

# FAIR USAGE POLICY FOR CLOUD BACKUP FOR 365

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# Introduction

This Fair Usage Policy ("Policy") outlines the acceptable use of Cloud Backup for 365 with "unlimited" storage. By subscribing, you agree to adhere to this Policy.

## 1. Unlimited Storage and Fair Usage Definition

We offer unlimited cloud storage as part of the 365 Backup subscription per user (seat). "Unlimited" means there are no fixed caps for normal business usage. However, to ensure service stability and performance for all customers, a Fair Usage principle applies.

Normal usage is defined as data consumption reasonably aligned with standard Microsoft 365 usage patterns. As a reference point, average backup data usage typically averages around 100 GB per user, recognizing that some users may consume more and others less. Customers whose total data consumption significantly exceeds this baseline may be subject to review.

## 2. Coverage of Entire Organization

The 365 Backup service covers Exchange Online, OneDrive, SharePoint, Teams, and other Microsoft 365- related services for licensed users. To fully back up shared data areas (e.g., SharePoint sites, Teams groups), it is expected that relevant users are also licensed. Customers aiming to back up entire organizational datasets should ensure backup coverage for all active Microsoft 365 users. Attempting to back up large amounts of shared data while licensing only a small fraction of users may be considered outside Fair Usage.

## 3. Monitoring and Notification

We continuously monitor backup usage to maintain service quality. If a customer's usage significantly exceeds typical usage patterns, We will notify the customer in advance. We will work collaboratively to understand the situation and explore possible solutions, including:

- Data optimization (e.g., excluding non-critical data, adjusting retention policies).
- Purchasing additional user licenses.
- Agreeing on reasonable overage adjustments.

## 4. Handling of Overconsumption

If a customer persistently and excessively exceeds fair usage standards despite prior communication and assistance, We reserve the right to:

- Charge an additional fee based on the excess storage consumed; or
- Restrict access to additional backup capacity.

Any such measures will only be implemented after prior notification and an opportunity for the customer to address the situation. Our goal is always to provide sufficient flexibility and avoid service interruptions wherever possible.

## 2. Right to Modify

We reserve the right to update or modify this Fair Usage Policy at any time. Any changes will be communicated in advance and will not retroactively affect customers who are compliant at the time of notification.

## 3. Conclusion

We are committed to delivering a truly unlimited backup experience for the vast majority of our customers. This Policy ensures that unlimited storage remains sustainable and equitable for all users. Customers using the service under normal circumstances will not be affected by this Policy.

For any questions or clarifications regarding this Policy, please contact your reseller or distributor.

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