



## **Acceptable Use Policy**

1. High Edge Consulting Limited provides support services to customers who purchase and are thus currently contracted to any of the current Service Agreements (currently Bronze, Silver, Gold, Platinum and Platinum Plus)
2. Customers who have purchased and are currently contracted to a Bronze or Silver Service Agreement are able to utilise up to 2 hours telephone and e-mail support from High Edge Consulting per month.
  - 2a. Any additional consultancy provided to a customer over and above the monthly allowance is at the discretion of the High Edge Consulting Limited Consultant.
  - 2b. The provision of additional telephone and e-mail support does not infer a right to or set a precedence for such additional work.
  - 2c. Unutilised time may not be carried forward.
  - 2d. A month is defined as a calendar month starting on the 1<sup>st</sup> of each month and ending on the last day of the calendar month.
3. Customers who have purchased and currently contracted to the Gold, Platinum or Platinum Plus Service Agreements are able to utilise unlimited monthly e-mail and telephone support from High Edge Consulting Ltd subject to acceptable use.
  - 3a. Acceptable Use is as defined by High Edge Consulting Limited and contained in this document.
  - 3b. Acceptable Use by definition is reasonable use of support provided by High Edge Consulting Limited under the terms of a contract for the provision of a service agreement.
4. Support by definition are questions and advice that the customer seeks answers to from High Edge Consulting.
5. Support is not the creation of documents that are used for any purpose (for example protocols, audit reports, SOP's etc). Creation of documents is chargeable consultancy work and a quote should be obtained from High Edge Consulting Ltd separately to carry out specified works.
6. Support can encompass the review of documents where professional advice is required. Review of documents is allowable to the extent that time required to review the documents is not excessive as determined by the High Edge Consulting Limited consultant.
7. A customer who regularly requests an excessive amount of support to the end that it becomes detrimental to High Edge Consulting Limited will be outside the scope of acceptable use and will be requested to purchase additional days consultancy to ensure that requests can be fulfilled.
8. Excessive support is not determined simply by the number of support requests made but on the details of the actual request.
9. High Edge Consulting Limited accepts that the amount of support required each month may fluctuate and will take this into consideration when determining that a request for excessive support has been made.



10. When determining that the Acceptable Use Policy has not been adhered to High Edge Consulting Limited will consider previous requests for support from the customer and any other similar requests made by other High Edge Consulting Limited customers and whether they were deemed to be acceptable or not.
11. High Edge Consulting Ltd reserves the right to make amendments to the Acceptable Use Policy at any time.
12. Amendments to the Acceptable Use Policy will be notified to you in writing and become effective immediately on receipt of the notification.
13. The Acceptable Use Policy is also available on our website [www.highedge.co.uk](http://www.highedge.co.uk).
14. Continued use of the Support Services following any amendments shall constitute acceptance of the changes.
15. By using the support service provided by High Edge Consulting Ltd, you agree to comply with the Acceptable Use Policy outlined herein and also to indemnify High Edge Consulting Ltd against any claims by third parties arising from violation of this Policy.