

iCatalyst Fair Use Policy

26th June 2024

Why do we have a Fair Use Policy?

We refer to our Fair Use Policy in our unlimited Support and Managed Service agreements. Whilst the scope of the specific Support and Managed Service engagement is laid out in the agreement, we believe that a higher level of support value is delivered when there is no impediment or disincentive to contact our Support Centre (as is the case with timed, metered and charged support tickets). We want to be there for our customers and provide support when you need it.

This may require us to perform additional work with you over a short period of time. Our pricing is based on the understanding that this may happen occasionally but will not be a regular occurrence.

The Fair Use policy exists to lay out some framework for discussions in the event of ongoing demand on our Support team.

Our policy is just that, a simple policy, as we do not want to try and lock down all potential outcomes in a formal agreement or contract. We believe a common-sense approach is always best.

How does the Fair Use Policy Work?

For all Unlimited Support and Managed Services customers, if we observe:

- 1) Monthly call usage beyond what would be considered “reasonable” as determined by iCatalyst
- 2) ongoing bypassing of our formal support channels (Support phone, email and portal)
- 3) ongoing requests that are consistently outside of the scope of the specific Support or Managed Service offering
- 4) ongoing requests from people not identified as authorised support users
- 5) any abusive or intolerant communication
- 6) recurring requests related to user training issues

Should any of the above occur, we will initiate a conversation with your key support contact and discuss some potential actions to resolve the situation. This could involve moving to a higher support plan, investigating additional training or addressing system issues. We will not seek to ‘recover’ costs for work already performed but rather seek to remedy the situation moving forward.

Your Obligations

You acknowledge and agree to this policy by committing to a Support and Managed Service agreement with iCatalyst and utilising our Support offerings. You agree to engage in practical conversations to resolve any perceived breach of our Fair Usage Policy. You agree to appropriately scale your Support Agreement to your business needs and understand the areas considered in and out of scope within your agreement and communicate these to your authorised support users.

We will always do our best to guide and support you through your requests, however we must ensure we are offering a fair level of service across the board to all customers.