

Acceptable Use Policy

Last Updated August 6, 2026

This Acceptable Use Policy ("**AUP**") governs the use of the Services of PolarGrid Corporation ("PolarGrid"). Where a customer ("**Customer**") has entered into a Dedicated Server Master Service Agreement with PolarGrid (the "**Agreement**"), in which PolarGrid is the "**Provider**", this AUP is incorporated into the Agreement by reference, and capitalized terms used but not defined in this AUP have the meanings given to them in the Agreement.

Customer is responsible for all use of the Services by its personnel, end users, and any third party accessing the Services through Customer's account or infrastructure, and for their compliance with this AUP. The following activities are prohibited:

1. SPAM/UCE, SPIM, and SPIT

Sending unsolicited email, telephone, or messaging contacts without recipient consent; operating open mail relays or open proxies; forging or falsifying headers or sender information; or hosting, advertising, or supporting any of the foregoing, whether or not the messages originate from the Services. Customer must comply with Canada's Anti-Spam Legislation and all other Applicable Law governing commercial electronic messages.

2. Illegal content and/or activities

Hosting, advertising, or supporting any content or activity that violates Applicable Law.

3. Malicious content and/or activities

Using the Services to develop, deploy, host, store, transmit, or distribute any program, script, code, or file designed to cause harm, including malware, viruses, ransomware, botnets, and denial-of-service attacks, or to launch or participate in any attack against any system or network.

4. Resource abuses

Resource abuse occurs when any action (intentional or unintentional) consumes excessive system resources (e.g., CPU, memory, disk I/O) in a manner that degrades performance or negatively impacts other customers or equipment. Examples include:

- Sustained overuse beyond the reasonable capacity of Customer's subscribed plan.
- Activities that disrupt shared infrastructure (e.g., excessive CPU or disk I/O on non-dedicated platforms).

- Operating workloads that materially degrade the performance, latency, or availability of the Services for other customers sharing the same physical infrastructure.

5. Cryptocurrency Mining and Related Activities

Cryptocurrency mining, blockchain validation or node operation, and similar distributed-ledger workloads, except with PolarGrid's prior written consent.

6. Resource Usage Guidelines

PolarGrid maintains ample available resources on its physical hardware, meaning Customer is entitled to fully utilize the resources allocated to Customer's plan, subject to the following:

Bare Metal Plans: Full resource utilization is allowed without restriction, except where illegal, malicious, or abusive activities are involved.

AI Model Endpoints: Customer has access to its allocated usage of AI Model Endpoints, provided usage adheres to this AUP.

VDS Plans: Customer has unrestricted access to 100% of its allocated CPU and GPU with no artificial limits, provided usage adheres to this AUP. Sustained overuse isn't typically an issue here since resources are dedicated, but activities violating other AUP terms (e.g., illegal or malicious use) still apply. Disk I/O limits apply on all VDS plans except Cloud GPU plans as every GPU has its own private dedicated disk.

VPS Plans: CPU Bursting is permitted, and PolarGrid evaluates usage based on the 95th percentile over a monthly period. However, sustained overuse of CPU resources such as: running processes that consistently demand high computational power over extended periods without meaningful variation or purpose may be considered abuse if it impacts shared infrastructure. For example, prolonged high CPU usage for tasks like speculative workloads or inefficient scripts, rather than legitimate bursts for dynamic projects, could trigger a review. PolarGrid monitors for patterns that disrupt fairness or stability, not just occasional spikes.

Shared Infrastructure Considerations: On non-dedicated platforms (e.g., VPS, VDS), disk I/O use must remain within reasonable limits to avoid degrading performance for others. Excessive disk operations that disrupt shared systems will be treated as resource abuse.

PolarGrid monitors system performance to ensure fairness and reliability for all customers. While PolarGrid does not impose arbitrary caps, PolarGrid reserves the right to address usage patterns that harm the stability or performance of PolarGrid's infrastructure.

Violation of this AUP may result in suspension or termination of the Services and termination of the Agreement in accordance with the terms of the Agreement.