MYOB Advanced Service Levels

Service Availability Commitment

MYOB has designed the hosting infrastructure of MYOB Advanced to provide our customers with a dependable, high-performance, and secure cloud service. The architecture features extensive redundancy and fault tolerance mechanisms to ensure a robust system.

We strive to maintain 24/7 availability for MYOB Advanced. While our goal is to provide uninterrupted service, occasional disruptions may occur due to scheduled maintenance or unforeseen system issues. We aim for a target uptime availability of 99.5% for all services*, excluding scheduled maintenance.

Scheduled Maintenance

Periodic system maintenance is essential to enhance performance, reliability, and add new features to the MYOB Advanced service. In most cases, these maintenance activities can be carried out without affecting customer access. However, there may be instances when users are temporarily unable to log into MYOB Advanced to implement these updates. These changes are normally implemented during our routine maintenance window: Tuesdays 8:00 PM - Wednesday 04:00 AM AEST**. Although the scheduled maintenance window is allocated for 8 hours, most upgrades require less time, resulting in shorter actual downtime.

Where scheduled maintenance requires system downtime or when maintenance falls outside the standard window, MYOB will give customers advance notice.

Unplanned Downtime

Despite the high availability design of MYOB Advanced, unforeseen circumstances may lead to unplanned outages. In such instances, MYOB is committed to providing consistent updates on the progress of service restoration. Our aim is to promptly address any issues and restore normal service as quickly as possible.

Monitoring System Status and Uptime

For transparency and accountability, MYOB publishes the availability status of MYOB Advanced through a dedicated system monitoring page (https://status.myob.com/). This page offers insights into system availability, scheduled maintenance activities, unplanned outages, and ongoing progress updates during maintenance or recovery from unscheduled downtime.

Availability is quantified as a percentage of the time MYOB Advanced is available within a given period, excluding scheduled downtime, according to the formula: *(Maximum uptime minutes - unplanned downtime) / maximum uptime minutes*

Here, *Maximum uptime minutes* equals *total minutes* minus *scheduled downtime* minutes.

Please note that MYOB Advanced sandbox, upgrade, and test environments are managed differently from production environments and do not encompass service level targets.

Schedule Window Adjustment

MYOB reserves the right to modify the maintenance window with prior notification. Any changes to scheduled maintenance windows will be communicated through the MYOB System Monitoring Page.

*The target uptime percentage does not apply to MYOB Advanced sandbox, upgrade, and test environments.

**The specified maintenance window may be subject to change, and adjustments will be communicated via the MYOB System Monitoring Page.