



Fair Usage Policy 2016

Issue: 1

Issue date: 01/01/16

This policy applies to all BAC Fire & Security Limited customers with **Level 2 and 3 Maintenance Contracts**.

1. Why do we have a Fair Use Policy?

This Fair Use Policy is designed to make sure that all customers receive a fast and reliable service. Therefore we need to ensure that callouts under Level 2 and 3 contracts are genuine and require attendance of an engineer.

2. How does the Fair Use Policy work?

As a customer you are expected to give an accurate description of the fault, including the location/specific hardware that is not functioning. This enables support staff to assess whether attendance of an engineer is required. If you fail to inform BAC Fire & Security Ltd of any issues that exist before the visit that subsequently requires a return visit, this callout will be chargeable at the standard contract rate.

The free of charge callouts are subject to a reasonable number throughout the duration of the contract, dependent on the number of sites covered and the complexity of the security or Fire solution. This will be at the discretion of the service manager and will take into account prior history in supplying information of reported and the nature of faults.

All free of charge callouts will be suspended if the annual maintenance contract invoice has not been paid and will remain chargeable until the invoice has been settled.

3. How do I know if the Fair Use Policy affects me?

Our Fair Use Policy only applies to Level 2 and 3 contract customers.

4. What else do I need to bear in mind?

We may revise this Policy at any time, effective when posted to our public web site. Notice of revisions will be posted to our dedicated service page located at www.bacsecurity.com

Thank you for your co-operation.

BAC Fire & Security Ltd