



CivicOptimize Productivity

Acceptable Use Policy – June 1, 2020

Summary

The CivicOptimize Productivity solution and other managed services (collectively, CivicPlus Services) are operated and provided by CivicPlus, LLC (“CivicPlus”, “we”, “us” or “our”) for its clients. To ensure the continued availability of the CivicPlus Services, we have this ‘Acceptable Use Policy’ to ensure the CivicPlus Services are not subject to misuse. By using and accessing the CivicPlus Services, you are agreeing to the terms of this Acceptable Use Policy.

Impairing Use

If we believe that your use is impairing the security, performance or integrity of the CivicPlus Services, or the use of the CivicPlus Services by other client or users, we may temporarily suspend, restrict or limit your use of the CivicPlus Services until such impairment has been addressed. To ensure we do not unreasonably restrict our clients, we will try and contact you prior to doing so, or as soon as practicable afterwards. However, this may not be possible in all circumstances.

Excessive Use

Excessive use is a continuing and unreasonably disproportionate use of the CivicPlus Services when compared to other users on a same or similar service level. For example, use that is five (5) times the average usage of all other clients on the same service level is considered excessive use. Without limiting other factors that may be measured, some examples of the sort of usage factors that CivicPlus monitors under this policy include: number of CivicPlus Hosted API calls, length of CivicPlus Hosted API calls, data storage and accessing stored data via the CivicPlus API/SDK.

If we think your use of the CivicPlus Services is excessive, we may refuse you access to a feature, begin applying quota restrictions on your account, agree an upgrade to a higher level of service and/or charge you for the excessive use upon prior notice.

To ensure we do not unreasonably restrict our clients or affect client business continuity, the following steps may occur if we consider that a client use of the CivicPlus Services is excessive:

- *Month 1:* CivicPlus may contact individual client to discuss their usage requirements. Where a peak in usage occurs but is not expected to continue, no alternative arrangements are necessary.
- *Month 2:* If the excessive usage continues in a second billing period, a second contact may be made to discuss an alternative service level.



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- *Month 3:* If the excessive usage continues into the third billing period, we may notify you that quota counting will be activated on your use of the CivicPlus Services, and/or that you may be charged accordingly, which will take effect at the end of the reasonable notice period (no more than 30 days) specified in our notice to you.

Illegal Use

If we believe you are using the CivicPlus Services for any illegal purpose – either under the terms of the Master Services Agreement, Statement of Work, End User License Agreement or as defined by law – CivicPlus reserves the right to suspend access to the CivicPlus Services or any other feature immediately, without notice to you.

Improper Use

CivicPlus may monitor user accounts in the CivicPlus Services for signs of improper use, including where accounts are being used by parties other than those permitted by the user type. Where improper use is detected, without limiting any of its other rights or remedies, CivicPlus may notify you that it will suspend your access to the CivicPlus Services or other relevant feature, to impose additional charges based on your actual user type, and/or withdraw any favorable pricing dependent on your user type, which will take effect at the end of the reasonable notice period specified in our notice to you (“Notice Period”). If you do not agree with any such suspension, additional charges or withdrawal of favorable pricing (as applicable), without limiting any of CivicPlus’ rights or remedies, you may alter your use of the CivicPlus Services prior to such suspension, additional charges or withdrawal of favorable pricing, as applicable, coming into effect at the end of the Notice Period.

Limited Use

The right to access and use of the CivicOptimize Productivity solution (“Productivity”) granted to clients, comes with the ability to access and store content and data on the CivicPlus Headless Content Management System (“HCMS”). This ability to access the HCMS under the right to use Productivity does not in any way grant to or permit the client any further use or access of the HCMS or any other CivicPlus Service besides Productivity. Access to the HCMS as integrated with Productivity is solely limited to the Productivity-based services.

Changes

CivicPlus may update this Acceptable Use Policy from time to time to reflect company and client feedback or improve the CivicPlus Services.

This Acceptable Use Policy was updated on June 1, 2020