STL Services and Support Fair Usage Policy

Last updated 15/04/2019

What is the Fair Use Policy (FUP)?

As part of our commitment to providing excellent quality and reliable service, STL has a Fair Usage Policy on its IT Support Services. The Fair Usage Policy (or FUP as its commonly referred too) contains usage guidelines for customers using the STL Telephone, web or e mail Support services to ensure that customers use the service reasonably.

Why has an FUP been implemented?

While we encourage STL customers to take full advantage of the excellent quality of service, we have an obligation to ensure that all customers who require Telephone, web or e mail Support services (Complete Account levels or customers paying the additional monthly fee for telephone support on lower packages) receive the best possible service at all times.

The application of the Fair Use Policy (FUP) ensures that we continue to provide an acceptable standard of service in terms of response times to calls and questions raised by all our customers

Does the FUP policy apply to me?

Since the latest upgrade to the STL support system, we have begun charging customers for Telephone, web or e mail Support services where it is not included in their ongoing contract. Support on top of the contracted support methods provided to all customers ie Support Tickets. With this comes a big focus on ensuring that all customers who are paying for the service are treated equally and get a fair amount of our time and focus to help with their questions and issues. If you are on one of these support contracts then this FUP applies to you, likewise if your contract details the included Telephone, web or e mail Support services then there are no further charges for the outlined support. Contracts to include Telephone, web or e mail Support services are available upon request – please contact sales@stlcomms.com

What are the FUP limits?

STL reserve the right to limit the time our support team spend on phone calls with any customer who is deemed to be taking advantage of this service, which is offered to all customers.

Individual calls that go over 15 minutes will be subject to this policy, as they might be deemed as training rather than support. All contractually supported customers can phone up for 45 minutes of telephone support ticket each month, per System Administrator paying for Telephone, web or e mail Support services. Support time over 60 minutes per System Administrator per month, per account may be subject to review.

Why is this FUP here?

Some of our clients use the Telephone, web or e mail Support as a training tool, talking with one of our many skilled support staff for hours on end and monopolising the support team's time – taking away vital support from
other customers who may be paying for the service. Individual training webinars can be arranged and are chargeable at £60 (ex VAT) per hour, these training calls can be used to interact with the STL support team who can spend that dedicated time supporting you through a setup and continued use of your account.

Our Fair Use Policy applies to our Telephone, web or e mail Support. It's designed so that each and every paying user gets fast and reliable support whenever you use it.

While we don't want to ever stop any customer speaking with a member of the team, we must also provide the same level of service to all of our customers in an equal proportion.

Support calls are monitored by the Customer Service Director and collated in terms of time and support quality to ensure that all customers are treated equally and provided the best service possible for their money.