Fair Use Policy for Symbiant Support

Purpose

This Fair Use Policy outlines the terms and conditions governing the provision of free & Premium support to our clients. It aims to strike a balance between offering valuable assistance and preventing misuse or excessive demands on our support resources.

Scope

This policy applies to all clients who receive free & premium product support from Symbiant.

Guidelines

1. **Eligibility for Free Support**:
   - Clients are entitled to free support as specified in their service agreement.
   - Support covers assistance related to product functionality, customisation, troubleshooting, and basic usage.
2. **Reasonable Usage**:
   - Clients should use our support services reasonably and in good faith.
   - Excessive or repetitive requests for the same issue may be considered abuse.
3. **Examples of Abuse**:
   - **Frequent Requests**: Repeatedly seeking support for minor issues without attempting to follow support responses or referring to existing resources.
   - **Unauthorised Users**: Sharing support access with unauthorised users or third parties.
   - **Inappropriate Behaviour**: Engaging in disrespectful or aggressive communication with support staff.
4. **Limits on Free Support**:
   - Our company reserves the right to limit the extent and frequency of free support.
   - If a client consistently exceeds reasonable usage, we may recommend premium support options.
5. **Missed or Unnecessary Online Meetings**:

- o If a client schedules an online meeting with our support team but fails to attend or no longer requires the meeting for the subject matter the issue was raised for, it will be considered chargeable.
- o Charges will apply based on the scheduled duration of the meeting.
- o Online meetings are provided at Symbiant's own discretion and will only be provided if the support issue requires further clarification that a text response alone or the KB cannot or does not cover.

6. **Response Times**:
   - o We strive to respond promptly to support requests.
   - o Priority is given to premium support users and critical issues affecting system functionality.

7. **Documentation and Self-Help**:
   - o Clients are encouraged to consult our online knowledge base before seeking support. https://support.symbiant.co.uk/
   - o Self-help resources empower clients to resolve common issues independently.

8. **Reporting Abuse**:
   - o If abuse is suspected, our support team will investigate.
   - o We may provide warnings or adjust support privileges accordingly.

9. **Reversal of Changes:**

   - Any requests to undo or reverse previously implemented free or premium support changes, will be considered a chargeable support request.
   - Such requests will be subject to applicable charges, regardless of the nature of the original change.
   - Clients will be informed of the potential charges before proceeding with the reversal.

Enforcement

- Our company reserves the right to enforce this policy as needed.
- Violations may result in reduced support availability, increased premiums or license fees, or termination of some support services.

Contact Information

For any questions or concerns related to this Fair Use Policy, please contact us.

https://www.symbiant.co.uk/company/contact-us/