COMPLETA

Completa App Credits & Fair Use Policy

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Provided by B2wise Holdings Ltd, a company registered in England and Wales (company number 15488673), registered office 23 St. Johns, Enderby, Leicester, England, LE19 2BR ("Completa", "we"). Contact and formal notices: legalnotices@b2wise.com.

1 Scope

This Policy forms part of the Agreement and applies to organisations purchasing or consuming App Credits directly from Completa or through a partner under the Partner Agreement. Sections 6, 7 and 8 (and related definitions) survive termination or expiry of the Agreement to the extent necessary to give effect to accrued rights and obligations. Capitalised terms not defined here have the meanings given in the Platform Terms; "Agreement" means the Platform Terms, the applicable order form, the Partner Agreement where applicable, applicable product addenda and incorporated policies, and an "App Credit" is a contractual unit used to measure and charge for eligible app functionality and usage, not currency or stored value. The published pricing schedule and applicable order form state currency, unit prices, tax, packages, top-ups, rollover, expiry and payment frequency; these are not fixed in this Policy. If there is a conflict, the order of precedence in the Platform Terms applies. For partner-served accounts, the partner is the billing counterparty under the Partner Agreement. Partners buy App Credits at the wholesale price set in the Partner Agreement.

2 Transparent calculation

Completa displays each app's credit assessment and its material components, including chargeable business-logic blocks, data-source connection blocks, distinct data connections and the relevant user metric. Presentation-only UI logic is not treated as chargeable business logic unless expressly identified in the published pricing schedule. Assessments are calculated using the metering rules and weights in effect for the measured period, and Completa's metering records govern absent a demonstrable material computational error in Completa's metering system. Calculation weights may change prospectively in accordance with section 8; historical invoices will not be re-rated solely because of a later rule change, but Completa may correct measurement, classification or billing errors discovered within twelve (12) months of the relevant invoice date, as permitted by the Agreement. The administration or billing view will provide reasonable detail sufficient to understand the assessment, subject to security, confidentiality and anti-abuse safeguards. Personal data used for metering, billing and abuse detection will be processed and retained in accordance with the Privacy Notice and, where applicable, the DPA.

3 Rolling usage window

User-related usage is measured over a rolling 30-day window. Qualifying production use makes an app active for the following 30 days, including after unpublishing, and each day the window is recalculated using Completa's recorded production events. If usage ceases and the window expires, corresponding usage-based charges can fall from the next applicable calculation point; unpublishing, deleting or reconfiguring an app does not erase usage already measured. Exact counting of unique users, service accounts, external users, test users and duplicate identities, together with the applicable time zone and rounding rules, is published in the pricing schedule.

4 Free allowances and modularity

An eligible standalone app receives the then-published free App Credit allowance, subject to the applicable number of qualifying apps per organisation, or per customer division in a partner organisation, eligibility criteria and account-level limits, all as stated in the published pricing schedule. Modular, independently useful applications are encouraged. An app embedded within another app does not receive a separate free allowance for the embedded use; published rules explain how component consumption is aggregated and avoid double-counting. Free, promotional or trial allowances have no cash value, are non-transferable except as expressly stated in an order form, and expire or cease in accordance with the terms on which they were granted. The free offer may change prospectively under section 8 and free allowances may be reduced or withdrawn at Completa's discretion on reasonable notice; accrued paid entitlements are unaffected except as permitted by the Agreement.

5 Development and review

Draft applications may be built and tested under published development-use limits. Completa may provide a constrained administrator review mode that does not constitute chargeable production use; this must not enable unrestricted live customer operations. Usage outside those limits, including production data, production integrations, live business processes or access by non-test users, may be treated as chargeable production use. Repeated edits, publishing toggles, workspace transfers, account changes or synthetic usage to disguise continuing production use may be treated as circumvention. Completa may reclassify use from the date on which the objective usage records show that the applicable limit was exceeded, subject to section 7 and the Agreement.

6 Commercial credits and billing

App Credits are obtained in two ways: (a) a recurring subscription, which provides an allowance of App Credits for each billing period; and (b) top-up credits, which may be bought in addition to a subscription or without one. The published pricing schedule sets the price, quantity, validity period and any rollover for each, and top-up credits may be priced differently from subscription credits. App Credits are consumed in the order, at the times and against the balances stated in the applicable order form or published pricing schedule. If measured consumption exceeds an included or prepaid balance, Completa may automatically charge the overage at the applicable rate, invoice the overage in arrears, require a top-up or restrict further chargeable use, as

specified in the order form or pricing schedule; where neither specifies, Completa may invoice the overage in arrears at the then-current published overage rate. Published schedules specify timing of accrual, proration, billing, overages, failed payments, tax, refunds, expiration and unused balances. Except where required by law or expressly stated in the Agreement, App Credits are non-refundable, may not be redeemed for cash and expire without refund at the end of the stated validity period. A released app is not automatically free merely because it has been temporarily unpublished. Billing views and invoices must identify the measured period, opening and closing balances where applicable, assessed consumption, overages and material adjustments. The customer must pay undisputed amounts when due; a good-faith dispute does not suspend payment of other amounts.

Partner organisations. App Credits consumed in a partner organisation are charged to the partner at the rates set in the Partner Agreement or the partner's order form, which may differ between customer divisions and internal divisions. If the partner fails to pay amounts due in respect of a customer division, Completa may, at its option, invoice the relevant customer organisation directly. Those rates apply only in billing and do not change an app's credit assessment.

7 Fair use and enforcement

Customers and users must not engage in artificial fragmentation primarily to multiply free allowances, simulate or misclassify users, falsely attribute organisations, misclassify a division as internal or as a customer division, share or rotate identities to avoid counting, evade or interfere with metering, or abuse draft, preview, review or promotional status. Completa may use automated and manual checks to flag anomalous usage, request information reasonably required to verify eligibility or consumption, correct demonstrable underbilling for the affected measured period as permitted by the Agreement, reverse invalid allowances, invoice resulting overages and restrict or suspend relevant functionality for material or repeated abuse. Completa may verify how divisions are classified, including by automated checks such as the email domains of their users, and may reclassify a division shown to be misclassified and correct the charges. Where reasonably practicable, Completa will give reasonable notice, an opportunity to explain and, where remediable, a reasonable opportunity to cure. Immediate restriction or suspension may be imposed where reasonably necessary to address suspected fraud, material security risk, unlawful activity, metering interference or likely material harm, with notice and review as soon as reasonably practicable.

Customer organisation and builder anti-circumvention. Each customer organisation is responsible for ensuring that its authorised builders, users and service providers comply with this Policy and for usage through its accounts and workspaces, except to the extent directly and solely caused by a defect in Completa's platform that made compliant use impossible. Customer organisations and their authorised builders must not deliberately design, divide, duplicate, configure, transfer or operate applications primarily to circumvent App Credit charges or obtain free allowances beyond their intended purpose. This prohibition applies regardless of the technical method used, including methods not specifically described in this Policy. Genuine modular application design, including separately useful applications with bona fide operational

purposes, remains permitted and encouraged. Completa may investigate suspected deliberate circumvention, request a reasonable explanation and supporting records, aggregate related apps, workspaces, accounts or organisations where the published criteria show they form one arrangement, and adjust improperly claimed allowances or consumption. Subject to the Platform Terms and applicable law, Completa may warn, invoice, restrict or suspend the relevant organisation. Completa will endeavour to ensure that enforcement is proportionate to the available evidence and severity of the conduct.

8 Changes and disputes

Completa will publish or otherwise make available the current versions and effective dates of material calculation rules and pricing. Unless an order form provides greater protection, Completa will give at least 30 days' prior notice of a material adverse change to calculation methodology, included allowances or recurring App Credit pricing. A change to committed recurring pricing will take effect no earlier than the customer's next renewal, but changes to usage-based or overage rates may take effect on or after the notified effective date where the order form does not fix those rates. Changes required by law, regulation, tax treatment or a third-party charge outside Completa's reasonable control may take effect on shorter notice where reasonably necessary. Non-material clarifications, beneficial changes and corrections of obvious errors may take effect when published. Customers may dispute a calculation or invoice by giving reasonable details within 30 days after the relevant invoice or billing statement is made available. Completa will provide reasonable summary usage data supporting the disputed calculation, subject to security, confidentiality and the protection of Completa's proprietary systems, algorithms and raw system logs, and will review the dispute in good faith through its billing escalation process. Failure to dispute within that period does not waive claims for fraud or manifest error, but otherwise the calculation is deemed accepted to the extent permitted by law. Any credit or correction will be applied to the customer's account or next invoice unless the Agreement requires another remedy.