

### Fair Use (First Spirit Overages) Policy

Use of Crownpeak's First Spirit offering may be subject to system restrictions to ensure the uninterrupted operation of the service infrastructure. These restrictions are set out below. If the specified parameters are exceeded, Crownpeak assumes no liability or liability and Crownpeak will inform the Customer without undue delay on becoming aware. Crownpeak is

entitled to reduce the service at its own discretion and, if necessary, to charge the Customer for additional costs or expenses related to the Customer exceeding the parameters.

Metrics	Maximum Number	Description
FirstSpirit Server	4 vCPU 16 GB RAM	Instance of the authoring backend to manage and administrate editorial content, templates and settings.
AI Image Operations	1.024	Number of API operations per day to analyze and extract information from images.
Repository Size	1 TB	Total storage for any CMS-related data, such as pages or datasets, as well as media objects like images or PDF documents, across all instances.
CaaS (Content as a Service)	4 vCPU 8 GB RAM 50 GB Storage	Service to deliver content via API in 3 environments (D/Q/P). The production environment (P) scales automatically based on data traffic and system usage. Development (D) and quality assurance (Q) are using fixed resources.
SmartSearch	4 vCPU 8 GB RAM 50 GB Storage	Search engine instance, divided between production (P) and development/quality assurance (D+Q).
TranslationStudio	250,000 words	Number of words per month submitted for translation.