

ATLAS CLOUD



FAIR USAGE POLICY

1. POLICY

In the case where specifically agreed, Atlas Cloud may provide a split service model for a defined number of fully managed users complemented by a number of task or “frontline workers”.

In this scenario we operate a fair usage policy which is calculated as an additional 15% on top of the tickets expected for fully managed users.

The expected number of tickets per fully managed user is one per month, therefore the fair usage expectation is that Atlas will service 115% x the number of fully managed users.

Eg based on 80 fully managed users the fair usage expectation would be to service no more than 92 tickets in that month for all fully managed users and frontline workers.

The fair usage level scales in line with the number of fully managed users over the course of the contract. Should the numbers of fully managed users increase or decrease, the 15% calculation will increase or decrease accordingly.

If the number of tickets logged in a month exceeds the combined expected number of tickets for 3 months in a row, or any 3 months out of a 6 month period your account manager will review this with you and may take one or more of the following actions as appropriate;

Identification and proposed resolutions for problems that generate reoccurring service requests to reduce the number of tickets raised, e.g. self-service or training

- / Increased price of support package to reflect frontline worker ticket usage above fair use levels.
- / Restriction to the number of frontline tickets to fair usage levels. Note it may be necessary to review tickets from fully managed users and frontline workers so that both parties can measure against the service levels provided in the contract.
- / Amendment of the support package to bill per ticket or time and material based support for frontline workers.