



FAIR USAGE POLICY

PLEASE READ BEFORE USING ALL DOCMAIL
PRINT AND POST SERVICES

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Docmail and Dotpost fair usage policy

The below defines the best practice for customers wishing to make use of the DotPost API Link.

Failure to adhere to the below policy may result in the Customers access to the DotPost API Link being blocked and provision of the above service cancelled pursuant to Clause 5 of this agreement.

The below list is not exhaustive and CFH Docmail Ltd reserves the right to amend the below policy at any time without notice.

The most up to date version of this policy can be found at:

<http://www.cfhdocmail.com/tob.html>

Prerequisite

You must ensure that CFH Docmail Ltd is provided with contact details that are kept up to date.

You must ensure you have read the API webservice help guide at:

<http://www.cfhdocmail.com/API/index.html>

The latest version of the API is recommended for all new development.

Traffic

You must try to minimise the data traffic sent at all times.

You must avoid initiating multiple connections in quick succession and must gracefully “fall back” before retrying “error returning” or “failed” requests.

Error Handling

You must ensure error responses from the API or callbacks are handled appropriately by your application.

You must ensure your application is aware of the MaintenanceMode error code.

You should increase the period on a sliding scale between retries, gracefully “falling back” before retrying “error returning” or “failed” requests.

Test Environment

You must ensure that calls to our test environment follow the same best practice as calls to the live environment. Test integrations should not be left running long term.

General

If your document does not contain personalised tags consider using PDF files rather than Word or RTF files.

The code samples are provided “as-is” and are not intended to be used for full production code.

You should design the user experience in your application to allow for delays in processing (do not leave the user waiting on a single thread) or maintenance mode.

Abuse of the fair use policy

When there has been a breach of the policy we will aim to contact you in the first instance to try to resolve. However we reserve the right to disable accounts or block traffic to the API where your usage of the API, in our view, does not follow the spirit of the best practice guidelines or is detrimental to the overall quality of service enjoyed by other Docmail users.

Changes to the fair use policy

We may revise this fair use policy at any time. The latest version of the policy can be found at <http://www.cfhdocmail.com/tob.html>

Specific requirements

If you feel you have a specific set of requirements that do not fit within the guidelines of this document, or you wish to discuss your planned implementation approach please contact our support team to discuss how we can work with you to deliver the best possible service to your business.



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