

## Modifications to Policy

IXCloud (Numonix) reserve the right, in its sole discretion, to modify this IXCloud or Numonix Software API Policy at any time. You are responsible for reviewing and becoming familiar with any modifications. Modifications are effective when first posted. To receive notifications about changes to this policy and the API functionality, see the Deprecation and API Changes section below.

## Principles

Applications that access the IXCloud or Numonix Software API should adhere to the following principles:

- Don't impersonate.
- Don't surprise users.
- Respect the privacy of any information retrieved.
- Don't overload users.
- Don't Overload API's

Additionally, your applications must adhere to API rate limits where applicable (see the API Rate Limits section below).


## Don't Impersonate

- Your application should not mirror or replicate IXCloud , or any other organization using Numonix software or services.
- Do not impersonate or facilitate impersonation of others in a manner that can mislead, confuse, or deceive users.
- End users should understand that your application is integrated with IXCloud or Numonix Software or Services but is an independent resource.
- You should not remove or alter any proprietary notices in the provided API's.

## Don't Surprise Users

Your application should not...

- Use the API for different purposes other than what your application states or implies.
- Confuse or mislead users about the source or purpose of your application.

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- Use business names and/or logos in a manner that can mislead, confuse, or deceive users.
  - Use the IXCloud or Numonix software or services API's on behalf of any third-party.
  - Facilitate or encourage the publishing of links to malicious, inappropriate, untrue, illegal, private or obscene content.

Your service should outline what actions your application will take on the user's behalf as part of the application registration process.

### Respect the Privacy of any Information Retrieved

- Any user information—including extensions, personal contact, Business contact, profile information, etc.—retrieved through the IXCloud or Numonix API's should be considered private information and, in some cases, will be protected by government regulations, please review applicable regulations and insure your use is compliant.
- Know what information your tool will disclose to the public or to other products and services, and be clear with end users about what information will be disclosed.
- Do not facilitate or encourage the publishing of private or confidential information.
- Always ensure that proper notification is given to customers and end users, including the customers clients be it Business to Business (B2B) or Business to Consumer(B2C) interactions.

### Don't Overload Users

IX cloud provides a number of different ways to contact, notify, and inform users of information. Where these methods are exposed in the API, it's important to monitor how often your application is pushing information to users.

In general, you should try to push information as rarely as possible, both to prevent user annoyance and also to make your pushes more effective.

### API Rate Limits

Applications that access the IXCloud Or Numonix Software or Services API's must not place undue load on Numonix servers or infrastructure. Numonix will monitor, limit and in some cases terminate excessive use. Where applicable when the rate limit or number of calls is exceeded, API requests will fail. Limiting is enforced per user access token (and tenant) so that partners who perform requests on behalf of multiple end users will not be throttled.

If an application regularly exceeds the API rate limits or uses a disproportionately large number of high-impact (e.g. non-GET) requests, the access tokens may be revoked, or other measures may be taken to ensure the stability of the system for all users.


If you are concerned about hitting the rate limit, please contact your Customer Success Manager to either adjust your rate limit or seek assistance from our or other paid for professional services optimizing your application for lower impact on the provided Software or Services and to improve overall performance.



## Deprecation and API Changes

The IXCloud and Numonix Software and Services API's are versioned to allow for future enhancements. We strive to deliver a platform that is stable, consistent, and secure so you can confidently build scalable solutions on top of our APIs. Over time we will add, change, and remove API endpoints and fields from time to time using commercially reasonable efforts to provide communication and backward compatibility where possible as indicated:

Type of change	Notice	What you should do
Remove an endpoint	Endpoint will be marked DEPRECATED at least 60 days before endpoint is removed	Watch release notes
Remove a documented field in a result set	Field will be marked DEPRECATED at least 60 days before field is removed	Watch release notes
Remove an undocumented field in a result set	Undocumented fields can be removed or changed without notice	Avoid using these fields or be aware that they could be experimental and could change at any time
Add a field to a result set	Field can be added without prior notice	Write your code to be resilient to these types of changes
Add to the attribute set of a field in the result set	New values can be added to a field without prior notice	Write your code to be resilient to these types of changes
Change the attribute set of a field in the result set	Field value will be marked DEPRECATED at least 60 days before attribute is changed	Watch release notes
Remove the attribute set of a field in the result set	Field value will be marked DEPRECATED at least 60 days before attribute is removed	Watch release notes
Change to BETA endpoints, fields, or attributes	Can be removed or changed without prior notice	Watch release notes
Change to Sandbox endpoints, fields, or attributes	Can be removed or changed without prior notice we will make best effort to give at least 5 days	Watch release notes



Changes related to fixing a security vulnerability

Any change related to repairing a security vulnerability could be made without prior notice

Watch release notes or security notifications where applicable

Numonix has no liability to Customer as a result of any change, temporary unavailability, suspension, or termination of access to the API.

Information and notices regarding the available APIs can be found in the technical documentation on the website and in IXCloud API Release and Documentations as and where applicable.

## API Support

Developers using iCloud Services provide by Numonix can submit questions or issues with the API to the Support team in one of the following ways:

- Email [support@Numonix.cloud](mailto:support@Numonix.cloud)

Tickets about the API will be handled following the same service-level agreement that applies to any other ticket from a given organization.

Developers who are not part of an official program can get support through the developer community:

- Engage in conversation on
- Participate in our TBD site found here: TBD

Rev. May 15, 2020