding fundamental architectural and/or technology changes, which will be handled and charged separately).
- Documentation maintenance: Where necessary, we'll update related documentation, particularly Functional Specifications, in line with changes made.
- Bug fixes: Address any re-creatable defects in your Covered C&I to maintain seamless functionality.
- Deployment support: Assistance with deploying Covered C&I to sandbox and production environments.
- Access to the customer portal for your Authorised Contacts to raise and track requests related to this service.

**b. Exclusions:** The Custom Code Assurance service does not include:

- Support and maintenance for core product issues.
- Redesign and development required due to core product technology and/or architectural changes.
- Impacts on third-party products or integrations (handled at MYOB discretion and separately charged at then-current rate).
- Support, maintenance, redesign or development that might be required due to changes in third-party products.
- Customer testing of any changes, fixes and upgraded customisations/integrations.
- Customisations and Integrations not listed as being Covered C&I, or specifically noted as being an excluded Customisation or Integration.
- Any activities, behaviour or functionality not expressly described in an applicable Functional Specification.
- Customisations or Integrations done by you or a third party are not included in the service. Any effort expended by MYOB due to these will be charged separately at our then-current rate, and any resolution will be solely at MYOB discretion. However, if the paid assessing and onboarding service has been used (e.g., when transferring services from another provider to MYOB), and we find the Customisations and Integrations suitable for the Custom Code Assurance service, they will be included.

- End User documentation and/or training.
- Investigation and/or resolution due to environmental circumstances, hardware or issues arising due to operating systems to which the relevant MYOB products and services are not certified to operate on.
- Configurations managed by you or on your behalf where, or where you have access to update those Configurations (for example, general inquiries, dashboards, roles and permissions). We do not maintain a repository or version control for these Configurations.
- Issues caused by any Third Party - Third Party Materials or Third Party Integrations.
- Issues that you report but we cannot recreate. If we cannot recreate the reported issue, the ticket may be closed without resolution.
- Data repair or data reconstruction is explicitly excluded from this service. Such a service would be solely at MYOB discretion and separately charged at our then-current rate.
- Any other requests not covered by the inclusions list above.

### 5.3 Operational details

**a. Service start date:** The start date will generally be 30 days after the go-live of your first Covered C&I (being when the Customisation or Integration is deployed to production). Any services prior to this start date will be chargeable at our then-current Professional Services rate.

**b. Scope of service:** The scope of your Custom Code Assurance service is limited to the Covered C&I as confirmed in writing. For each Covered C&I, the scope is limited solely to the functionality and behaviour described in its Functional Specification.

**c. Change in scope:** In most cases, your Custom Code Assurance service scope can grow with you. If you add new Customisations or Integrations, we may offer an expanded scope of Custom Code Assurance service to cover the additional Customisations or Integrations. Any change to the scope (including additions, deletions, or variations to a Functional Specification) must be agreed in writing.

**d. Assessment and onboarding:** If you request Custom Code Assurance, we need to assess whether your Customisations and Integrations are appropriate for this service (including if you are transferring from an MYOB business partner). During this time, we will perform activities such as (but not limited to) the review of your code repository, environment and documentation associated with your Customisations and Integrations, including Functional Specifications. After the assessment, your suitability for the service will be determined, along with any remediation/onboarding activities. Your input and cooperation may be required for these activities; you will need to provide access to us as needed, and may be asked to provide documentation outlining the Customisation and Integrations functionality, associated workflows, prerequisites and test cases. All Functional Specifications, once finalised, must be signed by you. The assessment and remediation/onboarding activities are subject to Fees charged at our then-current rates. A list of Covered C&I together with the Maintenance Base will be made available. We reserve the right to not offer you Custom Code Assurance if (acting reasonably) we determine that the Services would not be suitable for your needs.

**e. Pre-requisite:** Core Upgrade Care is a required prerequisite to access the Custom Code Assurance. You cannot access the Custom Code Assurance service without also having the Core Upgrade Care service.

**f. Covered C&I inclusion:** The service applies to all your Covered C&I. We reserve the right to exclude certain Customisations or Integrations. If you add new Customisations or Integrations during your Custom Code Assurance service term, those additional Customisations or Integrations may impact your suitability for and the cost of the Custom Code Assurance service.

**g. Defects:** A defect is defined as any functionality not working per the signed Functional Specification and occurring in a production environment. If the functionality matches the Functional Specification, it is not considered a defect. If functionality is not covered by the Functional Specification, it will be treated as new request and will be charged separately at our then-current rate.

**h. Third-Party Troubleshooting:** If we investigate an issue and find that, in our reasonable opinion, the problem lies with a Third Party Material or Integration, we may charge additional fees (at our then-current rates) for time relating to the request. Unless otherwise agreed in writing, MYOB is not responsible for resolving any issue which we reasonably deem is due to a Third Party.

**i. Customer changes:** Your eligibility for Custom Code Assurance depends on circumstances, including your technology, systems, Customisation and Integrations. If those circumstances change during the term of your Custom Code Assurance services, this may impact your suitability for, and cost of, Custom Code Assurance services. We encourage you to consult with us in advance regarding any material changes to your technology, systems or C&I to determine whether those changes could impact your Custom Code Assurance services. We may, at our discretion, offer to provide professional services (subject to additional Fees) to assist with the changes. If you make changes to your technology, systems or C&I other than with our prior approval, we may terminate your Custom Code Assurance services by giving you notice. In that case, you will be entitled to a refund of any Fees prepaid for the period after termination takes effect.

**j. New Customisations or Integrations not performed by MYOB:** If new Customisations or Integrations are developed by you or a third party during your Custom Code Assurance service term, we reserve the right to terminate your Custom Code Assurance plan or may (at our discretion) carry out another assessment to evaluate the ongoing suitability of our service. This evaluation, along with documentation and onboarding services, will incur additional fees based on our then-current rates. Note that changes introduced by you or a third party may result in MYOB terminating the Custom Code Assurance service or increasing your Custom Code Assurance Fee.

**k. Material changes:** We may immediately terminate your Custom Code Assurance service by giving you written notice if a change in technology, architecture, law, licence terms or other circumstances outside our reasonable control makes the ongoing provision of the Services substantially unworkable or non-functional. In that case, you will be entitled to a refund of Fees prepaid for the period after termination takes effect.

**l. Response time Service Level:** We will provide an initial response to all Custom Code Assurance service tickets within one Business Day (Monday to Friday 9:00 AM to 5:00 PM local time, excluding public holidays). We will keep you reasonably updated as to the expected timing of the resolution of issues.

**m. Your responsibilities**

- You must perform initial troubleshooting and highlight deviations from the Functional Specification.
- You must submit a step-by-step test plan (including screenshots) for each issue.
- Issues must be re-creatable in a non-production (test) environment
- Each ticket must address a single issue, which must be reproducible in a non-production environment with a step-by-step test plan.
- You are responsible for User Acceptance Testing, including testing all changes, fixes and upgrades before deploying changes to production.
- You are responsible for testing and investigating to determine if an issue may be due to or related to a third party and/or Integration.
- You must give us such access, information cooperation as we reasonable request in order for us to supply you with the Custom Code Assurance service.

**Updated April 2026**

An archived copy of the prior version of this MYOB Care service terms and service description, effective through April 2026, [can be accessed here](#).