

Fair Use Update Notice



22 May 2026

Zap is replacing previous limits on scheduled refresh counts with limits on scheduled processing hours, measured on a rolling 7-day window.

1. What is changing

From 1 October 2026, Zap's Fair Use measures one thing: total scheduled processing hours over a rolling 7-day window. Subscribers can schedule processing at any time of day, in any pattern, up to their plan allowance. There are no daily trigger counts and no separate intraday, weeknight, or weekend windows.

This replaces the previous fair use model, which used daily scheduled refresh count limits and separate intraday, weeknight, and weekend runtime windows. From 1 October 2026, only total scheduled processing hours over a rolling 7-day window are measured.

2. Allowances

The scheduled processing hour allowances per plan are measured on a rolling 7-day window:

Plan	Allowance per rolling 7-day window
Silver	5 Hours
Gold	10 Hours
Platinum	20 Hours
Dedicated	No Limit

Each 10GB data pack adds one hour per rolling 7-day window. The data pack uplift does not apply to Dedicated.

3. Measurement

Scheduled processing hours measure the total runtime of all scheduled jobs on a subscriber's account, summed across the rolling 7-day window. On-demand refreshes remain unrestricted.

4. Enforcement

Zap pauses scheduled processing when usage exceeds the plan allowance. Zap notifies the account administrators and the owners of the affected models by email at the time of pausing. Paused jobs resume automatically as the rolling window advances and total usage falls back under the allowance.

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5. Warning Period

Subscribers exceeding the new allowance before 1 October 2026 receive a weekly warning email. Enforcement does not begin until on or after that date. The warning emails continue weekly until usage falls back under the allowance.

6. Available Actions

Subscribers approaching or exceeding the allowance can take any of the following actions:

- Subscribers can optimise their scheduled jobs to reduce processing hours used. Documentation is at [Optimize model processing time | Zap](#)
- Subscribers can use Zap AI to optimise their models. Subscribers without access can request early access through the account manager or support or wait for the imminent broader public beta.
- Subscribers can add a 10GB data pack to gain an additional hour per rolling 7-day window.
- Subscribers can move to a higher plan tier to increase the base allowance.
- Subscribers can move to a Dedicated environment, where scheduled processing limits do not apply.

Subscribers should contact the account manager for data packs, plan changes, or Dedicated pricing.

7. Notice

This notice is issued under the SaaS Fair Use Policy available at: [SaaS Fair Use Policy | Zap](#)

The SaaS Fair Use Policy forms part of, and is referenced by, the End User License Agreement available at: [End User License Agreement | Zap](#)

The predecessor SaaS Fair Use Policy dated 26-Apr-2022 remains available for reference at: [Legacy SaaS Fair Use Policy | Zap](#)