

## **FundApps Fair Usage Policy**

### **Introduction**

As part of our commitment to providing a high quality and reliable service, FundApps has a Fair Usage Policy ("FUP") for its additional environment product used for staging ("Staging Environment").

This FUP contains guidelines for the Client's use of a Staging Environment to ensure that each Client; (a) should have a consistently high-quality experience; (b) is using the Staging Environment as intended for the purposes outlined within this FUP and (c) is not using excessive amounts of system resources.

Unless the context indicates otherwise or defined in this FUP, any terms capitalised herein shall have the meaning ascribed to them in the Agreement executed between the Client and FundApps.

### **Purpose of the Staging Environment**

A Staging Environment is intended for testing and pre-production purposes to ensure the functionality and performance of applications before deployment to the live environment.

In more detail, it is designed to:

- Test new features, configurations and updates. For example, Clients are able to test, over a short period of time, new aggregation structures or rule versions. Clients are also permitted to test the accuracy of changes to file creation processes Identify and fix bugs.

### **Permitted Use**

Clients are permitted to use a Staging Environment for:

- Running manual tests.
- Training users in accordance with FundApps training materials and instruction.

### **Prohibited Use**

The following uses of the Staging Environment are prohibited:

- Using the environment for live operations or transactions.
- Automated or scheduled daily uploads over a prolonged period with no active use of the Staging Environment by a human user.
- Regular or prolonged uploading or multiple file runs in volumes that do not appear to correlate with a genuine testing purpose or scenario.
- Design internal processes and procedures which rely upon using the environment as a backup, disaster recovery or "reserve" instance for any scenario.

### **Extenuating Circumstances**

FundApps understand that Clients will occasionally have very high volumes of activity or traffic outside of normal usage patterns. In those cases where increased usage can be predicated by the Client, FundApps requests to be informed with as much notice as possible to ensure that the Service delivery remains consistently high. FundApps requests that Clients contact their Account Manager in the first instance.

If FundApps is not informed in advance or the usage is not predicated, a member of the Client Services Team will make contact with the primary administrative User in order to seek understanding of the unusual activity or traffic with the expectation of co-operation of said contact.



### **Monitoring and Compliance**

FundApps reserves the right to monitor the usage of the Staging Environment on a continuous basis to ensure compliance with this FUP. Usage that significantly deviates from this FUP or is exceptionally high over a short period of time may result in warnings, restrictions, temporary suspension, or termination of access in order to protect FundApps Software.

FundApps may use technological means to place reasonable use limits to prohibit excessive use in violation of this FUP. In the event of such limitation, the Client may request that the limit be removed, and FundApps may remove or modify a particular limitation if it determines in its sole and absolute discretion that the proposed use by the Client is in good faith and otherwise consistent with this FUP.

FundApps may review and update this FUP periodically, and Clients will be notified of any changes in writing.

### **Support and Contact Information**

For any questions or assistance related to a Staging Environment, please contact your Account Manager or our Client Services Team via our Help Centre on <https://support.fundapps.co/hc/en-us>.