

# Fair Usage Policy

## For Managed Support Services

### 1. Purpose

This Fair Usage Policy ("Policy") is designed to ensure that all clients receive a consistent, reliable, and high-quality level of service. It sets out reasonable limits on the use of WestSpring's Managed Support Services so that no single client's usage adversely impacts service delivery to others.

### 2. Scope

This Policy applies to all clients receiving Managed Support Services, including (but not limited to):

- Service Desk and End User support
- Remote and on-site support
- Monitoring and maintenance
- Microsoft 365 administration
- Backup and infrastructure support

### 3. Definition of Fair Use

"Fair use" means using the services in a reasonable, proportionate, and business-appropriate manner consistent with:

- The size of the Client organisation
- The number of licensed users/devices
- Normal day-to-day operational IT requirements
- Industry-standard usage patterns

Our services are intended to support routine IT operations, not to support unusually high or unpredictable workloads unless explicitly agreed.

#### **4. Excessive or Unfair Usage**

Usage may be considered excessive or outside fair use if it includes, but is not limited to:

- A consistently disproportionate number of support requests compared to other Clients of a similar size and structure, or to the number of users at the Client organisation
- Repeated requests caused by unresolved internal process, training, or staffing issues
- Requests that are related to unusually high staff turnover (over 35% within a calendar year)
- Requests for more than 2 laptop rebuilds per 3 year lifecycle or 3 rebuilds per 5 year lifecycle
- Support for systems, devices, or software not covered by our Managed Support contract
- Support for systems or devices or software where WestSpring has recommended improvements or upgrades to improve functionality or business processes

#### **5. Monitoring and Review**

We reserve the right to monitor service usage to ensure compliance with this Policy. If usage is approaching or exceeding fair use:

- We will notify the client
- Discuss the underlying cause
- Propose adjustments such as additional service capacity, training, or a revised support plan

#### **6. Right to Apply Charges or Adjust Services**

If excessive usage continues after notice, we reserve the right to:

- Apply additional charges
- Recommend an upgrade to the service plan

- Exclude specific activities from our Managed Support coverage

No additional charges will be applied without prior discussion where reasonably possible.

## **7. Policy Updates**

This Policy may be updated from time to time. Any material changes will be communicated in advance and will not affect existing contractual commitments without agreement.

## **10. Governing Law**

This Policy is governed by and construed in accordance with the laws of England and Wales.