Fair Usage Policy

ThenMedia Limited is proud to offer lifetime unmetered support and unlimited file storage to our customers. We pride ourselves on being helpful and accommodating to our customers' needs wherever possible.

To ensure our open flexible arrangement isn't abused, both our support and data storage is subject to the following Fair Usage Policy.

Website Support

'Lifetime' means support is not limited to a certain number of days or weeks but will extend for the lifetime of your project with us.

'Unmetered' means we don't log support time given to any customer. Customers have no maximum number of support hours that they use up when contacting us.

'Support' means we will help you to manage and edit your website; it doesn't mean we will manage and edit it for you.

Notwithstanding the above, ThenMedia reserves the right to defer support to any customer who abuses this service with support requests considered above and beyond fair use. To date, we have never exercised this right.

Support hours are between 09:00 – 17:00 Monday – Friday. We aim to answer all support email requests within 48 hours, although some issues will take longer to resolve than others.

In the unusual case that all our team are unavailable to answer your call, you can leave a voicemail and we will then attend to your request within the 48 hour window in the same way we respond to email requests.

Support Example:
Creating new pages on your website

What we'll do: We'll advise you on the best way to present your new page, making sure it works well on mobile devices and meets WCAG accessibility standards. We can talk you through the editing process over the phone and, where needed, create an example page or build a new template or layout to suit your content, within the capabilities of our system. And don't worry if you forget what to do — we're happy to run through the process with you again. If you'd prefer us to do the work for you, we can also create pages and add content to your website, provided you give us clear instructions about what you'd like us to add and how you'd like it presented.

What we won't do: We can't take a collection of emails, documents or other content with a general instruction such as, "Can you add all this to our website?" We'll need clear guidance about what content should be added, where it should go and, where relevant, how it should be organised. We also can't create bespoke applications, functionality or dynamic pages that require specialist programming beyond the features available within your chosen package.

For more information about the support we offer please speak to Tobias Newman by calling our Chester Office on 01244 478727.

Website Training

As well as ongoing support, ThenMedia will provide a Zoom training session to a group of website administrators to get them started with our content management system. This can be repeated periodically if new administrators join your team. Please note we don't provide on-site training.

Website Storage

ThenMedia will provide storage on our servers to accommodate your website. This means that documents, images, videos and pages generated by regular use of your website will never be restricted. Please bear in mind that some customers do have certain restrictions depending on the package they have chosen. Details are all available at www.thenmedia.co.uk.

What is regular use?

It is important to explain what we mean by 'regular use'. Let's assume you add between 1 – 20 news articles each week. Each article might include several photographs, you might also add a gallery of photos each week. A gallery might have around 30 photographs. This means a large active community website could be uploading between 20 – 80 photographs each week and generating around 20 – 30 new webpages. This would be fine.

However if you find you need to add more photographs than this, we would help you to integrate an external gallery such as Flickr or Instagram. This would help to ensure your website continues to run quickly and efficiently.

File Storage

Your website may include downloadable files such as PDFs, Word documents, spreadsheets, meeting papers, reports, brochures, forms and other resources. Regularly uploading files as part of the normal operation of your website is absolutely fine.

For example, adding around 10–30 documents each week would be considered normal usage.

However, the storage provided with your website is intended to support the website itself. It should not be used as a general-purpose cloud storage or document archiving service in place of services such as Dropbox, Google Drive or Microsoft OneDrive.

Uploading large quantities of archived material, very large files, backups, extensive collections of presentations, or private documents that are not required for the website may be considered excessive or unfair usage.

If your organisation has substantial storage or archiving requirements, we may recommend using a dedicated cloud storage or document management service alongside your website.

Housekeeping

To ensure your website runs quickly and your content remains accessible, we will assist you in archiving or removing out-of-date or redundant content where appropriate.

Keeping your content tidy and properly indexed benefits your administrators, your visitors and the server infrastructure. As your site grows, our team is happy to work with you to achieve this.

Managing your data

We create regular backups to protect your data. To find out more about our backup system, please read our Data Backup Policy. For more information on how your data is stored and managed, please read our GDPR Data Privacy Policy.