

Online Library service and support policy

In return for entering into an Online Library Service agreement, Standards New Zealand shall:

- endeavour to maintain the Online Library Service in good operational condition throughout the term of your subscription
- assist you to understand the operational requirements and any protocols adopted from time to time for the use of the Online Library Service, and
- comply with all statutory requirements imposed on Standards New Zealand regarding the implementation and functionality of the Online Library Service.

This service policy outlines our commitment to you.

Customer service and support

Standards New Zealand provides a customer services team to:

- support Online Library Service customers and users, and
- help resolve any incidents or problems arising from the use of its Online Library Service.

The customer services team can be contacted in a variety of ways:

- By email: enquiries@standards.co.nz
- By telephone: 0800 782 632 during business hours
- By fax: 04 498 5994
- By mail: Private Bag 2439, Wellington 6140.

Hours of customer services support

The customer services team are available Monday to Friday (except public holidays) between 8.30am and 5.00pm.

Service response times

The customer services team will endeavour to respond to your contact within the following target response times:

- Telephone: we aim to answer all calls within 30 seconds and to respond to telephone messages within 30 minutes during business hours. Messages left after hours will be responded to promptly on the next business day.
- Email: we aim to reply to emails within one business day
- Fax: we aim to reply to faxes within two business days
- Mail: we aim to reply to letters sent by mail within two business days of receipt.

Online Library product delivery times

If you have an Online Library Service subscription and request a document to be added to your portfolio, you can expect the following delivery times for product orders that you place with us:

- orders can be placed online 24/7 – note that your organisation's Administrator User must process requests to add Standards
- delivery is immediate upon receipt of payment after your Administrator User has processed your request.

Escalations

If you are not satisfied with the service we have provided or the resolution time taken, please let us know so that we can promptly investigate and resolve the matter. You can do this in two ways:

- Contact the Customer Services Manager (ph: 04 498 3967) or email simon.samu@standards.co.nz, or
- Contact the General Manager Customer Services and Sales (ph: 04 498 3986) or email shona.weller@standards.co.nz.

Online service

We are committed to providing a consistent and reliable online service. As it is delivered across the internet, it is impossible for us to guarantee providing a fault-free service. The quality and performance of an internet connection depends partly on your set up, partly on our application, and partly on your internet service provider to which our network is connected or connects with. Service quality can also be adversely affected by interference, atmospheric conditions, geographical factors, network congestion and maintenance, outages on other networks and provider sites, and the configuration of your network.

Service availability

From time to time, Standards New Zealand may need to make the Standards New Zealand website and Online Library Service unavailable to carry out scheduled maintenance or fixes that are deemed important for the continuation of service. We endeavour to undertake scheduled maintenance outside business hours. We will advise customers in advance of any suspension of service planned by Standards New Zealand via direct email to Administration Users and by way of notices on our website's homepage.

In the event of an unplanned suspension of service, Standards New Zealand will use its best endeavours to rectify the situation as quickly as possible. If for some reason the issue is not able to be rectified within a reasonable timeframe, Standards New Zealand may choose to provide its online services using alternative means. Please contact our Customer Services team on 0800 782 632 for further information.

If access to the Online Library Service is suspended for longer than three working days and the outage is the responsibility of Standards New Zealand, then Standards New Zealand's liability will be limited to an equal proportion of your Online Library Subscription for the period it was unavailable.

Privacy

Standards New Zealand collects personal information from Online Library Service Administration authorised users when they join the Online Library Service and use the Service. Information collected may be used by Standards New Zealand for reporting, analysis, and statistics purposes. Authorised users have rights of access to, and correction of, any personal information we collect in accordance with the Privacy Act 1993.

Accuracy of information

You are responsible for the accuracy and completeness of all information provided or submitted by the authorised users in your organisation when applying for or when using our Online Library Service.

Changes to service and support policy

Standards New Zealand reserves the right to change any of these service policy conditions with no less than 30 days prior notice. Notice of any change to these policies will be advised to your organisation's Administrative User via email .

Failure on the part of Standards New Zealand to enforce any of these policies shall not be construed as a waiver of such policies or a waiver of the right to enforce those policies at a later time.

Online Library Service technical requirements and support

In order to maximise the quality of the service you receive as a Standards New Zealand Online Library Service customer, we recommend the following system requirements:

- Browser setting – Internet Explorer 7 or later, Mozilla Firefox 3 or later, Safari.
- Acrobat reader – we recommend using Acrobat Reader 6 or higher to view Standards.
- Internet connection – you will require access to the Internet via an ISP (Internet Service Provider). The type of Internet connection you choose will affect the performance (speed) that you experience for activities such as searching, downloading and printing files. The following are examples of connection types:
 - *Broadband*:
 - ADSL connection (the most common type of broadband connection)
 - Cable connection

Broadband connections will provide high-speed 'always available' connectivity. Other types of available broadband include wireless broadband and satellite broadband. However, their suitability for the Online Library Service has not been assessed.

- *Dial up*:
 - 56 Kbps dial-up connection

Dial up connections will provide the slowest connectivity and they are not recommended.

For optimal performance and functionality for the Online Library Service, we recommend use of a high-speed Internet connection of at least 256 Kbps download.

- Screen resolution – the Online Library Service displays best if your screen resolution is set to at least 1024 x 768.
- Hardware – your computer hardware must meet the minimum specifications for your chosen operating system and browser.
- Cookies – session cookies are used while your Internet browser is open. The cookie holds only the information that is uniquely generated when you log into your Online Library Service portfolio. It is used to determine that you are who you say you are, and to provide you with information about your Online Library Service portfolio while logged into the service. No personal information is kept in the cookie and the cookie is not permanently written to your hard drive. When you log out of your Online Library Service session, the cookie is no longer valid and is discarded when you close your internet browser.

- Anti-Virus – you are responsible for maintaining anti virus measures commonly in place. Standards New Zealand is not responsible for loss or damage caused by your failure to provide and maintain adequate anti virus measures on your computer.
- Security – we provide security to protect our website and online services. You are responsible for ensuring that your own computer is secure, including taking all reasonable steps to:
 - prevent someone misusing or getting unauthorised access to your computer system or to our online services including the Online Library Service, and
 - ensure your computer system is free from computer viruses and all other forms of corruption.
- Email addresses – you must have one unique email address per Administrator User for the Online Library Service.

If you have any questions about the Online Library Service, see the [FAQs and support section](#) on our website.