

# Fair Use Policy

This Fair Use Policy is part of our commitment to providing a fast and reliable Cloud document generation service.

## 1. Why do we have a Fair Use Policy?

When subscribing, Cloud customers are required to choose an Account Quota (Pages/Month). The selected Account Quota should be greater than or equal to the anticipated Account Usage.

The Account Quota method allows Docmosis to estimate usage and provision the Cloud services to meet the needs of all subscribers in a fair and equitable way.

Docmosis offers a generous “no blocking” approach that means document generation will ordinarily continue even if Account Usage unexpectedly exceeds Account Quota.

Other aspects of the Cloud Service, such as the ability to store Templates and Images, have no pre-defined limits.

This Fair Usage Policy exists to ensure customers respect this approach.

## 2. Notifications.

Docmosis will make commercially reasonable efforts to deliver the following notifications using all email addresses associated with an account.

Customer will be notified when their Account Usage approaches or exceeds their Account Quota. Upon receiving an over quota notification, Customer should increase their Account Quota so that it is greater than Account Usage.

If Customer is certain that the higher Account Usage is an abnormal event in the current calendar month they may request a one-off exception from Docmosis and thereby keep the current Account Quota for the next calendar month.

Customer will be notified if it is deemed that their Account contains an excessively large number of Templates or Images. Customer should then actively and immediately reduce the number of stored artefacts.

### 3. Limits may be applied.

If Account Usage repeatedly exceeds Account Quota and, despite prior notifications, Customer does not increase their Account Quota, Docmosis reserves the right to limit Customer's use of the service. In this case an Account Limit (Pages/Month) that is greater than or equal to the chosen Account Quota will be applied to the account.

If rapid and growing usage is detected, that could potentially compromise the Cloud service, Docmosis reserves the right to limit Customer's use of the service, immediately and without warning. In this case an Account Limit that is greater than or equal to three-times (300%) of the Account Quota will be applied to the account.

NOTE: IF AN ACCOUNT LIMIT IS APPLIED AND ACCOUNT USAGE REACHES THE ACCOUNT LIMIT THEN DOCUMENT GENERATION STOPS IMMEDIATELY.

If Customer does not reduce Template or Image storage when requested, Docmosis reserves the right to apply a Storage Limit that will limit the number of stored items to an amount greater than or equal to the currently stored items.

NOTE: IF A STORAGE LIMIT IS APPLIED THEN CUSTOMER WILL NOT BE ABLE TO UPLOAD ANY NEW TEMPLATES OR IMAGES.

Should a limit be applied, Customer can contact: [support@docmosis.com](mailto:support@docmosis.com) for further information.

### 4. Customer's responsibilities.

Customers should regularly:

- monitor their Account Usage and adjust their Account Quota to ensure it is always greater than Account Usage; and,
- review the stored Templates and Images and delete artefacts that are no longer needed.