

FAIR USE POLICY

HOME CLIENTS

Fair Use of the Cootacom Helpdesk for home clients is defined by the following criteria:

➤ Email and Phone Support

Home clients are entitled to two specific issues logged through the email and phone support services per month. It is reasonable to assume that there may be several emails and/or phone calls that relate to any one particular issue.

Any use above and beyond this may result in charges being applied. The cost will be \$5 per email/phone call.

➤ On-Site Support

There is no limit to the amount of on-site support required – however this is chargeable at home client rates.

BUSINESS CLIENTS

Business clients who have a maintenance agreement with Cootacom have unlimited use of the Helpdesk email and phone facilities.

For Business clients who do not have a maintenance program with Cootacom, Fair Use of the Cootacom Helpdesk is defined using the following criteria:

➤ Email and Phone Support

Business clients are entitled to three specific issues logged through the email and phone support services per month. It is reasonable to assume that there may be several emails and/or phone calls that relate to any one particular issue.

Any use above and beyond this may result in charges being applied. The cost will be \$7.50 per email/phone call.

➤ On-Site Support

There is no limit to the amount of on-site support required – however this is chargeable at business client rates.