



OUR APPROACH TO FAIR USAGE

Our goal is to make legal assistance more accessible, affordable, and available to more South Africans. Fair usage principles help us ensure the platform remains sustainable and reliable for all users.

We don't believe token usage will be a limiting factor.

Most users will comfortably stay within their included allocation during normal usage. Our plans are intentionally designed to provide significantly more capacity than the average My AI Lawyer customer currently requires.

We've designed our token allocations around real customer behaviour. Based on the average My AI Lawyer user, your token allocation should provide up to 5x (five times) the average user's normal monthly usage.

Our most popular plan has well over 1 million tokens included and we are constantly working to reduce the token cost to provide you with more token usage, and questions at the same price.

What happens if I use more than expected?

In most cases, users will never exceed their included allocation. However, if unusually high usage is detected, we may suggest a more suitable plan or offer you additional top up bundles.

HOW TOKENS WORK

My AI Lawyer's AI services work using "tokens." Tokens are small pieces of text that the AI reads and generates when answering questions or creating responses. We are constantly looking for ways to make your tokens go further. A token is not the same as a word. As a general guide:

- 1 token is roughly $\frac{3}{4}$ of a word
- 100 tokens is about a short paragraph
- 1 000 tokens is about 1–2 pages of text

Tokens are used for:

- Questions or prompts you send to the AI
- Documents or messages uploaded for analysis
- The AI's responses back to you

For example:

A short legal question may use a few hundred tokens. Reviewing a long contract or generating detailed legal advice may use several thousand tokens

Because AI processing has a real operational cost, we apply fair usage limits to ensure the platform remains reliable, fast, and affordable for all users.

Excessive, automated, abusive, or unusually high-volume usage may result in:

- Temporary rate limiting
- Reduced access speeds
- Requests to move to a higher usage package or purchase additional tokens
- Suspension of service in cases of abuse

Our goal is not to restrict normal usage, but to prevent activity that negatively impacts the experience for other users.

FAIR USAGE PRINCIPLES APPLY

The number of messages you can send will vary based on your plan. For more information on your plan's usage, refer to the following resources.

Factors that affect your usage limits include:

- Message length
- File attachment size
- Current conversation length
- Tool usage (e.g., voice, drafting, contract review)

Our system also includes context caching that helps you optimize your limits. We remember context from your current conversation.

BEST PRACTICE WHEN USING AN AI PLATFORM

Start by planning your conversations

- Before starting a conversation with My AI Lawyer, consider the following:
- What specific information or assistance do you need?
- Can you combine multiple related questions into a single message?
- Is there any background information you can provide upfront?
- Planning helps reduce the number of back-and-forth messages needed.

Be specific and concise

- Provide clear, detailed instructions or questions in each message.
- Avoid vague queries that may require clarification.
- Include relevant context to help My AI Lawyer understand your needs better.

Leverage My AI Lawyer's chat search and memory capabilities

- All users can follow these guidelines to take advantage of My AI Lawyer's memory within a single chat:
- Refer back to previous information instead of repeating it.
- Use phrases like "As mentioned earlier" to build on earlier parts of the conversation.
- Users with certain paid plans (Digi, Plus, Pro) can prompt My AI Lawyer to search through previous conversations and reference relevant information in new chats. Giving My AI Lawyer access to additional context prevents you from needing to provide the same information repeatedly.

Batch similar requests in one message

If you have multiple related tasks or questions, group them in a single message. For example, instead of sending separate messages for each math problem, send them all in one message.

Review and edit your prompt before sending

Take a moment to review your message for clarity and completeness to reduce the need for follow-up messages.

Best practices for specific use cases

- For legal advice
 - Provide complete context about your matter in your initial message. In this message ask My AI Lawyer what else it may need to know to give you the best, most direct feedback on your matter.
- Voice enablement
 - Using voice works well for faster feedback, but uses more tokens. Decide when voice is required for your matter.
- For Contract Drafting assistance
 - Outline requirements, target audience, and key points comprehensively.
 - Send entire texts for editing in one message rather than breaking them up.
 - Provide any personal details you want included
- For agreement review, research and analysis



- Upload PDFs. My AI Lawyer cannot currently read images or other file formats.
- Clearly define your matter and what specifically you want to know about the agreement and define focus areas upfront.
- Provide all relevant data in a single, well-structured message.

By following these best practices, you can make the most efficient use of your My AI Lawyer plan token allocation.

ADDITIONAL ACCESS

If you have reached your token limit, we will provide you with the option to top up your access via our secure payment portal. Alternatively, you will need to wait until the start of your next billing period to start chatting again.

HUMAN LAWYER SUPPORT

Human Lawyer consultations are designed for guidance, clarification, and legal direction on specific matters. The service does not include ongoing legal representation, litigation management, court appearances, or continuous matter handling unless specifically agreed otherwise.

- Access to human legal advice is provided via telephonic consultation.
- Human lawyers are available during office hours only:
 - Monday to Thursday: 08h30 – 16h30
 - Fridays: 08h30 – 15h30
 - Public holidays are excluded
- A consultation is time based and calculated at 30 minutes or part thereof. To ensure you get the most out of your consultation be prepared with any documentation and questions you have, and plan your consultation.

FAIR USAGE TERMS

My AI Lawyer is designed to provide affordable, accessible, and scalable legal assistance to all users. To help us maintain a reliable, high-quality service, all plans are subject to reasonable and fair usage principles.

By using the platform, you agree that:

- Usage allocations are intended for normal personal use.
- Excessive, automated, abusive, exploitative, or system-disruptive usage is not permitted.
- Token allocations, plan features, and usage thresholds may be updated from time to time as the platform evolves.
- Unused monthly allocations do not roll over.
- Certain advanced features, including voice functionality, large document analysis, and drafting tools, may consume usage allocations faster than standard chat interactions.
- Human Lawyer support is limited to the scope of the applicable plan and does not constitute ongoing legal representation unless separately agreed in writing.
- My AI Lawyer may apply reasonable safeguards where usage materially exceeds normal patterns, including temporary throttling, requests to upgrade plans, additional access purchases, or account review.
- We aim to engage transparently and fairly with users before restricting access wherever reasonably possible.
- Plans may not be resold, shared across multiple unrelated users, or used to power third-party commercial services without written permission.
- We reserve the right to introduce temporary protective measures during periods of unusually high platform demand to preserve system stability for all users.

Our intention is not to limit legitimate use, but to ensure that all users continue to receive fast, reliable, and affordable access to legal assistance.