

# Musoni System API Fair Use Policy (FUP)

As part of our commitment to providing a high-quality, fast and reliable service, Musoni Services has a Fair Use Policy (FUP) for its APIs. The FUP contains guidelines for customers' use of Musoni System APIs to ensure that each customer has a consistently high-quality experience. Musoni Services takes measures to ensure usage is within reasonable parameters and in accordance with the subscription.

## What does the API Fair Use Policy apply to?

This FUP and its limits are applicable to the API requests generated by the customer's own (or third party) integrations. This excludes the requests resulting from normal use of the Musoni System (e.g. through the browser frontend or digital field app). A restriction of API limits will have no effect on the normal use of the system.

## Why do we have a API Fair Use Policy?

Musoni Services offers 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 API Fair Use Policy manages the inappropriate use and makes sure the service can be used fairly by everyone.

## The API Fair Use Policy

Usage of the Musoni System 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 Musoni System API FUP.

This is currently defined as per the limits detailed below, although Musoni Services reserves the right to amend these limits from time to time. The FUP is governed based on limits defined as follows:

	Demo	Live
<b>Request Rate</b>	10 requests per second	10 requests per second
<b>Burst</b>	100 requests per second	100 requests per second
<b>Total requests</b>	100,000 calls per week	200,000 calls per week

If a customer repeatedly exceeds this FUP, then Musoni reserves the right to restrict service or levy charges for excessive usage. When a customer has used up the total requests in the period and therefore is using more than what Musoni considers as the FUP, subsequent requests will return `429 Quota exceeded`. Weekly quotas will be reset at midnight UTC on Sunday.

We recommend the customer to reach out to support to get a temporary extension of these limits to mitigate the business impact of hitting the FUP as well as engage in a discussion to manage the situation better.

## Request rates and Burst limits

In the API's Musoni allows customers to make 10 requests per second, but also to burst at times to 100 requests. The way this works is best compared with filling a bucket, every second 10 requests are added to the bucket, until 100 requests are in it and the bucket is full. In consuming these requests a 'burst' of requests of up to the 100 can be made, after which the bucket will start filling up again at the same pace of 10 requests per second. Requests exceeding this burst limit will return `429 Too Many Requests` response code for a short period of time, until new requests have been added to the bucket.

## Extenuating Circumstances

Musoni Services 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, Musoni Services requests 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, and the latest version of the document will be made available in this page.