

PebblePad Fair Use Policy

As part of our hosting services Pebble Learning provides each individual user with disk space storage and/or other resources, such as data transfer (bandwidth). The intention is to provide ample resources for effective use of PebblePad so that clients do not have to worry about exceeding limits.

Whilst we would like everything to be unlimited, the reality is that the resources required for hosting services are limited by the physical constraints of technology as well as by the limits of a shared environment. For example server technology has physical limits for disk drive space, CPU processing power, memory and access speed. Pebble Learning uses the latest and most economically feasible server technology available and to help reduce costs all services are on a shared-server basis, and so multiple organisations are accommodated on the same hardware.

Our standard hosting offering will normally exceed client requirements however, in rare cases, we may find a client who exceeds normal use to such an extent that they may impact upon server performance and therefore the performance of the service for other clients. If a particular user or client is in extreme excess of average usage, we reserve the right to get in touch so we can work out a solution with you. In extreme cases a client may be asked to remove content, cut resource usage, or move to a dedicated service provision.

Why do we have to have a fair use policy??

To manage PebblePad on a cost effective hosted basis we operate on a shared server model. We believe that it is unfair for one client to be using all the resources on the server to the detriment of other clients. By having a fair use policy we can ensure people get what they want from a standard service. If an individual organisation needs more resources or specialist use of the system we are happy to provide dedicated hosting or additional resources as required.

Typical use such as users uploading files and completing templates will not present an issue. Even if many users were uploading video and audio files it would not present an issue. However, excessive use of large media files within ATLAS resources section, for example, may cause an issue. For some organisations groups of over 2,000 need to be supported within ATLAS. If a presentation of 200Mb in size is made available via a resource area in ATLAS and

this is viewed by all users at the same time, the amount of data transferred would be excessive.

What happens if you exceed the fair use of the system?

We do not routinely stop access or reduce bandwidth when excessive use occurs. However if we see a pattern of use which exceeds normal usage, we will notify you and discuss suitable approaches to either ensure you do not continue to exceed an appropriate level of use or you make allowances to purchase additional resources to accommodate the required pattern of use.

What are the Fair Use Policy limits?

We are reluctant to define particular limits as circumstance may mean that large volume is appropriate for a short period of time and so we do not want to place a threshold value that must be adhered to. Our approach will be to monitor our systems and if there is a high level of usage from an individual client we will contact them to discuss their use. You are also invited to contact us to discuss a planned scenario if you are unsure if it fits within 'Fair Use' of the system.