

## TADWA Helpdesk Fair Use Policy

The TADWA Helpdesk Fair Use Policy has been developed to ensure that all TADWA customers have access to a fair and reasonable amount of support.

To achieve this we need to set some boundaries about the amount of support we can provide each customer and the nature of that support. This Fair Use Policy outlines those boundaries.

1. Our Support Agreements are provided for the personal needs of the subscribing customer only. We are not able to provide support to your other family members, friends etc.
2. Support is defined as:
  - a. Task-based, where we assist you to perform a task such as online shopping, or
  - b. Technical Troubleshooting where we assist you to get something working when it isn't.
3. Task-based support is not a substitute for training. Our support team is happy to walk you through a task, and will encourage you to take notes for future reference. If you require repeated assistance for the same task it may indicate that further training is required in order for you to master the task. If so we will either refer you to a training organisation or provide a quotation for personal training on this task. Until such training is completed we will be unable to service future requests for assistance with that particular task.
4. Over eight calls per month is considered to exceed the boundaries of reasonable use.
5. Task-based support has a limit of 30 minutes per call. Regular calls of over 30 minutes would be considered to exceed the boundaries of reasonable use.
6. Support can not be provided if your subscription is lapsed or payment is outstanding.
7. We reserve the right to not assist with activities which our support team deems to be:
  - a. Illegal, such as piracy or infringing upon copyright
  - b. Unconscionable, such as signing up to potential scams or other online services that involve the customer handing over money, accessing online services that provide dubious products and claims or that promote fake news and potential conspiracies.
8. Computers and related IT equipment don't last forever. If our Support Team believes a repeating technical problem can only be resolved by component replacement they will advise you and provide a recommendation. If you choose not to act on that recommendation we reserve the right to exclude that fault from future Technical Troubleshooting support.

You will be advised if you exceed these limits of Reasonable Use and given the opportunity to bring your use of the service within the boundaries outlined above. Failure to do so may result in your subscription to the Helpdesk service being terminated.

By adhering to these guidelines you are helping us to provide a quality and cost-effective service.