Drive API – Fair Usage Policy (FUP)

As part of our commitment to providing a high-quality, fast and reliable service, Drive API has a Fair Use Policy (FUP) that governs usage of the API, specifically:

Entity Monitoring

The FUP contains guidelines for customers' use of Drive API to ensure that each customer has a consistently high-quality experience. Plugsurfing takes measures to ensure usage is within reasonable parameters and in accordance with the specific contractual agreement.

Why do we have a Fair Use Policy?

Drive API is a multi-tenant service. This means that our products are used concurrently by a number of subscribers. If a single customer places very high demands on the service, then it is possible that this will affect the experience for other users.

The vast majority of our customers use their service considerately and their usage levels during peak hours don't disproportionately affect the shared network and service capacity. Even though only a very small number of our customers may use the service inappropriately, their activity has the potential to affect the service for others.

Our Fair Use Policy manages the inappropriate use and makes sure the service can be used fairly by everyone.

The Fair Use Policy

Usage of Drive API is monitored on a continuous basis. Only customers that consistently generate exceptionally high load over a sustained period of time will be affected by the Drive API FUP.

This is currently defined as per the limits detailed below, although Plugsurfing reserves the right to amend these limits from time to time.

1. The FUP covers the use of Drive API and all related API endpoints
2. The FUP is governed based on limits defined as follows:
    a. Maximum API requests per 24-hour period: 1 million
    b. Maximum concurrent API requests: 50 requests/second

We believe these limits are generous and will cover the intended use cases of the Drive API. If a customer repeatedly exceeds this FUP, then Plugsurfing reserves the right to restrict service or levy charges for excessive usage.

We will notify the customer when they begin to exceed these FUP limits, in order for them to be aware of the issue and take action to manage better the situation.

Extenuating Circumstances

Plugsurfing understands that customers will occasionally have very high volumes of traffic outside of normal usage patterns. In those cases where this traffic can be predicted Plugsurfing request to be informed with as much notice as possible to ensure that service delivery remains consistently high.

Changes to the Fair Use Policy

This Fair Use Policy may be updated from time to time.