FAIR USAGE POLICY

Last updated: 30-Dec-2024

Effective: 08-Nov-2024

This Fair Use Policy (the "Policy") applies to the use of Application Programming Interfaces (APIs) provided by Krutrim SI Designs Private Limited (the "Company") and outlines the acceptable and unacceptable use of our APIs. By accessing or using our APIs, you agree to abide by this Policy, our Terms of Use, and any other applicable policies or agreements.

Acceptable Use

Our APIs are intended to be used in a manner that enhances the value and functionality of our products and services. Acceptable uses of our APIs include, but are not limited to:
1. Integrating our APIs with your software or application to enhance its functionality.
2. Using our APIs to retrieve data that is useful to you or your users.
3. Developing and testing your software or application that integrates with our APIs.

Unacceptable Use

The following activities are strictly prohibited and constitute unacceptable use of our APIs:
1. Violating any laws or regulations related to the use of our APIs.
2. Copying, reproducing, or distributing our APIs or any part of our APIs without our written consent.
3. Using our APIs for any illegal, harmful, or malicious purposes.
4. Attempting to reverse engineer or decompile our APIs or any part of our APIs.
5. Using our APIs in a manner that would negatively impact our services or infrastructure, or that would cause harm or disruption to our Users.
6. Using our APIs to collect or harvest personal data, without obtaining appropriate consent from the individuals concerned.
7. Reselling, sublicensing, or otherwise commercializing our APIs or any part of our APIs.

Usage Limits

Ola Maps Platform Rate Limit(Per Minute)

Users shall not cross rate limits mentioned below while requesting responses-

Maps Platform APIs	Individual Users	Org Users - Non-sales channel	Org Users - Sales channel	Remarks
Reverse Geocoding	100	500	500	
Forward Geocoding	100	500	500	
Autocompletion	100	500	500	
Place Details	100	200	500	
Nearby Search	50	100	200	
Text Search	100	100	200	
Address validation	500	500	500	
Places Photo	100	200	500	

Nearby Search Advanced	50	100	200	
Places Details Advanced	100	200	500	
Geofencing Crud	100	500	500	
Geofencing List	100	500	500	
Geofencing Status	100	500	1000	
Elevation	100	250	500	
Directions	100	300	500	
Distance Matrix	20	50	100	- Single pair represents 1 API request - The number of Origin and Destination points multiplied would be limited to 50 in a single API Call thereby limiting the result to have 50 pairs
Snap to Road	20	50	100	- Single API invocation represents 1 API request - Max 50 coordinates in a single API call
Nearest Road	20	50	100	- Single API invocation represents 1 API request - Max 100 coordinates in a single API call
Route Optimisation	20	50	100	- Single API invocation represents 1 API request - Max 25 locations in a single API call
Fleet Planner	10	10	10	- Single API invocation represents 1 API request - Max of 20 vehicles and 100 packages
Speed Limits	25	25	25	- Single API invocation represents 1 API request - Max 50 locations in a single API call
Direction Basics	300	300	300	
Distance Matrix Basics	150	150	150	- Single pair represents 1 API request - The number of Origin and Destination points multiplied would be limited to 50 in a single API Call thereby limiting the result to have 50 pairs
Vector Tiles	300	600	1000	
Static Tiles	10	20	40	
3D Tiles	300	600	1000	
Street Level Imagery	300	600	1000	

Following terms mentioned in the policy shall mean-
- **Individual Users** : Non-organizational user group
- **Org Users Non-sales Channel** : Organizational user group not routed through the Ola sales channel.
- **Org Users Sales Channel** : Organizational user group routed through the Ola sales channel.

☐ **Note:**

If a user reaches the daily limit of a specific threshold of 150K requests for any Platform API on three separate days within a rolling 7-day period:

- A soft block will be applied for 24 hours.
- During this period, API responses will return the message: "Your account will be blocked till {unblock_date}. Contact support@olakrutrim.com for a free upgrade."

If a user has already been soft-blocked twice, they will be permanently blocked upon the third occurrence within the 7-day period.

- Daily limits are tracked separately for each service; however:
- Any violation resulting in a block will apply universally across all Platform services.

Enforcement

We reserve the right to take any action we deem necessary to enforce this Policy, including, but not limited to, limiting or suspending your access to our APIs, terminating your account, or taking legal action.

Changes to this Policy

We may revise this Policy at any time by posting the revised Policy on our website. Your continued use of our APIs after the effective date of any revisions to this Policy constitutes your acceptance of the revised Policy.

Contact Us

If you have any questions or concerns about this Policy, please contact us using the form at support@olakrutrim.com