



# Command IT Services

Clients

## Fair Use Policy

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### About this Document

<b>Custodian:</b>	General Manager
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### Document Information

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## 1 Purpose

The purpose of this document is to provide the description, details and conditions of the fair use applicable to our fixed price and unlimited support services.

By consuming our fixed price and unlimited support services, you accept and agree to the fair usage of our support services.

## 2 Scope

“Fixed Price” and “Unlimited” support services delivered to the customer.

## 3 Command IT Services

Command IT Services priority is to meet customer expectations. Our goal is to provide a genuinely effective customer support experience at a fair and sustainable price using well-founded market competitive rates.

Our Values are the standards by which we conduct ourselves. Values are core to our business, endure over time and are non-negotiable foundations for our culture.

### **Integrity**

We ensure honesty, integrity and ethics are visible in all aspects of our business.

### **Simpler is better**

We thrive on being able to simplify the complex for our clients.

### **Excellence**

We are prepared to go the extra distance to produce quality results and meet client’s expectations.

## 4 Fair Use Conditions

Fixed price and unlimited support services are based on the principles of fair sustainable prices, well-founded market competitive rates and are subject to limitations and exclusions detailed below.

Support may not be used as a substitute for training.

A customer’s account must be in good financial terms and standing to be eligible to make use of our fixed and unlimited support services.

Users requiring excessive and/or unreasonable levels support may be asked to attend training in order to qualify for ongoing support.

To manage costs, ensure the provision of equal, balanced access and fair use of our support services we offer support via email, remote management and telephone with limitations subject to this fair use policy.

Determination of whether support is billable is at the sole discretion of Command IT Services management. Billable support services will be identified and communicated to a customer prior to the commencement of the support.

You are responsible for ensuring that the computers and related IT equipment which are being supported are renewed on a reasonable lifecycle basis.

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In this context, reasonable is defined for computers as four years old and for servers as five years old.

Command IT Services is entitled in a fixed price service scenario to require that equipment is not unreasonably old, is fit for purpose and under vendor, manufacturer warranty. Support for out-of-warranty equipment which causes imbalanced and excessive resource impost on our fixed price support team time is out of scope.

## 5 Fixed Price Support

Fixed price support customers are required to take the most basic and reasonable steps to resolve an issue before calling the Command IT Services support helpdesk. For example, to check that devices are switched on, are plugged in and have power.

Where Command IT Services are engaged to procure equipment or software for you, on your behalf, you may be charged a procurement fee of \$50 exclusive of GST to cover the administration labour costs.

Moving users or equipment between different premises (building locations) may be out of scope of fixed price support. Refer to your service agreement schedule.

## 6 Exclusions

Fixed price support exclusions include;

Any items not explicitly covered within this document or the applicable service agreement schedule of services.

Failing equipment and devices, Command IT Services may at our discretion, give notice that a persistently failing device is out of scope (for example where numerous repeated call outs and/or remote assistance sessions has failed to fix an ongoing and recurring issue).

Maintaining mobile service plans with telecommunications providers is out of scope for fixed price support.

Any support required to maintain traditional fixed line telephone services is out of scope for fixed price computing.

Note that Command IT Services may supply Voice over Internet Protocol (VoIP) devices and services. The supplied VoIP service is supported as part of fixed price computing.

Fixed price support includes support for software on the approved software list only.

Other software is supported at the billable rate at Command IT Services discretion, provided there is a current support agreement between you and the software vendor.

Software releases no longer supported by the software vendor are out of scope for fixed price computing.

## 7 Exceeding Time Requirements

If you exceed on more than two occasions the hours calculated within a fixed price support service offering for that period, Command IT Services will notify you of the requirement to increase allocated hours charged against the monthly contract.

Unless otherwise agreed excessive hours are charged as the rates provided in the schedule of rates. Excessive hours are out of scope of fixed price support.

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All software development, including web development is agreed separately, and is therefore out of scope for fixed price support.

### 8 Billable Support

Subject to a service agreement includes, but is not limited to the following:

Cyber security consulting and business insights analysis.

Internet service provider or telecommunications provider issues.

Services deemed as product consulting.

Software support other than for approved or agreed software.

Significant issues directly resulting from client initiated hardware or software changes without coordinating or liaison with Command IT Services.

Requests for recommendations related to a client's business processes or policies.

Requests for recommendations related to a client's business tactics and strategies.

Chief Information Officer (CIO) on demand services.

### 9 Enquiries

General Manager  
Command IT Services

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