Service Quotas & Usage Limits Policy

1. Overview

AroFlo applies system-enforced usage limits ("Service Quotas") to ensure the stability, performance, and security of the Services. Service Quotas define the maximum allowable usage of specific features and resources within an AroFlo account. These limits are enforced programmatically and apply on a per-tenant basis unless otherwise specified. AroFlo does not guarantee that capacity will be available up to any stated Service Quota at all times.

2. Scope

Service Quotas may apply to, but are not limited to:

- API requests
- Email and notification delivery
- AI / LLM usage (requests, tokens, compute, model selection, response size, and processing priority)
- Automations and background jobs
- Data storage and file uploads
- Concurrent operations

Each quota may vary by plan, region, environment, or product configuration.

3. Limits

The following table outlines default Service Quotas. These may be updated from time to time in accordance with this policy.

Feature	**Limit**
FieldReady: AI Training Agent	20 video slots per build, limit 2 minutes per video
JobReady: AI Job Preparation Agent	Fair Use* per build per month
JobScribe: AI Job Documentation Agent	Fair Use* per build per month
JobBrief: AI Customer Summary Agent	Fair Use* per build per month
JustAsk: Business intelligence	15 credits per build per month
JustAsk Refresh Rates	JustAsk business intelligence outputs, insights, dashboards, responses, underlying datasets, and related AI-generated content may be refreshed, updated, cached, queued, delayed, throttled, recalculated, or otherwise processed at intervals determined by Simpro. Simpro does not guarantee real-time, continuous, or specific refresh intervals for JustAsk unless expressly stated in an applicable order.

* Fair Use means reasonable and ordinary use of the relevant feature by a Customer in the normal course of its business, having regard to the Customer's plan, product configuration, number of users, typical usage patterns, system capacity, third-party service constraints, and the need to protect the stability, security, and performance of the Services for all customers and to ensure equitable access to shared resources. Usage may be considered outside Fair Use where it is excessive, abnormal, automated at high volume, materially impacts service performance, circumvents intended limits, or is inconsistent with the intended purpose of the feature.

AroFlo may introduce additional limits or modify existing limits at any time.

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AroFlo may prioritise, deprioritise, or allocate resources between customers at its discretion.

Service Quotas do not constitute a guarantee of throughput, performance, or availability.

4. Enforcement

Service Quotas are enforced automatically by the platform.

If a quota is exceeded, AroFlo may, without notice:

- reject requests (e.g. HTTP 429 or equivalent);
- queue or delay processing;
- throttle throughput;
- truncate responses;
- downgrade service levels (including AI model selection or response size);
- disable or limit specific functionality.

Enforcement behaviour may vary by feature and severity of overuse.

Enforcement behaviour may be applied on a per-feature, per-user, or per-tenant basis.

Enforcement actions may be applied without notice where necessary to protect the Services or other users.

5. Dynamic Adjustment

AroFlo may adjust Service Quotas dynamically to maintain system performance and availability.

This may occur due to:

- system load;
- infrastructure constraints;
- peak usage periods;
- risk of service degradation; or
- third-party service limitations.

Temporary reductions or increases in available capacity may apply at any time.

6. Third-Party Dependencies

Certain features, including email delivery and AI functionality, rely on third-party service providers. AroFlo is not responsible for limitations, throttling, or failures imposed by such providers. Service Quotas and availability may be impacted by third-party constraints.

7. Charges for Excess Usage

Where a Customer exceeds applicable Service Quotas:

- excess usage may be billed at AroFlo's then-current standard rates; and/or
- continued access may require a plan upgrade or quota increase.

AroFlo may, at its sole discretion acting reasonably to protect the Services and other customers, determine whether excess usage will be:

- permitted and billed; or
- restricted, throttled, or blocked.

AroFlo may implement hard limits or suspend usage once defined thresholds are reached, including to prevent excessive or unexpected charges.

8. Customer Responsibilities

Customers are responsible for ensuring that their systems, integrations, and workflows operate within Service Quotas.

This includes:

- implementing retry and backoff mechanisms;
- avoiding excessive or unnecessary requests;
- configuring automations efficiently.

Failure to comply may result in immediate enforcement actions without notice.

Customers must not circumvent, attempt to circumvent, or assist others in circumventing any Service Quotas or enforcement mechanisms.

9. Acceptable Use & Misuse

Misuse is governed by the Acceptable Use Policy.

10. Suspension and Termination

AroFlo may suspend, restrict, or terminate access to the Services (in whole or in part) where:

- Service Quotas are repeatedly or materially exceeded;
- excess usage risks degradation of the platform;
- the Customer fails to comply with required remediation or upgrade requests; or
- usage violates applicable terms or policies.

Such actions may be taken immediately where necessary to protect the platform or other customers.

11. Changes to Service Quotas

AroFlo may modify, introduce, or remove Service Quotas at any time, including:

- adjusting existing limits;
- introducing new quota categories;
- changing how quotas are measured or enforced.

Where practicable, AroFlo will provide notice of material changes. Continued use of the Services constitutes acceptance of the updated quotas.

12. Related Documents

This document should be read in conjunction with:

- AroFlo Terms and Conditions
- AroFlo Acceptable Use Policy
- AroFlo End-User Licence Agreement
- AroFlo API Licence Agreement