FAIR USE POLICY

1. AUDIENCE

The Iptor Fair Use Policy applies to any individual, entity, or process that interacts with any Iptor Cloud Service(s).

2. DEFINITION OF FAIR USE POLICY

This Fair Use Policy consists of the guidelines for customers' use of Cloud Service(s) to ensure that each customer should have a consistently high-quality accessibility ("FUP"). Iptor takes measures to ensure usage is within reasonable parameters and in accordance with the respective Master Subscription Agreement ("MSA"), Order Form(s) and any other documentation entered between the parties ("Fair Use").

3. WHY DO WE HAVE A FAIR USE POLICY?

Iptor Cloud Service(s) offer a multi-tenant service. This means that Iptor products are used concurrently by a number of subscribers. If a single customer places very high demands on the service, then it is possible that this will affect the experience for other users. Most of our customers use their service considerably and their usage levels during peak hours don't disproportionately affect the shared network and service capacity. However, even though only a very small number of our customers may use the service inappropriately, such activity may potentially affect the service for others. FUP manages inappropriate use and makes sure the service can be used fairly by everyone.

4. IPTOR RIGHTS

Customers' usage of Iptor Cloud Service(s) is monitored on a continuous basis to ensure Fair Use. Where a customer generates an exceptionally high load over a short period of time, or constantly overuse the capacity, Iptor reserves the right to restrict service or levy charges for excessive usage.

The FUP covers the use of Iptor Cloud Service(s):

- Usage of Iptor Cloud Service(s) is charged monthly or annually on a per-customer basis;
- Fair Use of Iptor Cloud Service(s) is defined in terms of the number of Users specified in the respective Order Form(s);
- The FUP is governed based on limits defined in Typical use*. For other resources not specifically mentioned in Typical use Iptor will follow best practice as a baseline for relevant limitations.

*Typical use resources is described in:

- o MSA: Exhibit Cloud Service and Availability, Section 4.2. Resources containing the definition of term 'Typical use' with resources,
- o Order form(s) specifying 'Initial compute resources' that customer has purchased.

5. EXTENUATING CIRCUMSTANCES

Iptor understands that customers will occasionally have very high volumes of traffic outside of normal usage patterns. In those cases where this traffic can be predicted by the customer, Iptor request to be informed with as much notice as possible to ensure that service delivery remains consistently high. In such a case please contact at your Account Manager.

6. CHANGES TO THE FAIR USE POLICY

This Fair Use Policy may be updated from time to time, and the latest version of the document is available on https://..