Fair Use Policy TOPdesk as a Service

TOPdesk wants to ensure and maintain an optimal user experience. That's why we monitor TOPdesk's technical usage and work according to a Fair Use Policy. This Fair Use Policy has been created to prevent improper use of the software, so we can guarantee an excellent user experience. The Fair Use Policy for TOPdesk SaaS comprises attachment storage, the amount of data traffic and the number of emails sent from TOPdesk.

TOPdesk does not charge extra costs when the tool is used reasonably. When we determine the scope of Fair Use we take into account your contract, the observed use of more than a thousand TOPdesk SaaS customers, technical advances and the current price rate of all necessary assets.

We'll adjust these values when there is reasonable cause. In general, this could mean expansion as a result of lower costs. We inform you in a timely fashion, when these changes affect your costs or use.

When we detect something out of the ordinary in your TOPdesk SaaS environment, we'll contact you to discuss the situation and potential alternatives. If the situation doesn't change, you may have to limit the available storage, bandwidth or allowed emails, for example.

Amount of data storage

Within your TOPdesk environment you can store images to exchange them with other operators or callers. These images can be photos, screenshots or other data files. To make sure that there is enough storage for everyone, we've limited the amount of data you can save with TOPdesk. The amount of storage depends on your type of contract. We've made sure that almost all customers have plenty of disk space when the tool is used normally.

You can always request the actual size of your data storage within TOPdesk. You can also free up more storage by using the automatic file clean-up-service. This deletes files after the amount of days indicated by you. For more information about insight into your data storage and the clean-up of files you can take a look in the knowledge system on TOPdesk Extranet.

If we detect that your organization structurally saves more data than the mentioned Fair Use value, we'll contact you to discuss the situation. It's possible to expand your storage in blocks of 25 gigabyte (GB). The costs for this are €25 per block per month. SaaS main contact persons can request extended storage quota using the form on the TOPdesk Extranet. Storage can be expanded up to 500GB. At that point we'll contact you to discuss alternative storage solutions.

Callers	Operators	Storage limit (in GB)
Up to and including 2,500	50	25
2,501 to 5,000	75	50
5,001 to 10,000	125	100
10,001 to 25,000	275	250
25,001 to 50,000	525	500

Network bandwidth

To prevent a negative effect of excessive network traffic on your user experience or that of others, we monitor the traffic. We compare your use to the average use of all our SaaS customers with the same contract. With normal use you don't have to worry about the network bandwidth available to you.

If we detect a situation that could lead to a decrease in service, TOPdesk will contact you to discuss the situation. In some situations, we can intervene by limiting the available bandwidth.

Number of sent emails

To prevent spam, we use worldwide blacklists among other things. To guarantee smooth email traffic from TOPdesk for you and our other customers, we monitor the TOPdesk mail servers to ensure we don't end up on one of those lists. This could happen when an excessive number of emails are sent from the TOPdesk SaaS environments, for example.

For this, TOPdesk maintains very broad margins based on the average use of our SaaS customers with similar contracts. With normal use, you won't notice a thing. When we detect abnormal values that could negatively impact the service, we'll limit the number of emails you can send. Before we do this, we'll always contact you first to discuss possible solutions.