



Fair Use Policy (FUP)

Target Helpdesk Software Ltd ("Target Helpdesk Software") Fair Use Policy (FUP) has been implemented so that we can deliver a service that is fast and reliable to all our customers.

We monitor the performance of our support desk to ensure that the majority of the customer base have a good experience. This applies to all customers.

In addition we will contact customers who frequently log excessive number of calls if this is detrimental to others and advise them of this, ask them to change their behavior and offer them alternative courses of action. In some cases if their usage remains high we will take this into consideration upon renewal and your account will be flagged. This will enable us to offer a fair service to the rest of the customer base.

Why we have a Fair Use Policy?

Some customer's usage is in excess of that expected from normal use and this impacts on the service level to others particularly at busy times.

Will I be affected by the Fair Use Policy?

If you don't log excessive number of calls it's unlikely you'll ever be affected by our policy. If you do, all we request is that you do so with consideration for other customers for instance prioritise calls before logging them.

What happens if my use is very high?

If your usage is occasionally very high, we're unlikely to be concerned. However, if your usage is frequently high and impacts our service, and the experience of other customers, in a negative way then we will get in touch with you to ask you to change your behavior.

If your usage remained high and didn't change, or contravened the Acceptable Use Policy (AUP), we will take this into consideration upon renewal and your account will be flagged. We want to avoid this happening and ask for your support in ensuring a good service for all our customers.

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.