



## MITEL CLOUD SERVICES - FAIR USAGE POLICY

### Introduction

The Mitel Cloud Service is designed for general business use. This Fair Usage Policy applies to all Mitel customers and their Users (as defined in the Global Cloud Terms of Service (“Terms”)). Capitalized terms not defined herein shall have the meanings set forth in the Terms.

Mitel is committed to providing an exceptional experience for all Users. This means Mitel must ensure any one User or Customer cannot use the Mitel Cloud Service in a manner which may affect the performance or integrity of the experience for other Users and Customers.

### Usage Limits

Mitel imposes usage and rate limits for the Cloud Services to ensure fair resource consumption and maintain service quality. Understanding your usage helps you manage you and your organization's usage effectively. If you exceed your allocation provided in a month, you are billed an overage charge as stated in the Documentation. Mitel reserves the right to amend these limits.

- **Mitel Secure Cloud**

Unless otherwise stated in the service specification or Statement of Work (SOW), 1 terabyte (TB) of egress data is allocated per customer per month. Any usage beyond this allowance will be charged at the applicable rate per additional TB used.

Backup Users may be used for a maximum of 90 calendar days of telephony per year. Any usage exceeding this limit will be charged at the equivalent User Subscription rate for the remainder of the contract term.

- **Mitel Workflow Studios**

The amount of Workflow Studio interactions per Customer account should not exceed more than 20% of the Workflow Studio entitlements per account.

- **Mitel CX**

The amount of Mitel CX AI interactions and recording data per customer shall not exceed entitlements per account. Any usage exceeding this limit will be charged at the equivalent User Subscription rate for the remainder of the contract term.

### Changes to this Policy

We may revise this fair usage policy at any time by publishing a new version on our website. You are expected to check this page periodically to take notice of any changes we make, as they are legally binding on you.

### Waiver

Any failure or delay in us exercising or enforcing this policy shall not constitute a waiver of this policy or of any other right or remedy.