TAQTICS DOCUMENT

# Fair Usage & Usage Plan Policy

*Version 1.0 | Published 16 Oct 2026*

Applies to all Taqtics subscriptions unless the Order Form states otherwise

## 1. Purpose & Approach

Taqtics is built to give every customer a fast, reliable and secure platform. Rather than capping how much you can use the platform, each product has two usage plans: Standard, included in your subscription, and Pro, for accounts whose usage of that product goes well beyond typical levels.

We never block your usage for exceeding Standard levels. If a product's usage sits in the Pro band, that product simply moves to Pro pricing from a future billing cycle, after notice and the opportunity to adjust. Standard allowances are set well above typical usage, and the large majority of accounts will never move off them.

## 2. Definitions

### 2.1 Platform Management (add-on, per store per month)

Day-to-day administration of your Taqtics account, handled by our team so your administrators don't have to. Covers user and store additions, removals and edits, password resets, permission changes, and sharing reports with specific people. Standard requests are unlimited and actioned the same business day.

- A standard request covers up to 100 records (users, stores or report recipients) per request. Bulk requests above 100 records are actioned within 3 business days, or same day where the data is provided in Taqtics' upload template.
- Priced per store per month as set out in your Order Form. Accounts without this add-on administer users, stores, permissions and report sharing themselves through the admin console.

### 2.2 Professional Support (plan-dependent monthly hours)

Expert configuration of the platform to your operations, delivered as the number of specialist hours per month stated in your plan. Covers building and refining checklists, audits, forms, reports, dashboards, workflows, conditional dependencies, issue type and action point mapping, and AI prompt refinement.

- Unused hours do not roll over. Work exceeding the monthly allowance is scheduled into the following month, or delivered sooner at Taqtics' then-current professional services rate on written agreement.

### 2.3 Usage Plans

- Standard: the usage allowance included in each product's subscription price.
- Pro: an elevated usage band for a product, priced at 1.5x that product's applicable per-store price under your Order Form.
- Beyond Pro: usage above the Pro band, covered by a custom commercial arrangement agreed in writing.

## 3. Platform Limits

The following platform-level limits apply to every account, on both usage plans. Limits expressed per Location are calculated against the applicable Subscribed Location Licenses (SLL) for the Active Billing Cycle.

| Item | Standard limit | Treatment beyond the limit |
|---|---|---|
| Concurrent users | 10,000 concurrent users per client instance | Maximum concurrency the Platform is engineered to support for a single deployment. Higher concurrency by prior arrangement; may require additional infrastructure provisioning, chargeable as agreed in writing. |
| Administrator accounts | 15 administrator-level accounts per 100 Locations, pro-rated (200 Locations = 30 administrator accounts) | Additional administrator accounts available as a chargeable add-on, agreed in writing when the limit is reached. |

| | | |
|---|---|---|
| Non-functional Locations | 10 non-functional Locations per 200 functional Locations, applied per block of 200 locations. Intended for head office and regional office accounts that are not store Locations. | Excess non-functional Locations are counted as functional, added to the SLL and billed at the standard per-Location rate. Setting a committed Location to non-functional status does not reduce the SLL or the billable Location count. |
| API queries | [Ï]queries per hour per client instance | Requests in excess of the published rate may be throttled. Sustained higher volumes by prior arrangement, chargeable as agreed in writing. |

### 4. Usage Bands by Product

Usage is measured per account unless stated per store. Archived items do not count toward any allowance.

| Product & measure | Standard (included) | Pro | Beyond Pro |
|---|---|---|---|
| Checklists & Forms:active checklist templates | Up to 50 | Up to 150 | Custom quote |
| Operational Audits:active audit templates / parameters per template | Up to 50 templates, 500 parameters each | Up to 150 templates, 2000 parameters each | Custom quote |
| Issue Tracking:active issue types | Up to 500 | Up to 1500 | Custom quote |
| Asset Management:registered assets per store | Up to 100 | Up to 300 | Custom quote |
| VM / Planogram:active VM checklist templates | Up to 50 | Up to 150 | Custom quote |
| AI audit summary (add-on):audits parameters per audit summarised | Up to 500 | Up to 2000 | Custom quote |

### 5. Plan Settings

The following are built-in platform settings per plan. They are enforced automatically at upload or build time and require no monitoring or true-up:

| Setting | Standard | Pro |
|---|---|---|
| Photo / file uploads per question | 10 | 20 |
| Video attachments on form questions-(add-on required) | Up to 15 seconds video file | Up to 30 seconds video file |
| Noticeboard video size | Up to 25 MB | Up to 100 MB |
| BI dashboard data scope | Up to 3,000 submissions queried per dashboard per month | - |

A product on Pro pricing receives the Pro plan settings for that product automatically.

### 6. General Fair Use Guardrails (all plans)

These apply account-wide on both plans and exist purely for platform stability:

| Parameter | Guardrail |
|---|---|
| Individual file size | 25 MB per file outside the settings above (images are automatically compressed on upload) |
| Media retention | Submission photos and attachments retained for 3 months, after which they may be archived. Reports and data records retained for the subscription term. |
| VM image library | 1000 images per VM submission; 20 PPT exports per month (exports over 50 stores split into multiple files) |

| | |
|---|---|
| Knowledge Base (add-on) | 200 MB per video, 100 MB per document; 100 active content items; 25 active learning journeys |
| Live Chat (add-on) | 1:1 and 1:Many chat; 100 participants per group; 5 files per message, 25 MB each; chat media retained 3 months |
| Noticeboard (included) | 15 active notices; |
| Automated / scripted use | Bots, scripts or bulk automation against the platform require written approval |

### 7. Custom BI Dashboards (add-on, per dashboard per month)

Custom BI dashboards involve back-end development and testing specific to your requirement. One dashboard is defined as a single dashboard page with up to 10 visualisations, drawing on data from up to 3 Taqtics product modules, within the data scope of your plan (Section 5).

- Every dashboard begins with a written requirement and feasibility confirmation from Taqtics before development starts.
- The build includes 1 development cycle and up to 2 revision rounds, requested within 15 days of first delivery.
- After acceptance, minor changes (filters, labels, formatting, thresholds) are handled through Professional Support hours.
- Structural changes such as additional widgets, additional data modules, or changed calculation logic constitute a new build and are quoted separately.

### 8. Implementation / White Glove Onboarding

White glove onboarding is a 30-day paid engagement covering platform setup and adoption support, governed by an onboarding plan agreed at kickoff:

- The 30-day period starts at kickoff. Days are not paused or carried over due to customer-side delays in providing data, decisions or approvals.
- The customer provides setup data (stores, users, checklists, SOPs, issue types, assets, content) in the templates and formats requested by Taqtics. Configuration timelines depend on receipt of complete, correctly formatted data.
- Configuration includes the initial build of subscribed modules per the onboarding plan, with 1 revision round per configured item.
- Training includes up to 2 administrator sessions and up to 4 store / end-user sessions (remote, up to 90 minutes each), on a train-the-trainer basis. Additional sessions at professional services rates.
- Support needs beyond the 30-day period can be covered by a paid onboarding extension or Professional Support hours.

### 9. How the Plan Toggle Works

Usage is reviewed monthly through automated reports. The process is designed so you are never surprised:

- No charge without agreement. Where a limit or band has no published rate or multiplier in this Policy or in Annexure I of the COF, no additional charge applies unless and until the parties agree the charge in writing. Taqtics will not levy a charge for exceeding a limit without prior written notice.
- Notice. If a product's usage sits in the Pro band, we notify your account owner in writing with the usage details. You then have 15 days to bring usage within Standard (for example by archiving unused templates) or confirm the move to Pro.
- Toggle-up. If usage remains in the Pro band after the notice period, that product moves to Pro pricing from your next billing cycle. Only that product is affected; nothing is blocked or removed.
- Toggle-down. A product on Pro returns to Standard pricing at the next billing cycle once its usage has remained within Standard allowances for 3 consecutive months.
- Beyond Pro. Usage above the Pro band is covered by a custom arrangement agreed in writing. Where no agreement is reached within 30 days of notice, Taqtics may restrict further growth of the specific usage concerned (for example, creation of new templates) until agreed; existing usage continues to work.
- Stability exception. Where usage actively threatens platform stability, security or service to other customers, Taqtics may apply immediate temporary measures and will notify you as soon as reasonably possible.

## 10. General & Relationship to Other Documents

- Allowances apply per account unless stated as per store / Location or per user. Limits expressed per Location are calculated against the Subscribed Location Licenses recorded in the COF, not against Locations actually activated.
- Revision of limits. Taqtics may revise this Policy on 30 days' written notice. A revision that is materially adverse to a Client does not apply to that Client until the commencement of its next renewal term.
- This Policy is published by Taqtics and incorporated into the Terms & Conditions by reference. Client-specific inclusions, counts and rates are set out in the applicable COF and Annexure I to it; where Annexure I states a different figure, Annexure I prevails for that Client.
- Licence counting, billing cycles and the treatment of non-functional Locations are governed by the License Billing Policy. Configuration effort during onboarding is governed by the Onboarding Scope of Services and is not a platform usage limit.
- In the event of inconsistency between documents, the order of precedence set out in the COF applies. This Policy does not reduce any usage entitlements expressly purchased under the COF.