



Acceptable Use Policy

This Acceptable Use Policy ("AUP") specifies the actions deemed unacceptable by Target Helpdesk Software Limited ("Target Helpdesk Software") support and other Target Helpdesk Software Services and must be read in conjunction with our Terms and Conditions

("User") may be defined as "a Customer or anyone who uses Target Helpdesk Software's Services or request any form of support".

("Service") may be defined as "Support to anyone who uses Target Helpdesk Software's products".

The primary purpose of this AUP is prevent the inappropriate use of Target Helpdesk Software Services as defined in support policy on the basis of Target Helpdesk Software's own judgement and discretion.

This AUP further defines the rights that Target Helpdesk Software has to ensure consistent and acceptable use of Target Helpdesk Software Services by all Users, as well as safeguard and protect its own commercial interests.

Target Helpdesk Software reserves the right to modify this Policy at any time. Changes made to the Policy become effective upon posting of the modified Policy. It is the User's responsibility to ensure their awareness of any such changes.

Target Helpdesk Software reserves the right to suspend or terminate the User's Service immediately and without notice, if the User is in breach of any aspect of either our AUP or FUP.

UNACCEPTABLE USE

If repeated; questions already answered in either our KnowledgeBase or our help guides, questions relating outside of the support policy unless otherwise agreed, abusive or deceitful actions, withholding key information or prolonging the requests lifetime without due cause or reason.

INDIRECT VIOLATIONS OF THIS POLICY, AND ACTUAL OR ATTEMPTED VIOLATIONS BY A THIRD PARTY ON BEHALF OF A TARGET HELPDESK SOFTWARE CUSTOMER OR A CUSTOMER'S END USER, SHALL BE CONSIDERED VIOLATIONS OF THIS POLICY BY SUCH CUSTOMER OR END USER.