

DOCREAD 365 FAIR USAGE POLICY

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You can also download a [PDF copy of this agreement here](#).

As part of our commitment to providing a high quality, fast and reliable service, Cuana has a Fair Usage Policy (also referred as FUP) for its DocRead Software as Service (SaaS) product. This Fair Usage Policy contains guidelines for customers using DocRead to ensure that each customer has a consistently high-quality experience.

Why do we do we have a Fair Usage Policy?

DocRead operates on a shared platform, serving multiple subscribers simultaneously within a multi-tenancy environment. This approach allows Cuana to efficiently provide our services to a wide range of customers. However, it also means that excessive demand from any single customer has the potential to impact the service quality for others. Our Fair Usage Policy aims to prevent such scenarios by discouraging the disproportionate use of resources. It ensures that all users have equitable access to DocRead, maintaining an optimal experience for everyone involved.

The Fair Usage Policy

Customers' usage of DocRead is monitored on a continuous basis to ensure fair use. Only customers that consistently generate exceptionally high loads over a sustained period will be affected by this FUP. This is currently defined as per the details below, although Cuana reserves the right to amend these limits:

- Maximum number of created assignments per day:
 - Cuana consider fair usage to be set at five times the total number of DocRead licensed users per day. As an example, if a customer has 1000 licensed users they are allowed to generate a maximum of 5,000 assignments per day.
- Limits on the volume of API calls
 - While Cuana does not limit the number of API calls, it reserves the right to monitor usage patterns and impose restrictions, levy extra charges or cancel the service if the Customer's API call frequency disproportionately impacts Cuana's ability to serve other customers effectively.
- Computational Resources
 - Although specific computational resource quotas are not predetermined, Cuana monitors usage relative to other customers of similar size to evaluate whether the usage appears plausible. Disproportionate resource consumption may lead to additional charges, temporary service limitations, or service cancellation.

Extenuating Circumstances

Cuana understands that customers will occasionally have very high volumes of traffic outside of normal usage patterns. In cases where this traffic can be predicted by the customer, Cuana requests to be informed with as much notice as possible to ensure that service delivery remains consistently high. Please contact Cuana support at support@collaboris.com in the first instance.

Changes to the Fair Usage Policy

This Fair Usage Policy may be updated from time to time, and the latest version of the document will be available on this page.