Amoga Fair Use Policy

1. Purpose and Philosophy

Amoga operates on a sophisticated multi-tenant architecture designed to deliver enterprise-grade performance, security, and scalability. To ensure that every customer enjoys a consistent, high-speed experience, we monitor technical usage to prevent the "noisy neighbor" effect, where one tenant's excessive demand unintentionally degrades the performance for others.

This Fair Usage Policy (FUP) outlines the definitions of usage, the limits associated with your Subscription Plan, and the mechanisms we use to manage traffic peaks. Our goal is not to stop you from growing, but to ensure that growth is sustainable and does not compromise the stability of the platform.

2. Measuring Usage: The "Amoga Action"

Unlike traditional platforms that may count only API calls, Amoga measures usage holistically using Amoga Actions. This allows us to account for the true compute load on our infrastructure.

- **Definition:** An "Amoga Action" includes, but is not limited to:
  - Database read/write operations.
  - Workflow steps and logic execution.
  - Authentication events (Logins).
  - API requests (Ingress and Egress).
- **High-Intensity Operations:** Certain operations require significantly more compute resources than standard transactions. To reflect this cost fairly, the following weights apply:
  - Complex Executions (Playwright): Resource-heavy automation tasks, specifically Playwright scripts, are weighted at 1,000 Amoga Actions per execution. Note: Script execution time is limited to a maximum of 1 minute.
  - PDF Creation & Rendering: PDF generation jobs are weighted between 100 to 1,000 Amoga Actions per document, depending on page count and rendering complexity.
  - AI Agent jobs are weighted in proportion to the compute.
  - Advanced Data Processing: Operations involving PII encryption, data masking, or compute columns are weighted more Actions per record or operation.
- **Bulk Operations Discount:** To encourage efficient data processing, bulk operations (e.g., raw data dumps or batch imports) are counted efficiently. **100 units** processed in a verified bulk mode operation, only **1 Amoga Action** is counted against your quota.

3. Usage Limits and Entitlements

3.1. Monthly Action Allowance

Your usage allowance is determined by your subscription tier.

3.2. Query Complexity Guidelines

To maintain database responsiveness, we monitor the complexity of queries (e.g., Search, Filter, Analytics).

- **Standard Complexity:** We anticipate that a typical healthy application will have approximately **20%** of its queries categorized as "Complex" (requiring table joins).
- **Allowable Limit:** You may utilize up to **50%** of your total queries for Complex operations.
- **Weighting:** Queries involving multiple nested joins or non-indexed searches are "weighted" heavier (e.g., a multi-join query may count as 2 Actions) to reflect their impact on compute resources.

3.3. Bulk Data Import Limits

To ensure large data ingress operations do not saturate shared bandwidth, the following limits apply to data import jobs (via API or UI):

- **Batch Size:** Maximum **50,000 records** per single batch/upload file.
- **Monthly Volume:** Maximum **1,000,000 (1 Million) records** imported per month.

3.4. API Payload Limits

To prevent memory exhaustion and ensure consistent latency for all users, individual API requests are subject to size restrictions.

- Maximum Payload Size: 10 MB per API request. Requests exceeding this limit will be rejected with a 413 Payload Too Large error.

3.5. Connectivity and Integration Entitlements

To ensure secure and manageable connectivity, Amoga limits the number of active integration points based on the Subscription Plan. These limits apply to the count of configured connections, regardless of their data volume.

Standardized Definitions of Integration Units:

- Native Email Integrations: Pre-built, vendor-verified connectors provided within the Amoga catalog (specifically Gmail and Microsoft Office 365/Outlook). Each configured account counts as 1 Unit.
- Universal REST Integrations: HTTP-based connection used to interface with third-party systems.
    - Inbound Webhooks: A unique URL endpoint generated by Amoga to receive external data triggers. Each unique Webhook URL counts as 1 Unit.

- Webservice Clients: A configured HTTP client (REST) within Amoga designed to send data to an external endpoint. Each configured destination endpoint counts as 1 Unit.

4. Traffic Management and Quality of Service (QoS)

We utilize a "Sustained vs. Burst" traffic shaping model to handle your workload.

4.1. Burst Capacity

We understand that business needs are not flat; they spike. Amoga allows you to exceed your "Sustained" rate limit by up to 3x for short durations (typically up to 5 minutes). This ensures that sudden influxes of user activity are handled smoothly without immediate rejection.

4.2. Traffic Prioritization (The Bucket System)

If usage exceeds your Burst Capacity, or if the platform is under unusual load, Amoga prioritizes traffic based on the urgency of the interaction. We classify traffic into three "Buckets":

- **Bucket 0 (Real-Time / UI):**
  - *Includes:* User Interface clicks, page loads, and immediate interactions.
  - *Behavior:* This traffic is prioritized above all else. If limits are critically breached, these requests are **rejected immediately** (fail-fast) rather than delayed, ensuring users are not left waiting for a page that will never load.
- **Bucket 1 (Standard Operations):**
  - *Includes:* Workflows, email notifications, record creations, and standard API calls.
  - *Behavior:* These requests are **Queued**. If the system is busy, they will be delayed slightly to smooth out the load. They are rarely dropped unless the queue exceeds maximum safe capacity.
- **Bucket 2 (Background / Bulk):**
  - *Includes:* Integrations, bulk imports/exports, and scheduled jobs.
  - *Behavior:* These are treated as **"Best Effort."** They will be queued, potentially for longer durations, to ensure they do not slow down real-time users (Bucket 0).

5. Data Retention and Lifecycle Policy

Amoga enforces specific retention periods to manage storage growth and system performance. Data beyond these periods may be archived or permanently deleted.

- **Reporting Data:**
  - **Detailed Records:** Retained for **1 Year**.
  - **Meta-Data (Aggregates):** Retained for **3 Years**.
- **System Logs:**
  - **Audit Logs:** Retained for **1 Year** to support compliance and security reviews.
  - **Detailed Logs:** Detailed logs are retained for **30 Days**.
- **Data Recovery:**
  - **Backups:** Amoga performs automated full system backups on a **Daily** basis.

6. Notifications and Enforcement

6.1. Monitoring and Alerts

Our Network Operations Center (NOC) monitors usage patterns 24/7.

- **Automated Alerts:** If your account approaches its sustained limits or monthly quota, we will send automated notifications to your designated administrators (if subscribed).
- **Business Impact:** In rare cases where your usage creates a critical business impact on the multi-tenant environment, we reserve the right to intervene immediately to protect the platform integrity.

6.2. Policy Violations

- **Throttling:** If you exceed your specific "Actions Per Minute" limits, the system will automatically apply latency (slowing down responses) to bring usage back within approved limits.
- **Blocking:** Continued excessive usage beyond the Burst limit may result in 429 Too Many Requests errors.
- **Overage:** We do not automatically charge for overages. If you consistently exceed your Business Plan limits, we will contact you to discuss upgrading to an Enterprise Plan or purchasing additional Action Packs.

7. Complementary Features and Reservation of Rights

7.1. Reservation of Rights
Amoga reserves the right to impose usage limits, rate limits, or separate pricing on any complementary feature, Beta service, or add-on capability (e.g., 'Amoga AI Studio') at any time. While these features may currently be offered as complimentary or unlimited, continued excessive consumption may result in throttling or the requirement to purchase add-on packs. We will provide reasonable notice before converting a complimentary feature into a paid or strictly metered service.

7.2. Generative AI & Advanced Features
Features utilizing Generative AI (e.g., text generation, summarization, code creation) involve significant third-party compute costs. These features are subject to a Fair Usage Soft Cap (defined in your Plan or Service Description). Usage beyond this threshold may be throttled, or the specific AI feature may be temporarily disabled until the next billing cycle, without affecting the core functionality of the Amoga platform. Automated or programmatic access to GenAI features (e.g., via bots or scrapers) without an Enterprise API agreement is strictly prohibited.

7.3. Emerging Technologies
Any feature classified by Amoga as "High-Intensity" or "Third-Party Metered" (including but not limited to future AI, OCR, or Video Processing capabilities) may be subject to dynamic rate limiting to protect platform stability and manage cost variance.

8. Low-Code Development and Solution Architecture

To maintain the integrity and performance of the shared multi-tenant environment, Customers utilizing the Amoga App Studio or low-code development features agree to adhere to the following solution guidelines:

8.1. Data Modeling Efficiency: Data structures must follow standard normalization principles to ensure efficient database performance. While Amoga permits necessary duplication of attributes to facilitate ease of access (e.g., denormalization for reporting speed), excessive redundancy or inefficient schema designs that significantly inflate storage or degrade write performance are prohibited.

8.2. Responsible Development Practices: Customers are responsible for ensuring their applications do not negatively impact platform stability. This includes avoiding logic that creates infinite loops, recursive triggers without exit conditions, or excessively heavy queries.

8.3. Non-Disruption: In the event that a development activity or application logic exposes a platform limitation or causes unexpected behavior, the Customer agrees to work with Amoga

to remediate the issue. The intent of the App Studio is to build functional business applications; any use of the platform that causes disruption, even if unintentional or resulting from a limitation exposure, may be temporarily suspended to protect other tenants.

8.4. Intent of Tools: All reporting, analytics, and automation tools provided by Amoga are to be used solely for their agreed-upon purpose (e.g., business intelligence, workflow automation). Using these tools for unintended purposes, such as excessive data scraping, high-volume ETL offloading, or stress testing the infrastructure without prior authorization, is a violation of this policy.

8.5. **Developer Competency and Support Constraints:** Customers designated as "App Developers" utilizing the App Studio must be trained and certified professionals who are proficient in the platform's capabilities. All development work must strictly adhere to the Amoga Developer Guidelines. Amoga reserves the right to disable or restrict App Developer access if a user demonstrates insufficient expertise, evidenced by an excessive volume of support requests, repeated basic inquiries covered in documentation, or failure to follow architectural best practices.

9. Updates to Policy

As Amoga evolves, we may update these limits to reflect improvements in our infrastructure capabilities. We will provide reasonable notice of any material changes that affect your specific plan.

10. Disclaimer

This document outlines the fair usage terms for our services, products, and resources. By using Amoga's offerings, you acknowledge acceptance of these terms. Please note that the information provided here is not intended as legal advice. Amoga aims to maintain accurate content, and updates to this policy will be communicated in accordance with Section 8. In the event of a conflict between this Fair Usage Policy and your Master Services Agreement (MSA), the terms of the MSA shall prevail.

Contact: For usage inquiries or concerns, reach out to us at legal@amoga.io

Document Control

- **Document Id:** AFUP100720263001
- **Version:** 4.1
- **Last Updated:** July 10, 2026