

Fair Use Policy (the contact)

for Resource and Advice subscribers £20pcm only– e.g. a *quick bit of advice*

1. **Monthly Limit & Frequency of contact:**

- Subscribers are restricted to a total of **20 minutes** of call time or 4 emails or equivalent social media / messenger app within a single month.
- Calls should not exceed **20 minutes** in total.
- Emails should not exceed 4 in total and are assumed to be 5 minutes each in duration. Simple one-word replies are not counted e.g. ok, thanks for letting me know etc.
- WhatsApp, voicemail, voice notes and all other Messenger-type app contacts will be counted as email

2. **Replies to contact:**

- Replies to contacts are usually within a working day but are not guaranteed – typical office hours, Mon-Fri, all bank holidays observed, and annual leave will also be advised.
- Subscribers should allow reasonable time for a response and not send repeated contact chasing an answer.
- Subscribers with urgent or complex issues should consider becoming a client – see point 4 below. By complex we mean something that breaches the fair use time limit, by urgent we mean issue or situation that requires immediate attention and action due to its time-sensitive nature any delay in response could result in significant negative consequences, such as financial loss, legal implications, or severe disruption to operations.

3. **Abuse of the Fair Use Policy:**

- Any behaviour or action by a subscriber that exceeds the established limits and guidelines set forth in the Fair Use Policy, thereby impacting the availability and quality of service for other subscribers. Examples of abuse include, but are not limited to, repeatedly exceeding the monthly limit of call time or emails, making excessive or unreasonable demands for support, using the service for purposes other than those intended, and failing to adhere to the guidelines for response times and contact frequency. Abuse of the policy may result in restrictions, limitations, termination of service or in the alternative, see point 4

4. **Subscription for Breach:**

- If fair use is breached, Subscribers can, at our discretion, be required to become a client and agree to our Letter of Engagement and with that, the contracted hourly rate.
- Only clients under Letter of Engagement can benefit from extended call durations and quicker response times to any contact.

5. **Applicability to Messages, Emails and Calls:**

- This fair use policy applies to both messenger app type contact, emails and calls.
- Breakages, there is no roll over or carrying forward of any unused amount of Monthly Limit & Frequency of contact.
- The above policy is subject to review and update, we shall endeavour to message subscribers but policies can be found under the download section of the website <https://pubs.expert/downloads/>
- For any queries or feedback related to this policy, Subscribers can email us at admin@pubs.expert

- Personal information will be kept confidential and handled under our [privacy policy](#).

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