



Support Fair Use Policy

70 YEARS
COMBINED EXPERIENCE



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1 Introduction

Infocouncil Pty Ltd (Infocouncil) is committed to protecting the value of support that clients derive from using our software solutions. To that end, Infocouncil's Fair Use Policy is designed to serve as a guide for clients regarding reasonable use of our products, to ensure a quality of support is maintained and expectations remain consistent.

Our support team strive to dedicate equitable time and resources to all of our clients. Therefore, for the benefit of our entire client base, we may refer you to our Fair Use Policy in circumstances where your usage of Infocouncil Support Services is deemed to be breaking this policy.

2 What does support cover

The following services are provided by Infocouncil under your Infocouncil Support Agreement:

- General advice directed at users of the Infocouncil software suite
- General advice on the use of Infocouncil software suite in the form of "how to" guidance
- Access to the Infocouncil Support Desk between 8am and 6pm AEST (Sydney time) excluding New South Wales public holidays
- Remote online access to your Infocouncil system to facilitate general diagnosis and support

3 What is not covered by support

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 clients.

To ensure this, we endeavour to be clear regarding those areas that are not covered by this support agreement.

- Items that are not covered by this agreement include but are not limited to:
- Change requests
- Bespoke software development
- Business process advice
- Training
- On-site support
- System re-installation
- Diagnosing environmental issues such as Windows and MS Office updates
- Diagnosing integration issues with 3rd party applications such as EDRMS applications (eg. Content Manager, MagiqDocs, Objective, etc)
- Hardware support including printers and scanners
- Network or communications support
- PC software support
- Restoration of data or services
- Data conversion or manipulation
- Screen or report changes

- Client data backups
- Custom data extracts
- Purging and archiving of data
- Data recovery after user error
- After-hours support
- After-hours software upgrades

We may, at our discretion, choose to assist clients with the above items depending on the estimate of effort involved.

4 After-hours support

Support can be made available outside of the standard hours, however this must be arranged in advance and is chargeable.

5 Fair use

To maintain the best level of service for all clients, support services are subject to this Fair Use Policy.

Fair use is deemed to be no more than up to 3 times the monthly average number of calls or tickets per client.

6 Remedies

Infocouncil will contact the client to inform them of breaches of this Fair Use Policy.

Infocouncil may suggest one or more of the following:

1. Issues logged in breach of this Fair Use Policy will be subject to additional service charges per call or an agreed support increase will be negotiated and applied to the excess use account.
2. The price of the Infocouncil Help Desk fee will be modified to reflect increased usage, and Fair Use will be redefined.
3. The service may be suspended or limited to a single point of management control in the client's business and Infocouncil respectively.
4. It is reasonable to expect that a client resource trained by Infocouncil is on site to assist with any user queries and resolve them prior to contacting Support.
5. It is reasonable to expect that every client has a member of staff that has been trained by Infocouncil.
6. If point 5 is not the case, it is reasonable for Infocouncil to request the site to have a staff member trained at the expense of the client to ensure point 4 can be fulfilled.
7. It is reasonable to expect that the client will provide Infocouncil with remote access to user workstations, particularly governance, in order to facilitate timely diagnosis and resolution issues via a reasonable mechanism. A Team Viewer client is included with the Infocouncil distribution.

We thank you
for reading this policy
and would like to remind you that we aim
to service all clients in a manner that is
open, honest, reasonable and transparent.

Your assistance with keeping to this Fair
Use Policy helps us to deliver on this
commitment to you.

