

Schools Educational Software Ltd (SESL) - Fair Usage Policy

Schools Educational Software Ltd support services are valued by thousands of educational establishments across the UK. We offer a variety of services across a broad range of technologies and pride ourselves on being able to respond quickly and effectively. We have introduced this Fair Use Policy to help us to continue to offer these high quality services at prices that are affordable.

Why have a Fair Use Policy?

This Fair Use Policy has two objectives:

- To identify schools which appear to have difficulties with the services being provided, and help them to make improvements.
- To help SESL keep our support prices low for all customers.

How will it work?

We will use reports from our system to monitor usage based on each type of contract we sell. If we see examples of consistently high usage we may choose to apply this Fair Usage Policy.

What does it mean for me?

SESL support thousands of schools, so we know how much support schools typically require. This policy will not impact the vast majority of customers. However, if a school demands exceptionally high support for an unusually long period, then we will contact that school to discuss this. We will work in conjunction with the school to identify the root causes and:

- Help the school and SESL to identify what we can do to improve the service at the school.
- Help reduce demands upon the school's ICT and admin team.
- Help SESL to keep our support prices low for all customers.

What if my services are unavailable?

This policy does not implement hard limits on the services we offer, so you will never find yourself without support when you need it most.

If I need additional help during a major change, will I be classed as a high user?

If your call usage is high over a short duration, then we're unlikely to be concerned; in fact this is when you're likely to value our services the most. Our Fair Use Policy is purely to manage persistent high usage.