

SureCloud – Fair Usage Policy Appendix

This Fair Usage Policy Appendix is intended to give guidance to you in understanding technical support, change request, storage, user login or integration entitlement usage which we deem to be excessive and/or unacceptable. The tables below outline maximum volumes for acceptable usage. All numbers are per Application:

GRC Subscription Technical Support (per calendar month)

Tier	Essential	Business
Number of unique support requests	15	25

GRC Subscription Access to Expertise (per calendar month)

Tier	Essential	Business
Access to expertise video library	Unlimited	Unlimited
Number of unique question requests to an expert ¹	2	3

Product Plus - GRC Subscription Change Requests (per calendar year)

Tier	Essential	Business
Data Import	Up to 5 data imports per year (totalling 5,000 rows of data cumulative)	Up to 10 data imports per year (totalling 10,000 rows of data cumulative)
Configuration changes to responses and layouts	15 new responses or 15 layout changes	30 new responses or 30 layout changes
Configuration changes to notifications	3 new or modified notifications	6 new or modified notifications
Configuration changes to formulas	4 modifications	8 modifications
Configuration changes to reports and dashboards	6 new or modified reports 1 new or modified dashboards	12 new or modified reports 3 new or modified dashboards
Creation of reference data forms	1 new reference forms	3 new reference forms
Creation or modification of references	3 modifications	6 modifications
Creation or modification of simple workflows	Not Included	3 modified simple workflows
Modification of complex workflows	Not Included	1 modified complex workflow
Testing and deployment changes	6	12

¹ You may submit questions directly related to your SureCloud subscriptions; features/function, How to or best practice. This is a Q&A service only. Questions and answers will be serviced via the in-platform chat function or via the support desk. This service is not a replacement for a consulting engagement where one is appropriate

Storage (Total)

Tier	Essential	Business
Form, Evidence and Files Storage	25GB	50GB

GRC Subscription User Logins² (per calendar month)

Tier	Essential	Business
Unique Users	1-50	1-250

² Calculated as Unique Users Per Calendar Month – UUPCM (The number of unique users who log in to SureCloud, at least once, in any given calendar month).

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Connectors and Integrations

Custom connectors and associated SureCloud integrations can be created with any approved 3rd party public cloud system - documented caveats apply. If it is discovered that creating a custom connector to an approved 3rd party public cloud system is problematic or the resulting integration deemed to be complex⁴, SureCloud reserves the right to charge additional professional service days.

⁴ Complex is defined as required more than 10 professional service days to achieve.²