

Bonterra Que™

Acceptable Use Policy (AUP)

EFFECTIVE DATE: OCTOBER 2025

This Acceptable Use Policy (“AUP”) governs how Bonterra customers (“You”) may access and use Bonterra’s AI-powered product, **Que™**. By using Que™, You agree to comply with this AUP, Bonterra’s Master Services Agreement (“MSA”), and all applicable laws.

1. Responsible Use of Que™

You may only use Que™ for lawful and ethical purposes in support of your organization’s programs, fundraising, and operations. Do not use Que™ in ways that could harm others, misrepresent information, or undermine trust.

2. Who May Use Que™

Que™ is available exclusively Bonterra’s users, Bonterra’s customer’s workforce and authorized agents acting on its behalf.

3. Prohibited Uses

You must not use Que™ to:

- a. Scam, defraud, mislead, or impersonate others.
- b. Send spam or other unwanted communications.
- c. Bully, harass, defame, or intimidate.
- d. Discriminate against individuals or groups based on protected attributes.
- e. Promote violence or hate.

- f. Upload highly sensitive personal data (such as Social Security numbers, personal health information or credit card numbers).
- g. Attempt to reverse engineer, copy, or misuse Que™’s underlying technology.
- h. Violate any applicable law or regulation.
- i. Engage in any other activity that poses undue risk to the security, privacy, or trust of Bonterra, its customers, or the public.

4. Content Accuracy & Oversight

Que™ may generate content that is inaccurate, incomplete, or biased, despite Bonterra's best efforts to prevent such occurrences. Bonterra does not guarantee the accuracy, completeness, or appropriateness of any output. You are responsible for reviewing and validating all outputs before relying on them for decisions, communications, or external publication.

5. Monitoring Thresholds

Your access and usage of Que™ is subject to Bonterra’s usage limits. These thresholds are designed to flag major outlier activity that could affect platform performance and are not intended to act as day-to-day operating caps.

If any of the following occur, Bonterra may temporarily suspend your account for review:

| Trigger | Threshold |
|------------------------|--|
| New sessions | ≥ 100 new AI sessions within 2 hours |
| Sustained request rate | ≥ 60 requests per minute for 1 minute, or ≥ 20% of our provider RPM cap |
| Sustained token rate | ≥ 250,000 tokens per minute for 1 minute, or ≥ 25% of our provider TPM cap |
| Daily token volume | ≥ 20 million tokens per day |
| Asynchronous jobs | ≥ 2,000 per hour |
| Daily spend | Exceeds 10× your 7-day median, or \$100 |
| Distinct IP addresses | ≥ 10 distinct IPs per hour |

Bonterra may alter the thresholds above at any time by updating this AUP.

6. Notification and Restoration

Bonterra will notify You and promptly restore your access to Que™ if usage is deemed legitimate (i.e. scheduled batch jobs).

7. Enforcement

Bonterra may enforce this AUP at its discretion. Actions may include warnings, usage throttling, temporary or permanent suspension of your access to Que™. When feasible, Bonterra will notify You before taking action, but may act immediately to protect other customers and the Bonterra platform.

8. Changes to this AUP

Bonterra may update this AUP from time to time. Bonterra will provide notice of material changes to this AUP through the Bonterra platform, via email, or through other reasonable means. Your continued use of Que™ after such notice constitutes acceptance of the updated AUP.