

Fair Use Policy

Altis is subject to resource limitations which constitute reasonable use of the service. Human Made (“We”) reserve the right to limit, suspend, or terminate services which exceed resource limitations. We reserve the right to, at its sole discretion, amend or update these resource limitations.

If your use of Altis materially exceeds the use by similarly situated customers, we may offer to move you to a different plan or charge you for the additional use. If you refuse, we may place restrictions on your use of Altis.

Request Limits

HTTP requests in a given month shall not exceed more than 50 times the Included Usage specified in this contract.

Separately, the Page Views in a given month shall not exceed more than ten (10) times the Included Usage specified in this contract.

The number of write requests (POST, PUT, and DELETE HTTP requests) shall not exceed more than one-tenth of the Included Usage specified in this contract.

The operation of the service depends on effective caching as implemented by several caching functions in the provided modules and infrastructure. Effective caching must be implemented at all times; Altis may, from time to time, require you to change your caching settings if the caching is found to be ineffective and is leading to excessive server load.

Data Transfer

Total data transferred in a given Calendar Month shall not exceed more than 2.5 times the Included Usage specified in this contract, as measured in megabytes (defined as 1,000 bytes).

Altis includes this data transfer usage to facilitate serving Page Views to users; that is, to serve HTML pages, the images embedded within them, and related documents. Misuse of data transfer for other purposes is not permitted without explicit agreement; this includes the use of Altis as a generic download server, hotlinking images, or proxying services.

Data transfer may not be used to serve videos unless the separate Video add-on is purchased. This includes embedded and downloadable videos.

Altis Cloud provides an image optimization service called Tachyon, which replaces ahead-of-time image generation in WordPress. This service shall be used for all uploaded images to minimize bandwidth usage.

Uploaded Assets

Assets uploaded to the site, such as images and videos, are stored in an AWS S3 bucket. The total storage size shall not exceed 500GB for the Production Environment, and shall not exceed 100GB for Non-Production Environments.

Image files shall not exceed 30MB. Image assets must be one of the following types: JPEG, PNG, GIF, SVG, WebP.

Video files shall not be used unless the separate Video add-on is purchased. Video files shall not exceed 1GB. Video assets must be one of the following types: MP4.

Document assets shall not exceed 1GB. Document assets must be one of the following types: PDF.

Database Usage

The Content Database (which excludes uploaded assets) is stored in a MySQL database. The total storage size shall not exceed 200GB for the Production Environment, and shall not exceed 20GB for Non-Production Environments.

The number of tables within the MySQL database shall not exceed 100 per Site, including Included Sites and Add-On Sites.

Alongside the Content Database, a Redis database is used as a cache to improve performance using volatile storage. The number of items stored in the Redis database shall not exceed 10 million. Individual item size shall not exceed 100MB.

Redis automatically removes less-used items as the memory is filled in a process called “eviction”. The eviction rate of the Redis database shall not exceed 10% of the total items per hour (excluding mass deletion, called “flushing”). Mass deletions (flushing) shall not occur more than once per hour.

Application Server Usage

The Client Codebase and Altis Modules are executed on Linux servers (called the “application servers”) using PHP processes. The memory usage of a PHP process shall not exceed 384MB. The execution time of a PHP process shall not exceed 30 seconds.

The average CPU utilization of each application server measured across a month shall not exceed 90%. The average execution time of PHP processes measured across a month shall not exceed five (5) seconds.

Resource intensive processes should be offloaded to the Cavalcade service, which has higher limits.

The application server shall not be used to run other PHP-based software except for Altis and plugins or modules. This includes standalone forum software, standalone analytics tools, or other CMSes.

Scheduled Task Usage

Altis provides the Cavalcade task running service, used to run scheduled tasks or resource-intensive tasks offloaded from the web application servers. Cavalcade runs tasks on Linux servers using PHP processes.

The memory usage of a Cavalcade process shall not exceed 2GB. The execution time of a Cavalcade process shall not exceed 30 minutes.

The number of Cavalcade tasks shall not exceed 50,000 per month.

Shell Access

For applicable subscriptions, Altis provides Unix shell access through the Altis Dashboard, allowing customers to run long-running manual tasks such as migrations. Commands run through shell access are called “shell commands”.

The memory usage of a shell command shall not exceed 2GB. The execution time of a shell command shall not exceed 30 minutes.

Higher usage or longer-running tasks may be arranged at Altis’ discretion.

Codebase

Altis performs continuous integration and deployment functionality upon the Client Codebase, as specified by a customer-controlled build script. This processes the Client Codebase, downloads the Altis Modules and other third-party dependencies, and builds an artifact for deployment to servers.

The build script execution time shall not exceed 10 minutes.

The size of the built artifact shall not exceed 600MB. This limit may be altered up to 1.2GB at Altis’ discretion, subject to additional charges.

Email

Altis provides functionality to send email messages from the Client Codebase through Amazon Simple Email Service (SES). Email functionality is subject to strict deliverability metrics to ensure messages can be successfully delivered by Altis.

Email messages may fail to be delivered to the recipient, called a “bounce”. These may be “soft” bounces (temporary failures) or “hard” bounces (permanent failures). Hard bounces count towards the overall bounce rate (hard bounces as a percentage of all messages).

Email messages may be reported as spam by recipients, generating a “complaint”. Complaints count towards the overall complaint rate (complaints as a percentage of all messages).

Email bounce rate shall not exceed 5%. Email complaint rate shall not exceed 0.1%.

Failure to maintain sufficient bounce and complaint rates may lead to email services being temporarily or permanently suspended. Failure to correct issues leading to high bounce or complaint rates may result in your account being terminated, subject to the Acceptable Use Policy.