



Service Limits Guide

Copyright © 2025 OneStream Software LLC. All rights reserved.

All trademarks, logos, and brand names used on this website are the property of their respective owners. This document and its contents are the exclusive property of OneStream Software LLC and are protected under international intellectual property laws. Any reproduction, modification, distribution or public display of this documentation, in whole or part, without written prior consent from OneStream Software LLC is strictly prohibited.

Table of Contents

Service Limits	1
Database	1
Power BI Export Row Limits	1
Email Message Size Limits	2
Transaction Matching Limits	2
AI Solutions	3
SensibleAI Forecast Target Limits	3
SensibleAI Essentials Package and SensibleAI Studio - Standard Limits	3

Service Limits

Database

Storage – Database storage space included with the Service is the greater of: (i) 512 gigabytes, or (ii) 4 gigabytes per User (Platform – Standard User or Platform – Reporting User) in aggregate for the entire Service. Additional storage capacity is available for purchase subject to additional fees.

Power BI Export Row Limits

OneStream Power BI Certified Connector is a separately priced Solution and additional fees will apply.

Export Rows included with the OneStream Power BI Solution are limited in accordance with the table below:

OneStream Power BI Certified Connector	Export Row Limitation in Millions of Rows Exported Monthly (Export Row Limit)	
Customer Company Size* <i>*As set out in the applicable Order Schedule</i>	Daily Refresh Enabled	Intraday Refresh Enabled
0-5,000 Employees	1,000,000	2,000,000

Service Limits

OneStream Power BI Certified Connector	Export Row Limitation in Millions of Rows Exported Monthly (Export Row Limit)	
5,001-25,000 Employees	10,000,000	20,000,000
25,001 + Employees	100,000,000	200,000,000

Customer use of the OneStream Power BI Certified Connector is subject to the above defined limits. Customer is responsible to ensure their data export activities comply with these limits. Increased Export Row Limits may be available for purchase subject to additional fees.

Email Message Size Limits

The maximum email message size is 40 Mb per message. This limit includes the file size of attachments and base64 encoding.

Transaction Matching Limits

Transaction Matching functionality included with the Close – Standard and Close – Reporting Solutions is limited to 100,000 Transactions per month in aggregate for the entire Service, without any carryover of any unused Transactions to any following month(s). Transaction shall be defined as a single row of data loaded and stored into the transaction matching infrastructure. Additional Transaction entitlements are available for purchase subject to additional fees.

AI Solutions

SensibleAI Forecast Target Limits

Fees will be calculated based on the number Targets defined in the customer Order Schedule.

“Target” means a data element in the SensibleAI™ Solution in which: i) Customer historical data is ingested; and ii) forecast data is generated by the SensibleAI™ Solution.

Targets are consumed across both production and non-production environments.

SensibleAI Essentials Package and SensibleAI Studio - Standard Limits

The following limits apply to use of SensibleAI Essentials Package and SensibleAI Studio – Standard:

1. A maximum of 3000 Invocations per calendar quarter of LLM Chat Models surface through SensibleAI Studio and Xperiflow Business Rules.
2. A maximum of 300,000 LLM Embedding Generations per calendar quarter.
3. A maximum of 100,000 Code Scan Units per calendar quarter.

Any unused Invocations, LLM Embedding Generations or Code Scan Units may not be rolled over and consumed during a subsequent calendar quarter.

“Invocation” means a single call or execution of a service, function, or model within the Platform.

“LLM Embedding Generation” means single operation where an LLM embedding model processes one discrete sub-set of text to produce its numeric embedding representation.

Service Limits

“Code Scan Unit” means single evaluation that checks a specific code file (“Scan Item”) against one Condition, returning any matching instances within that file.

“Condition” means predefined coding pattern or issue (e.g., “Unnecessary Logging Statements”, “Nested SQL loops”) that the scanning process searches for within a Scan Item.