



Swimlane's Fair Use Policies

Note: Turbine usage can be monitored via the Turbine Usage Dashboards.
<https://docs.swimlane.com/usage-dashboard>

Policies for Action-based, User/Action-based, and Event-based licenses

Swimlane's Fair Use Policy for Action-Based Usage: The Fair Use Policy allows customers to exceed their purchased tier usage (actions, *Hero AI prompts or credits, storage records, etc.) a specified number of times before requiring the purchase of more capacity, as set forth below.

Swimlane's Fair Use Policy for User-Based Usage: The Fair Use Policy allows customers to exceed their purchased tier usage (users, actions, Hero AI prompts or credits, storage records, etc.) a specified number of times before requiring the purchase of more capacity, as set forth below.

"Named User" means a uniquely identifiable individual authorized to access and use Swimlane. A single "Named User" may be assigned more than one license or entitlement type; however, licenses may not be shared, transferred concurrently, or otherwise used by more than one Named User at any given time.

Swimlane's Fair Use Policy for Event-Based Usage: The Fair Use Policy allows customers to exceed their purchased tier usage (Hero AI prompts or credits, events, storage records, etc.) a specified number of times before requiring the purchase of more capacity, as set forth below.

Events are assumed to average fewer than 100 actions per event per day. Action usage higher than this amount requires the customer to purchase more events.

Hero AI prompts are limited to a daily average not to exceed 50,000 combined input and output tokens per prompt. Token usage higher than this amount requires the customer to purchase more prompts.

Overage Definitions:

Instance overage for daily limits:

- Customers may not exceed 25% beyond the purchased daily license amount more than four (4) times per calendar month. At the beginning of the fifth instance of excess usage, the customer must pay for the overage (the price difference between the purchased usage and actual usage for one month - see [Overage Pricing Adjustment](#)) and/or purchase additional licensed capacity that would cover the overage.
- Customers that exceed 100% beyond the purchased daily license amount on any day must pay for the overage (the price difference between the purchased usage and actual usage for one



month - see [Overage Pricing Adjustment](#)) and/or purchase additional licensed capacity that would cover the overage.

Sustained overage for daily limits:

- Customers who sustain usage over 10% of their purchased license amount for any 5 consecutive days in a quarter must purchase additional licensed capacity. For any additional days over their purchased license, the customer must pay overage (the price difference between the purchased usage and actual usage for one month - see [Overage Pricing Adjustment](#)) or purchase additional licensed capacity.

Instance overage for monthly limits:

- Customers may not exceed 25% beyond the purchased monthly license amount more than one (1) time per contract year. At the beginning of the second instance of excess usage, the customer must choose to pay overage (the price difference between purchased and actual usage for that month - see [Overage Pricing Adjustment](#)) or purchase additional licensed capacity.

Sustained overage for monthly limits:

- Customers who sustain usage over 10% of their purchased monthly license amount for any 2 consecutive months in a contract year must purchase additional licensed capacity. For any additional months over their purchased license, the customer must pay overage (the price difference between purchased and actual usage for that month - see [Overage Pricing Adjustment](#)) or purchase additional licensed capacity.

Overage Pricing Adjustment:

- All invoiced overages will incur a 10% uplift from the pricing set forth in the current license agreement. Customers are encouraged to work with their Account Manager to purchase additional action capacity should they feel this is the normal capacity required to avoid any uplift fees.

Swimlane's Fair Use Policy for the Vulnerability Response Management (VRM) solution on Asset-based Pricing:

- Customers who purchased the Vulnerability Response Management (VRM) solution on asset-based pricing are limited to 15,000 Actions and 5,000 Playbook Runs per Asset per Year. Playbook Runs are visible in the Swimlane Turbine Usage page for customers to review. Customers exceeding 15,000 Actions or 5,000 Playbook Runs per Asset per Year will be required to purchase additional capacity.

Capitalized terms not defined herein are defined in the Swimlane Turbine User's Guide at <https://docs.swimlane.com/> or on our website Legal page located at <https://swimlane.com/legal/>