

Workbooks Online Limited Fair Usage Policy

Workbooks Online Limited operates a fair usage policy in relation to the use of the Workbooks service by customers. The policy is designed to ensure that customers are using the system appropriately and not using excessive amounts of system resources.

There are several ways customers use Workbooks infrastructure resource, these include:

- Using Workbooks via the web desktop or mobile client to create, read, update and delete records
- Running Workbooks reports;
- Synchronizing records using the Outlook connector;
- Via the API from third-party applications or customer written applications;
- Using the service via Workbooks automation scripts;
- Importing or bulk updating records.

Each of these activities use the service and consume Workbooks Process Time. "Process Time" is the time taken for a request to be processed by the Workbooks infrastructure and a response to be given.

Examples include:

- Opening a record
- Saving a record
- Running a report
- Sending an email

Process Time is only incurred when you are reading or writing to the service. For example, if you create a new person record using the web desktop, a small amount of Process Time is used to render the screen and again when you save the record. Moving the windows around the screen or entering values in fields does not incur Workbooks Process Time.

In the example above, creating a new person would typically use less than one second of Process Time.

In order to ensure customers are not using excessive amounts of system resources and detrimentally impacting the service, customers should not consume more than 24 minutes of process time, per user, per day. (60 process seconds per hour).

Therefore a customer with 100 licenced users is entitled to 2,400 minutes or 40 hours of Process Time per day fair usage allowance.

We would expect a typical Workbooks customer using a combination of the web desktop, mobile client, outlook connector and 5-10 automation scripts to be using 2 - 6 minutes of Process Time per person, per day (5 - 15 process seconds per hour). Therefore we expect only customers with a very large number of custom scripts or API integrations to at risk of breaching the fair usage policy.

Excessive Usage Charges for Customers in Breach of Fair Usage Policy

If you are in breach of the fair usage policy, Workbooks reserves the right to charge you an appropriate Excessive Usage Charge. This will be applied on a pro-rata percentage basis, as follows:

If you breach your fair usage allowance by 20% in a given month, we will retrospectively charge you 20% of your monthly licence fee as an Excessive Usage Charge. If you breach your fair usage allowance by 50%, we will charge you 50% and so on.

If you breach your usage allowance for three successive months, we will automatically increase your annual licence fee by X%, where X% is the average amount by which you have exceeded your fair usage allowance over a three month period. We will invoice you for period remaining on your current licence term.