



Tenable Cloud Overage Process

Last Revised: Tuesday, August 22, 2023

Addressing License Overages

End User License Agreement

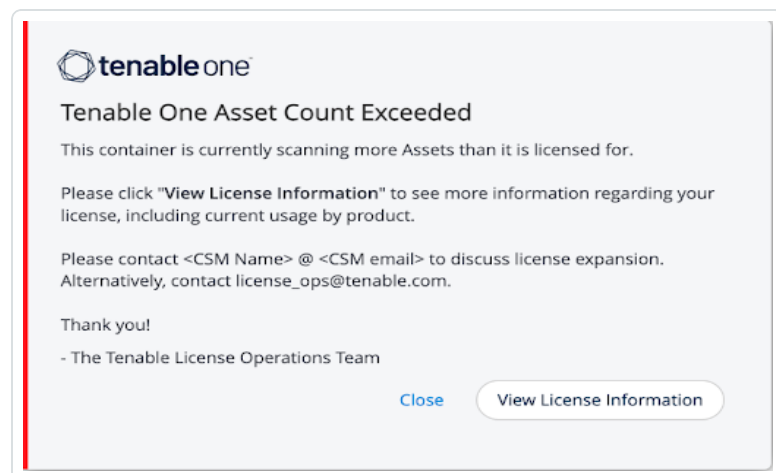
As set forth in the [Tenable EULA](#), within Section 4 (Products), Customers must purchase licenses to cover their product usage.

Platform License Information

Users can [view](#) purchased licenses and license usage metrics via the “View License Information” button in the user interface.

Product Notifications

If customers exceed their license count for more than three consecutive days, they will receive notifications within their Tenable product that provides overage information, hygiene information, Tenable contact information, and also links for helpful tips to remedy overuse. An email notification is also sent to any primary contacts associated with the account. These notifications continue until license overage is resolved.



Continued Overage & Reduced Product Functionality

Should customers continue to overuse their license, additional in-product notifications appear in the Tenable Cloud Platform. After 45 days of consecutive overage, reduced product functionality will occur within the product, including disabling of export and scan functionality. Tenable will make reasonable

efforts to communicate directly with customers to discuss options prior to reduced product functionality.

Reduced product functionality is implemented if an investigation by our Tenable licensing team concludes additional licenses are required and there is no good faith effort to correct the overage, or if there is a prolonged non-response to requests to correct an identified overage.

License Hygiene & Compliance

Tenable provides several resources to help customers to comply with contracted licenses:

- [Tenable Scan Best Practices](#)
- [Asset Ageout Feature Usage](#)
- [Manual Asset Delete](#)

True-up License Purchase

If it is determined that additional licenses are required, a “True-Up” quotation is provided to the customer. This quotation is based on the most recent usage data in conjunction with feedback from the customer on the appropriate license count.

For example, if the report indicates that the average product usage is 2000 assets and the customer currently has a subscription for 1000 assets, then a quotation is provided for the additional 1000 assets. The True-Up process does not address retroactive usage, but focuses on future licensing.