
SureCloud – Fair Usage Policy Appendix

This Fair Usage Policy Appendix is intended to give guidance to you in understanding technical support, change request, storage or user login usage which we deem to be excessive and/or unacceptable.

The tables below outline maximum volumes for acceptable usage:

Technical Support (per calendar month)

Tier	Essential	Business	Enterprise
Number of unique support requests	15	25	45

Change Requests (per calendar year)

Tier	Essential	Business	Enterprise
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)	Up to 20 data imports per year (totalling 30,000 rows of data cumulative)
Configuration changes to responses and layouts	15 new responses	30 new responses	60 new responses

	or 15 layout changes	or 30 layout changes	or 60 layout changes
Configuration changes to notifications	3 new or modified notifications	6 new or modified notifications	9 new or modified notifications
Configuration changes to formulas	4 modifications	8 modifications	12 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	24 new or modified reports 6 new or modified dashboards
Creation of reference data forms	1 new reference forms	3 new reference forms	6 new reference forms
Creation or modification of references	3 modifications	6 modifications	6 new or modified references
Creation or modification of simple workflows	Not Included	3 modified simple workflows	3 new and 3 modified simple workflows
Modification of complex workflows	Not Included	1 modified complex workflow	1 modified complex workflow
Testing and deployment changes	6	12	12
API Integrations (new or modify)	Not Included	0-2 per year	2+ per year

Storage (Total)

Tier	Essential	Business	Enterprise
Form, Evidence and Files Storage	25GB	50GB	100GB

User Logins* (per calendar month)

Tier	Essential	Business	Enterprise
Unique Users	1-50	1-250	1-500

*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).