



OSAM Websites
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Fair Usage Policy

OSAM Websites operates a fair usage policy that limits the number of support hours that you receive within your **Standard Hosting & Support** package to **1 ½ hours** each calendar month; if unused, these do not roll over. We will monitor your usage each calendar month so that we can protect our services for all our customers.

In the rare case you may go over your fair usage limit, we will let you know and give you the option to pay hourly for our work at the rate of £20 + VAT per hour, or place the changes on hold until the following month. We will never carry out additional work outside of your fair use policy amount without written consent.

In some cases, we may offer **1:1 Website Training** inclusive of your Hosting & Support package, this one off training is recorded and limited to 30 Minutes. Additional training may incur costs.

To maximise this allowance, we advise all your changes and content are sent via email, clearly listed, to support@osamweb.com. Telephone conversations discussing changes are also included in this allowance. From here, our Customer Support team will open a ticket, and advise a suitable turnaround time in line with our Tiers stated below.

T1 (Same Day Response) - Total loss of service - Website down, Emails not sending/receiving.

T2 (Within 24 Hours) - Intermittent loss of service - Website not always visible, receiving some emails on and off, COVID-19 Notices.

T3 (3-4 Days) - Website Changes - Adding content, replacing images, adding new pages (with content supplied).

Our response times are subject to change depending on your request and workload, to give you a more accurate time.

In rare cases of total loss, we will contact you to let you know including weekends, which is at the company's discretion.

We do request that files uploaded to your website are no larger than 1MB in file size. This is more than adequate for web browsing and larger files can impact on bandwidth. Uploading large files can result in slower website speeds, which we cannot be held responsible for, or carry out additional works to improve unless agreed. We put measures in place on your website to prevent this, but this cannot always be relied upon.

OSAM Websites reserves the right to update these terms of use at any time.