



## Customer Support Fair Usage Policy

### 1. CoolCare Customer Service

CoolCare encourages our customers to take full advantage of our excellent customer service team. We want to make sure all of our customers get the best out of the software and assist them in doing so in every way we can. Our customer service team includes our Account Manager, Trainers and Customer Support Team.

Please refer to our customer service policy to read about our values.

### 2. Access to Customer Support

All of our customers are provided with free access to our customer support team via email, online support or telephone and are available 09:00-17:00 Monday – Friday (excluding Bank Holidays).

The Customer Support team are able to assist with:

- Technical queries and advice
- Troubleshooting
- Processing service requests
- Processing hardware orders
- Product configuration advice

It is important that all customers have equal access to this service to maintain a high-quality service at all times.

### 3. Fair Usage

Support advice and assistance should not be used in lieu of CoolCare training or development work. Doing so prevents our Support Team from providing vital support to other customers. CoolCare's Fair Usage Policy ensures that customers are receiving fair and equal quality support from our team.

#### Training Needs

CoolCare Trainers are available to provide online or on-site training at competitive rates and all Customers are provided with training as part of the installation process.

- a. It is the responsibility of the Customer to ensure that Users within their group have received adequate training.
- b. Where a customer query is identified as a training need as opposed to a support need this is considered to be unfair usage and will be referred to the training team:
  - i. A training need is defined as any query which requires explanation of how to use the software beyond what can reasonably be considered a clarification, suggestion or reminder.
  - ii. Any query that will require phone or online support of over 15 minutes to explain, which is not a technical fault or forms part of a wider troubleshooting query which requires the Support Team's technical help or guidance is also considered a training need.



### Development Work

The Customer Support Team are able to provide some basic technical database support. Anything that requires support which goes beyond a reasonable request for technical troubleshooting is considered development work and will be charged at the development daily rate.

- c. Development work includes but is not limited to:
  - i. Any split, merge or change to the structure of customers' databases.
  - ii. Any unique changes to the interface or back-end databases.
  - iii. The introduction of any software feature or hardware compatibility only available to a small number of customers.
- d. Development work will be passed to the development team to estimate the feasibility and time involved to complete the work.
- e. Where development work is requested that would be of benefit to the larger customer base, this will be considered as part of CoolCare's development release plan.

## 4. Monitoring

Call times and Customer Support tickets are monitored. Heavy volume customers may be referred to the Account Manager to review usage and training needs.