Fair Use Policy nuwacom GmbH (V1.1 from 29.08.2025)

Validity: This Fair Use Policy remains valid until October 31, 2026. From November 1, 2026, the updated usage rules apply. For details, see the new Usage Rules.

1. Purpose of the Fair Use Policy

This Fair Use Policy governs the appropriate use of AI functions within the nuwacom software. It aims to ensure fair and reliable availability of services for all customers and prevents individual users from impairing the performance or stability of the system through excessive consumption.

2. Definition of "Message"

A message is a response generated by Nuwacom, such as chat responses, assistant results, content created by AI, text adjustments in the AI editor, or generated images.

- **Not counted:** User inputs, internal intermediate steps, or system queries without direct output to the user.
- **Note:** The creation of content such as images or videos, as well as complex research or analyses, may require more messages than pure text outputs.

3. Unlimited Use

Every user can use the AI without restrictions in their daily work. A generous guideline of 50 messages per user per day is provided—set so high that customers typically do not reach this value in normal business operations. Example: With 10 licenses, each of the 10 users has up to 50 messages per day available individually—thus up to 500 messages per day for the company.

4. Counting Method

- The usage limit applies separately to each individual user.
- Each employee has their own individual quota, independent of the usage behavior of others.
- Unused quotas from one day are not carried over to subsequent days (no daily roll-over).

5. Monitoring & Transparency

• Consumption is recorded individually for each user.

6. Exceeding & Extensions

- In case of repeated or permanent exceedances, Nuwacom will contact the customer to find a solution together.
- Additional quotas (top-ups, automation packages) are available for increased usage, the conditions of which can be found in the current price list of nuwacom.
- Additional packages can be used until the end of the respective month.

7. Changes to the Fair Use Policy

Nuwacom reserves the right to adapt this Fair Use Policy to technical or operational requirements. Changes will be communicated to customers in text form in a timely manner.

8. Final Provisions

- This Fair Use Policy is an integral part of the contractual agreements between Nuwacom and the customer.
- Otherwise, the main contract conditions, including the general terms and conditions of Nuwacom, apply.