

Centreon Cloud Services

Fair Use Policy

This Fair Use Policy (FUP) is additional Documentation for the Cloud Services set forth in the Centreon Cloud Services Terms and Conditions or similar defined terms describing the Centreon Cloud Services used in our contract with You. Capitalized terms used but not defined below, shall have the meaning outlined in the Centreon Cloud Services Terms and Conditions.

Centreon's priority to its customers is to keep the Centreon Cloud Services available, which requires each Customer to have reasonable and set policies for fair use of the resources of the Centreon cloud services (referred as "Cloud Services" in the Centreon Cloud Services Terms and Conditions). While the Cloud Services include broad access to a variety of resources such as web user interface, API requests, storage, and bandwidth, they are not unlimited (unless expressly stated as such) or it would affect the stability of the system, including but not limited to the Cloud Services, which is why we have this Fair Use Policy.

We reserve the right to update this, and any other Documentation, at any time, including but not limited to adding limits on modules created in the future. Such limits, guidelines, and parameters may be listed elsewhere in other Documentation.

Per our Centreon Cloud Services Terms and Conditions or other written contract with you, you agree to comply with this Fair Use Policy and any other Documentation in the use of the Cloud Services.

We include a variety of components in the Cloud Services, but we provide policies regarding certain parameters in order to keep the Centreon Cloud Services stable, available and uniform. Exceeding these parameters may result in i) throttling or limitation of access to the Cloud Services as set forth in Section 5.3 of the Centreon Cloud Services Terms and Conditions in the Centreon Cloud Services Terms and Conditions (or other similar terms in our agreement with you); and/or additional costs as set forth in the Order Form.

Definitions:

"Host" means any device or cloud service that the Customer wishes to monitor. For example, a physical server, a virtual machine, a temperature probe, an IP camera, a printer or a storage space.

“Metric” means a measurable value that is collected and monitored by the Centreon Application on a given host. For example, the load percentage on an instance of a CPU.

“Check” means a single collection, calculation and verification of a metric by the Centreon Application.

"Anomaly Detection" means an optional service that refers to sending of collected data to a Centreon Cloud Service in charge of calculating models representing their regular behavior. Once the models are established, predictions are used by the Centreon Application to establish floating monitoring thresholds.

“Outbound API Call” means the programmatic call of a function from a Centreon Cloud Service to a Customer owned 3rd Party Service. For example: an ITSM system, or an observability stack.

Key Parameter Policies:

Number of Concurrent Users on the Application user interface

The maximum number of Users connected simultaneously to the Application user interface at any moment shall not exceed 50.

Number of Metrics Per Host

The maximum number of Metrics checked by the Cloud Service shall not exceed 100 times the subscribed number of Hosts.

Check Frequency

The maximum frequency at which a given Metric is checked shall not be more frequent than once every 5 minutes with the exception of on-demand checks or situations where a check fails when this can temporarily be augmented to once every 1 minute for a period of 5 minutes.

Number of Anomaly Detection Services

The maximum number of Anomaly Detection Services configured shall not exceed 10 times the subscribed number of Hosts.

Number of Outbound API Calls

The maximum total number of Outbound API Calls performed by integration connectors in a given month shall not exceed 10,000 per subscribed number of Hosts.