

02 June 2026

Part of our ongoing commitment is to ensure that our customers have continuous and reliable access to our services. It is because of this that we are introducing a customer fair use policy.

WHAT IS THE FAIR USE POLICY?

Our Fair Use Policy is intended to ensure that our customers do not use our services in an excessive, unreasonable or fraudulent manner or in connection with equipment/solutions that has not been approved by us. Such usage may impact the reliable operation of our network/systems and/or the quality or reliability of our services. Generally, legitimate use of our services for the intended purposes for which they are supplied to you will not breach our Fair Use Policy.

To support this policy, we are clarifying the usage thresholds related to our services.

The following terms will be incorporated into and form a part of your Master Licence Agreement with us upon signing.

Capitalised terms not otherwise defined in this document have the meaning given to them in the Master Licence Agreement.

1. EXCESSIVE SYSTEM USAGE

To protect the performance of our network for all users, we monitor for system usage that exceeds fair thresholds. If your account's usage is consistently high (measured using the 95th Percentile to ignore occasional spikes), we will notify you to discuss it. If the excessive usage continues, charges may apply.

The following terms will apply:

a) 95th Percentile means the threshold below which 95% of the observed utilisation falls, providing a representation of typical usage by removing occasional peaks or bursts. Pentana Solutions will measure your usage of the Services.

Excessive Usage is determined by comparing your actual usage during the measurement period against the Usage Thresholds specified above.

The 95th Percentile measurement methodology will be used to determine your actual usage.

If your usage exceeds the Usage Thresholds specified above, Pentana Solutions may apply the following additional charges:

- a) For CPU Excessive Usage as specified in any SLA
- b) For IOPS Excessive Usage as specified in any SLA
- c) Total Excessive Usage Charge

Total Excessive Usage Charges = Excessive Usage Charge (CPU) + Excessive Usage Charge (IOPS)

Fair Usage Policy Accepted Thresholds

02 June 2026

The following thresholds apply for the operation of the eraPower Dealer Management System Server:

Users	Max CPU (GHz) 95th Percentile	Max IOPS 95th Percentile
1 - 50	3	60
51 - 100	4	90
101 - 200	6	160
201 - 500	8	300
500+	9	500

Fair Usage Policy Excessive Usage Charges

The following charges apply when resource usage exceeds the accepted 95th percentile thresholds and remains unremediated after the 30-day notice period. Charges are tiered based on the level of excessive usage recorded.

Please note: These charges are in addition to your standard charges and will be invoiced separately until usage is brought back within the threshold as per the Fair Usage Policy.

1. CPU Excessive Usage Charges

CPU Excessive Usage (GHz)	Charge - ex GST
0.005	\$20
5	\$30
10	\$60
15	\$120
20	\$180
25	\$240
30	\$300
35	\$352

02 June 2026

CPU Excessive Usage (GHz)	Charge - ex GST
40	\$412

2. Disk Excessive Usage Charges

Disk Excessive Usage (IOPS)	Charge - ex GST
0.01	\$50
500	\$150
1,000	\$250
1,500	\$300
2,000	\$350
3,000	\$400
4,000	\$500
5,000	\$600
6,000	\$700
7,000	\$1,000