DOCMAIL FAIR USAGE POLICY

Table of Contents

Ownership & Confidentiality

No part of this document may be disclosed orally or in writing, including by reproduction, to any third party without prior written consent of CFH Docmail Ltd. This document, its associated appendices, and any attachments remain the property of CFH Docmail Ltd and shall be returned upon request

1. Introduction

This policy document outlines best practice for customers wishing to make use of the Docmail API link.

Failure to adhere to this policy may result in access to the Docmail API link being suspended and provision of the Docmail services being cancelled.

2. Authorisation

This version is authorised as current upon signing by the CFH Group Managing Director.

Signed

Mr Bill McFedries
CFH Group Managing Director

CFH Docmail Ltd.

Tel: 01761 416311 • **Email:** info@cfh.com • **Web:** cfh.com • St Peter's Park, Wells Road, Westfield, Radstock, BA3 3UP

Registered in England No. 1716891 • VAT Reg. No. GB 720 9782 23

3. Policy

The following list is not exhaustive and CFH Docmail Ltd reserves the right to amend the policy at any time. We will endeavour to give you notice of any change's; however, it is your responsibility to periodically review this policy.

The current version of the policy can be found at: http://www.cfhdocmail.com/tob.html

Prerequisite
You must provide us with up to date contact details.

You must ensure you have read and understand the Docmail API webservice help guide at: http://www.cfhdocmail.com/API

You must ensure that you use the latest version of the Docmail API.

Traffic
You must endeavor to minimise submitted data traffic (including, but not limited to) avoiding the initiation of multiple connections in quick succession and must gracefully "fall back" before retrying "error returning" or "failed" requests. (i.e. If a failure occurs then the previous order should be cancelled and "retry" should be attempted again after an increasing period. You also need to ensure that your code interrogates any reasons for error messages and does not simply attempt a retry.)

We highly recommend that you ensure that your mailings are submitted as a bulk mailing as opposed to multiple single item orders.

Error Handling
You must ensure error responses from the Docmail API or call-backs are identified and managed appropriately by your application (for example, don't retry if insufficient credit or invalid login credentials).

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

You should increase the period on a sliding scale between retries, gracefully "falling back" before retrying "error returning" or "failed" requests. We would suggest that a sensible retry period is initially 1 second, each time increasing the retry by, for example, 5 seconds, 20 seconds etc, up to 10 minutes.

Test Environment
You must ensure that calls to Docmail's test environment follow the same best practice as calls to the live environment. Test integrations, which are making calls to the Docmail API should be kept to a bare minimum to complete testing.

CFH Docmail Ltd.

Tel: 01761 416311 • **Email:** info@cfh.com • **Web:** cfh.com • St Peter's Park, Wells Road, Westfield, Radstock, BA3 3UP

Registered in England No. 1716891 • VAT Reg. No. GB 720 9782 23

General

If your document does not contain personalised tags you should 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 the order of seconds as opposed to milliseconds in processing (do not leave the user waiting on a single thread) or maintenance mode.

Any calls that are made to the Docmail API which return values that don't change frequently should be cached by your application. For example, checking for library items.

Abuse of the fair use policy

If we identify a breach of the policy we will aim to contact you by email in the first instance and then by telephone to try to resolve it.

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 best practice guidelines or is detrimental to the overall quality of service enjoyed by other Docmail users.

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 at the following address: docmailsupport@cfh.com to discuss how we can work with you to deliver the best possible service

4. Document History

Date	Version	Updated By	Change Details
01/07/2019	1	Group DPO	First version
23/08/2023	2	Group Head of QHSE	Document classification added
14/06/2023	3	Group Head of QHSE	Whole document rebranded
31/07/2024	4	Product Manager	Update to URL's and Test Environment section

5. Document Review

Last Review Date	Next Review Date	Reviewed By
07/2024	07/2025	Group Head of QHSE & Compliance