

Schedule 5 – LearnWise Fair Usage Policy for LearnWise Software International BV's AI Aiden Assistant Services

- 1 Introduction:** This Fair Usage Policy ("Policy") applies to all users of the AI virtual assistant services ("Services") provided by LearnWise Software International BV ("LearnWise," "we," "us," or "our"). The Services include, but are not limited to, AI driven assistance and interactions catering to students, educators, staff, and visitors on our platform.
- 2 Purpose:** The purpose of this Policy is to ensure the integrity, security, reliability, and accessibility of our Services for all users. This Policy is designed to prevent fraudulent activities, over-usage, and practices that may negatively impact service levels for users or lead to excessive costs for LearnWise.
- 3 Fair Usage:** Fair usage constitutes the use of the Services in a manner consistent with the normal usage patterns for higher education purposes. For the context of this Policy, excessive or unfair usage is defined as: An individual unique user sending over 80 messages or interactions with the AI assistant within a single 3-hour window. Automated or manual generation of excessive traffic (potential DDoS attacks or bot-driven abuse). Usage that is inconsistent with the patterns of usage that would be typical of a person in the educational sector.
- 4 Monitoring and Enforcement:** LearnWise actively monitors user interaction with the Services for excessive or unusual activity. If we determine, in our sole discretion, that an account is in violation of this Policy, we reserve the right to take action to restrict or prevent such excessive or unusual usage. For individual excessive usage, actions include, but are not limited to, direct communication with the user, temporary limitation of access, and/or temporary suspension of the user's account. In the event of automated traffic (bots, DDoS attacks, or similar events) at the institutional level, we will take immediate action, which may include temporary suspension of the Services for the entire institution, to maintain service integrity for other users.
- 5 Data Storage:** Data storage through our Services is intended for immediate or short-term academic use. Users are advised not to use the Services for long-term storage of large volumes of data. We reserve the right to manage our network resources, and excessive data storage may result in data removal or restrictions.
- 6 No Additional Costs But Limited Availability:** LearnWise does not impose additional charges for high usage during the term of a subscription or service period. However, availability of the Services may be affected for users or accounts exceeding fair usage limits, as described in this Policy. Actions taken are designed to ensure fair access to the Services for all users. It should be noted that while we do not charge extra during an ongoing term, consistent excessive usage will lead to a need for adjustments in resource allocation to maintain the quality and availability of our Services for all users. Consequently, this may affect the pricing for subsequent renewal periods. We are committed to transparency and will communicate any potential pricing changes in advance of renewal periods, providing users with the option to continue with the adjusted plan or choose an alternative solution that we offer.
- 7 Updates and Changes to The Policy:** LearnWise reserves the right to modify this Policy at any time. Changes will become effective immediately upon publication on our website or through direct communication to our users. Continued use of the Services after changes to the Policy signifies acceptance of those changes.
- 8 Reporting Unfair Usage:** Users who experience or witness unfair usage, security vulnerabilities, or potential instances of abuse are encouraged to report these situations to LearnWise immediately. We prioritise the integrity and availability of our Services and will respond promptly to all reports of misuse.
- 9 Contact:** For any questions regarding this Fair Usage Policy, please contact us at trust@learnwise.ai

By using our Services, you acknowledge that you have read, understood, and agreed to comply with the terms of this Fair Usage Policy. Non-compliance may result in restrictions or limitations being placed on your access to the Services, as outlined above.