

Fair Usage Policy

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.

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

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 $\leq 25\%$ 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 (whether standard or premium)	15,000 (actions)	Month
Number of premium actions performed	5,000 (premium actions)	Month

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

*Capitalised terms and phrases have the meanings given to them in the Agreement or applicable Service Description.