

FAIR USE POLICY (SUPPORT SERVICES)



VTECH COMPUTER SDN. BHD. (20200109583 / 1365903-P)

and

VTECH COMPUTER SALES & SERVICES (199903025284 / 001184959-U)

Effective Date: 1 April 2026

Last Updated: 1 April 2026

1. Purpose

1.1 This Fair Use Policy ("Policy") is established to ensure that all clients receive consistent, timely, and high-quality support services.

1.2 This Policy defines the reasonable scope of support usage and ensures fair and equitable access to support resources for all clients.

2. Scope of Support Services

2.1 Support services are provided to assist clients in the normal operation of their systems.

2.2 Such services include system troubleshooting, issue resolution, and guidance on standard software usage and functions.

2.3 Support may be delivered via call-in, email, and remote access using approved tools such as UltraViewer.

2.4 Basic configuration assistance and support relating to system updates, upgrades, and improvements are included within the support scope.

3. Fair Usage Principles

3.1 Support services are provided based on reasonable and standard usage expectations consistent with normal business operations.

3.2 Clients shall utilize support services in a manner that does not excessively consume resources or disrupt service availability for other clients.

3.3 VTECH reserves the right to determine whether usage is deemed reasonable under this Policy.

4. Standard Support Coverage

4.1 Standard support includes resolving system errors and technical issues encountered during normal usage.

4.2 It includes answering usage-related inquiries and providing guidance on system functions and features.

4.3 Minor configuration adjustments and assistance with reports and standard modules are included.

4.4 Support relating to compliance updates, including SST and payroll requirements, is provided where applicable.

5. Non-Standard or Excessive Usage

5.1 Requests that fall outside normal operational support may be considered non-standard or excessive.

5.2 This includes repeated requests arising from improper system usage without corrective action.

5.3 Large-scale data entry, data correction, or migration activities are excluded from standard support.

5.4 Complex customizations, system redesign, and extended training sessions are not included.

5.5 Third-party system or integration issues may require separate evaluation.

6. Remote Support Conditions

6.1 Remote support is provided through approved tools such as UltraViewer.

6.2 Clients must provide required access, permissions, and stable internet connection.

6.3 Support is provided during standard working hours.

6.4 VTECH is not liable for client-side hardware, network, or unauthorized changes.

7. Service Availability

7.1 Support services are available during standard working hours.

7.2 Response time depends on issue complexity and request volume.

7.3 Resolution depends on system accessibility and client cooperation.

8. Right to Review Usage

8.1 VTECH reserves the right to monitor support usage.

8.2 Excessive usage may lead to alternative arrangements.

9. Policy Updates

9.1 This Policy may be updated periodically.

9.2 Latest version will be made available via official channels.

10. Acceptance

10.1 Use of support services indicates acceptance of this Policy.

11. Governing Law

11.1 This Policy is governed by the laws of Malaysia.

12. Contact Information

12.1 VTECH COMPUTER SALES & SERVICES / VTECH COMPUTER SDN. BHD.

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