



Terms and Conditions

May 2016. V4.2.

1. Submission of Tickets

Tickets may be submitted via the risk assist email address stated below and this is the preferred method.

Raise a Ticket via:
RiskAssist@assent1.com

Assent staff may raise a ticket on behalf of a client resulting from a telephone call, email or conversation.

2. Eligibility for Service

The Risk Assist service desk is available to subscribers who:

1. Have the Risk Assist service desk element provided, by courtesy, as part of a wider support agreement with Assent.
2. Have added the Risk Assist service desk as an additional element to an existing support agreement with Assent.
3. Have taken out a separate agreement with Assent to provide the Risk Assist service desk.

Submitted tickets are allocated to one of the above contracts before being addressed by Assent staff.

If no valid agreement can be found, the ticket requestor will be asked to confirm the agreement that is in place, or choose one of the above options.

2.1 Scope of Services

The risk areas covered by the Risk Assist service desk for the client will be agreed and defined within the client's profile document, and are subject to an on-boarding process, see 2.2 below.



The client may use the Risk Assist service desk for one or more of the risk services in Assent's portfolio, subject to the on-boarding process being completed for each area.

For our portfolio of services see: <http://www.assent1.com/portfolio/>

2.2 On-boarding Process

For each of the service areas in our portfolio, an on-boarding process shall be completed for the purpose of information gathering and clarification. We may recommend an on-site audit in order to better understand your current arrangements.

For existing Assent customers, we may already have the information we need to effectively respond to your tickets.

3. Response Commitment

We will make all reasonable efforts to respond to tickets within 4 working hours, however it should be noted that the complexity of tickets may vary and therefore resolution times can not be guaranteed.

4. Ticket Closure

When our team is confident that the ticket has been answered effectively the customer will be asked to confirm the ticket closure within the ticket.

Tickets will automatically be closed in 48 hours if no response has been received.

5. Customer Verification

The service desk will accept tickets from registered email addresses within your organisation. Where an unrecognised email address has submitted a ticket, we will require verification from the named contact before proceeding to service the ticket.

The list of registered users can be updated by submitting a ticket.

6. Confidentiality & Information Security

Assent cannot be held responsible for information submitted by the customer and we do not vet, redact or censor content.

However, Assent staff will avoid, as far as possible, including any personal or confidential information within the ticket responses.

Further information on our information security policy can be found on www.assent1.com.



7. Desk Opening Times

The Risk Assist service desk will be open:

Monday to Friday
9am to 5pm

However, tickets can be submitted any time via the email address above.

The Risk Assist service desk will be closed on Bank Holidays and operate a reduced service between Christmas and New Year.

8. Ticket Themes

Each ticket should contain one theme or incident only. Occasionally it may be necessary for Assent staff to open a new ticket to separate different issues.

This enables our team to select the most appropriate person to work on each issue and makes reporting clearer.

9. Disclaimer

The responses provided in relation to a ticket do not represent legal advice, and we recommend the client engage a suitable legal counsel separately for any issues that could result in a legal action. This includes but is not limited to: accidents, data breaches, employment disputes, contractual disputes, property disputes and enforcement actions from a government or local authority.

The responses provided by our team are based on the information as recorded within the ticket. Occasionally assumptions may be made and in these cases we will try to clarify the situation with the client. We will always direct you to official advice where possible.

The client understands that through the online ticket tool, we are unable to get a full picture of a situation and therefore the scope of our response is limited. See section 12.

We cannot be held responsible for any loss or damage suffered by the client through using our Risk Assist service or acting upon responses provided by our team.



10. Acceptable Use of the Service Desk

The Risk Assist service desk is provided under an acceptable use policy.

We reserve the right to refuse service or review the fees due under the agreements in section 2 above, if the volume of tickets is consistently of a high level that we deem to be unacceptable.

The Risk Assist service desk is designed to be time and cost efficient, and as such, under our standard agreement fees, we expect the resources used would not consistently exceed:

Num of Standards	Small (Under 10 Employees)	Medium (11-100 Employees)	Large (101 Plus)
1	1 Hour	4 Hours	8 Hours
2	1.5 Hour	5 Hours	10 Hours
3	2 Hour	6 Hours	12 Hours
4+	Contact us	Contact us	Contact us
In Each Calendar Month			

11. Cancellation of Service

The Risk Assist service is offered on a month-to-month basis and can be cancelled up to 7 days before the end of the month.

Where the risk assist service is offered as an additional part of another support agreement with Assent, as in 2.2 above, this will not affect the underlying support agreement.

The Assent team will make every effort to close all tickets prior to the end of the agreement, however all-open tickets will automatically be closed on expiration of the agreement.

12. Additional Services

The client appreciates that not everything can be resolved remotely via the service desk.

We may recommend a site visit, audit or other consultancy in order to resolve your issue. This will be quoted separately to the Risk Assist service desk charge, at our standard day rates.

13. Fees & Payment

We offer a standard monthly rate, capped as detailed in section 10 above, however this can be increased subject to the requirement of the company, at additional cost.



Our standard Risk Assist service desk fees are:

Num of Standards	Small (Under 10 Employees)	Medium (11-100 Employees)	Large (101 Plus)
1	£35 +VAT	£150+VAT	£250+VAT
2	£50 +VAT	£180+VAT	£310+VAT
3	£70 +VAT	£220+VAT	£375+VAT
4+	<i>Contact us</i>	<i>Contact us</i>	<i>Contact us</i>
Per Month			

These fees are reviewed, in line with our other fees, every April.

Payment is accepted via a Regular Bank Payment (Standing Order or Direct Debit) only.

We reserve the right to refuse tickets for non-payment.
Payment is in advance of the month it covers.