



# STP - Tailored solutions for the micro employer market

## Terms and conditions of participation

1. The Australian Taxation Office (ATO) has developed a public register of digital service providers (DSPs) who have developed or are in the process of developing tailored Single Touch Payroll (STP) solutions for the micro employer market (1-4 employees) (the Register).
2. The ATO may alter these terms and conditions of use at any time.
3. DSPs whose details are included in the Register warrant that they comply with the conditions in the *STP – Tailored Solutions for the Micro Employer Market, EOI information Pack October 2018*.
4. The ATO reserves the right to remove or modify a digital service provider's details at any time (see Removal from the Register).
5. While the ATO will make reasonable efforts to ensure that the Register is made available, we make no guarantees to provide continuously available access to the register or to provide access which is uninterrupted or fault free.
6. While the ATO will take all reasonable care to ensure information provided via the Register is accurate, subsequent changes in circumstances may occur at any time and may affect the accuracy of the information.
7. The ATO does not provide any warranty, make any representation as to, or accept responsibility for, the accuracy, correctness, reliability, timeliness or completeness, now or in the future, of any information provided via the Register.
8. The ATO will rely on the DSP to provide and/or confirm specified details of their solution for inclusion in the Register by the cut-off date and time for each register update that we advise DSPs of.
9. The information provided for each Register update must be a current and accurate representation of the status of a DSP's solution at the cut-off date and reflect the same or similar information which a user could reasonable expect to find on the DSP's website.
10. Information provided by a DSP must be in the format determined by the ATO and must not include any false or misleading claims. DSPs must not indicate in any manner that the listing of their product on the Register suggests that the ATO is making any representations or warranties in relation to their software.
11. The ATO will inform registered DSP's of the cut-off date for the next register update at least five (5) business days prior to that date.

12. The ATO undertakes to maintain the commercial in confidence nature of any other information not publically listed on the Register, including to other DSPs. This includes information disclosed to the ATO during the provision of technical and assurance support, particularly when providing similar support to other developers.

#### *Support and assistance*

13. The ATO will provide some technical development support to DSPs. This will include access to testing environments, an account manager liaison and an enquiries channel.
14. Support or assistance provided by the ATO is subject to change without notice. Support and assistance will be limited to facilitative or educational support.

#### *Removal from the Register*

15. If the ATO is satisfied that the Register contains information that is no longer true, the ATO is able to remove a DSP from the Register. This may occur outside of the regular monthly review cycle.
16. Prior to removal, an ATO officer will be in contact with the DSP via telephone or email. The initial contact will involve a discussion with the DSP to clarify and, if possible, resolve the issue. This may include the DSP providing an undertaking to make a change, or the ATO making an out-of-cycle update to the Register.
17. If resolution cannot be found, and the particulars of the DSP's product no longer conforms to the requirements set out in section 2.3-2.5 expression of interest, the ATO will:
  - email the DSP notifying them that the ATO will be removing them from the Register, and
  - remove that solution from the Register.