

Timeless SUPPORT: Product Specification

This document outlines the Timeless SUPPORT product and what is meant by "Fair Usage". It forms part of the contract between TimelessTime Ltd and its clients for this product by acting as the product Specification.

This product definition augments and is an annex to TimelessTime's Standard Conditions of Sale.

Timeless SUPPORT

Timeless SUPPORT is a product supplied to its clients by TimelessTime Ltd. It is intended as a helpline and general support service to senior management in their endeavours to excel in organisational development and human resources management within their firm or organisation in the UK. Support clients who have specific and bounded HR work to be done should contract TimelessTime Ltd to undertake consulting projects. These would have a separate price, specification, deliverables and start and end date. Support clients who need on-going support to do actual organisational development or HR work in their organisation would contract for a given effort level defined by price and specification. Those support clients who do not need specific work completing but do need a mentor to bounce ideas off and facilitate the formulation of people management strategy in their organisation should purchase TimelessTime's mentor service.

Intended Use of Timeless SUPPORT

Timeless SUPPORT is intended as a general people management helpline for senior managers concerning all things HR and organisational development. In offering the product, TimelessTime recognises that HR issues often must be considered, thought about and concluded outside the normal business day. The product is available to a named paying client in an organisation (the 'client') 24 hours a day, seven days a week. The client can pose HR-related questions either by telephone or by email. TimelessTime will use reasonable endeavours to research the issues highlighted in the question and respond within 4 hours. Where response within this time is not possible, a time by which a response will be provided will be given. Where calls or emails are initiated between the hours of 20:00 and 08:00 hours, the 4 hours will commence at the end of this period.

Timeless SUPPORT Defined

Timeless SUPPORT is a service offering response to questions of a general nature. Since TimelessTime will not be aware of all circumstances, the response will be limited by the information shared. It is intended as service that gives advice on sources of further research, approach to the issue and the next actions to achieve a full resolution. More than anything it is intended to provide an HR business partner that a senior manager can call when a problem or issue looms. TimelessTime will take outline notes on the issue to aid its response.

The product is offered after completion of a complimentary discussion to determine the contribution of current HR practices and OD projects. TimelessTime accepts no liability whatsoever for any advice within this period regardless of outcome (save for its statutory responsibilities).

Clients buying Timeless SUPPORT will pay an annual fee, at the prevailing rate, for the product. This includes the following:

- One-hour online fact-find meeting.
- Unlimited email and telephone contact to pose questions for a named person.
- Additional nominated managers can be included in the Timeless SUPPORT contract for an additional fee, at the prevailing rate, per annum.

Effort Committed to Each Client

In calculating its product price, TimelessTime has assumed that each client will pose one single question and get a single response within the context of that question per week throughout a calendar year. This allows for 52 questions and 52 answers. Few companies have 52 discrete questions and hence TimelessTime assumes that the client will aggregate questions. TimelessTime further assume that a response can be given to each question with no more than 10 minutes research.

TimelessTime will need to frame an email response or discuss the response with the client for which a further 10 minutes is allowed. The three together suggest a total effort by TimelessTime of about 1560 minutes or 26 hours per client. This gives a hypothetical hourly rate of about £38 per hour based on an annual fee of £1,000.

TimelessTime take an actuarial view of this usage. Some clients will need intensive support with a series of linked questions and discussion to conclude the client's issue whilst others will have more straightforward questions. Likewise, some clients will need an intense burst of activity and then nothing for several weeks. This makes a rigid usage policy impossible to administer. For this reason TimelessTime will invoke a "fair usage" policy. TimelessTime's judgement as to what is and is not "fair usage" shall be final. For the purposes of calculating fair usage, client's questions, subsequent research, discussions, and responses will be aggregated.

Where in TimelessTime's opinion a client is demanding too much of the service, it will advise that the work falls outside the scope of SUPPORT. TimelessTime will never refuse to respond but if work is undertaken that is outside the scope of SUPPORT, subject to advising the client, an invoice (at the prevailing rate) will be levied monthly.

Timeless SUPPORT Documents and Tools

Timeless SUPPORT includes access to a suite of organisational development and HR documentation. These documents will be provided ad hoc to the client where relevant to their questions and the resulting support Responses.

Clients are expected to make use of this documentation as and when it is needed in their workplace. Abuse of requests for access to documentation and tools for future use and specifically future use not covered by a subscription to the service is a breach of the support agreement between the client and TimelessTime Ltd.

Clients' attention is specifically drawn to the Intellectual Property Rights clauses within our Standard Terms and Conditions of Sale controlling the use of proprietary information available from Timeless SUPPORT.

Invoicing and Payment

Within three months of the end of the annual contract TimelessTime will contact the client and agree an extension of Timeless SUPPORT. Assuming the client wishes to extend, an invoice will be raised up to 30 days prior to the contract end date. Timeless SUPPORT will commence again on payment. In the event of no payment as specified in the invoice, the contract will terminate and support cease. This process will repeat each year. There will be no refund or credit note for cancellation in the year.

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