Fair Usage

Unit4 SaaS runs in a Multi-Tenant* environment and Unit4 operates a fair usage policy to ensure Unit4 SaaS KPIs can be met for all Customers. Capitalised terms and phrases used in this Policy have the meanings given to them in the Agreement or applicable Service Description.

Fair Usage Metrics and Boundaries

Fair usage is calculated by reference to the Customer's entitlements and volumes stated in the Agreement, in order to allow Unit4 to manage the expected resources required to manage the Unit4 SaaS. Unit4 will monitor Customer usage in relation to the following metrics, boundaries and time periods.

Unit4 ERP7

Usage Limit Description	Usage boundary	Time period
Maximum number of Transactions per day calculated based on Customer's purchased quantity of FTE employees.	5 Transactions per FTE employee	Day
Maximum number of API calls (as described in the Service Description) calculated based on Customer's purchased quantity of FTE employees.	5 API calls per FTE employee	Day
Maximum level of concurrency (i.e. Users using the Unit4 SaaS at the same time)	10% concurrent use of Customer's purchased quantity of FTE employees	At any point in time

Unit4 Financials

Usage Limit Description	Usage Boundary		Time Period
Maximum number of transaction lines ("TL") per month depending on purchased quantity of Named Users	Dedicated deployment model: 	Named Users	TL
0-500	350,000
501-1,000	700,000
1,001-2,000	1,400,000	 Shared deployment model: 	Named Users	TL
0-25	50,000
26-50	100,000
51-100	150,000
101-200	200,000
201-500	350,000
501-1000	700,000			Calendar Month
Maximum level of concurrency (i.e. Users using the Unit4 SaaS at the same time)	20 Users plus 20% concurrent Use of the Customer's purchased quantity of Named Users		At any point in time

If Customer's Use exceeds the upper Usage boundary set out in the table above, this will be considered a breach of the Fair Usage Policy, the consequences of those breaches are as follows:

Boundary and Breach Consequences (any of the stated metrics can count as a breach):

If there is:

- More than 1 minor breach per month;
- More than 2 minor breaches per quarter;
- More than 6 minor breaches per year, or
- A single major breach,

Then:

- Customer will be notified of the breach and will have to option to adjust its usage.
- Unit4 shall not be obliged to deliver the Service in accordance with the KPIs in the SLA for the time period where Customer remains in breach.
- If Customer is unable to adjust the usage, Unit4 will conduct an audit of entitlement, as required, with associated additional charges applicable.
- Where usage breaches are not addressed by the Customer, this shall constitute a material breach of the Agreement.

Key:

- A minor breach is <=25% above usage boundary.
- A major breach is >25% above usage boundary).
- The boundary range is 25% either side of the boundary.
- The measuring periods for review:
  - A month is a calendar month from Billing Start Date
  - A quarter is rolling 3 calendar months from Billing Start Date.
  - A year is rolling 12 calendar months from Billing Start Date.

Example: 10,000 FTE employee Usage Limit; 1,000 maximum concurrency; Usage boundary is +/- 250 FTE employee; minor breach up to 1,250; major breach over 1,250.

People Platform Services - Extension Kit

Metric description / Usage Limit	Usage Limit	Time period
Total number of actions performed	15,000 (Actions)	Month

Where Customer exceeds the Usage Limit, additional fees will be payable in accordance with the Agreement to purchase additional Actions.

For the purposes of the table above **"Action"** is a component that is executed as part of running a flow.

The list of actions that Extension Kit supports can be found here: **https://docs-external.u4pp.com/extensions-kit/**.

FTE Employee Calculation

Unless otherwise specified in an Order Form, a Customer's FTE Employee Volume Metric is calculated by multiplying the number of workers in each category (full-time, part-time, temporary, volunteers etc.) by the applicable percentage rate specified for each category, and then adding the resulting numbers for each category of worker together for a total sum as set out in the following example:

	Step 1 Identify different Worker types	Step 2 Identify total # workers per type for coming 12 months	Step 3 Apply the applicable %	Step 4 Calculate Total # Full-Time Equivalents	
	Full-Time Equivalents	1000	100%	1000	
	Part-time Equivalents	200	75%	150	
	Temporary workers	200	50%	100	
	Volunteers	0	10%	0	
		1400		1250	Equivalents

The following definitions apply for FTE Employees and it is the Customer's responsibility to provide evidence that a worker should be calculated in a lower category, otherwise all workers will be considered Full-Time Equivalents:

Full-Time Equivalent	A worker (employee or contractor) that is regularly scheduled for more than 24 hours per week regardless of the method of payment or actual hours worked, whether or not eligible to receive employee benefits in accordance with Customer's internal standard practices. A Full-Time Equivalent will be considered non-temporary if they are hired to work for a period of more than 4 months in a given year.
Part-Time Equivalent	An worker (employee or contractor) that is regularly scheduled for 24 hours per week or less regardless of the method of payment or actual hours worked, whether or not eligible to receive employee benefits in accordance with Customer's internal standard practices. \n\n A Part-Time Equivalent will be considered non-temporary if they are hired to work for a period of more than 4 months in a given year.
Temporary	Someone that is hired to work for a period of less than 4 months in a given year irrespective of the number of hours worked.
Volunteer	Someone that is works on a non-paid basis for a period of less than 2 months or maximum 4 hours per week.