

IXCLOUD FAIR USAGE POLICY





Policy Statement

This offering is designed for significant usage, however at some point there can be excessive usage.

Excessive Usage means:

Audio - 8 hours per day (on average over a month using 22 days per month) of continuous audio recording (using standard audio(mono)),

Video - 5 hours per day of continuous video recording (using video (up to 1920 × 1080)), or

Stored Calls - If the number of calls stored by the service in relation to the number of named active users is excessive.

Daily API calls - Daily API calls - if the number of API calls is greater than 2400 API calls per day per tenant. This will average 1 API call every 5 minutes per day with a maximum return of 2400 recordings (without audio) per API call.

If customer repeatedly exceeds violates this policy Numonix may throttle down the service or customer may incur charges (upon electronic advance notice) to limit the excessive usage.

Prior Notice of Extenuating Customer Circumstances

Numonix 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 Numonix requests to be informed with as much notice as possible to ensure that service delivery remains consistently high.

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 made available in this page.

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