

Dear DocuSign Support and Sales Team,

we are currently evaluating the implementation of a DocuSign **Enterprise** and/or **IAM** agreement and, before making a final decision, we require a **clear, written confirmation** regarding the **signing (envelope) and sending limits**, particularly in connection with **automations** and **API usage**.

We understand that within the Enterprise/IAM context, the term “**unlimited envelopes**” is often used. However, for our specific use case it is critical to understand **how exactly “unlimited” is defined** and **which sending methods it applies to**.

### **Planned Use (Short Overview)**

Electronic signing will be largely **automated**, including via:

- the **DocuSign API**
- **JotForm** (as an external form builder)
- **custom development / proprietary software**

Usage will **not** be exclusively manual via the DocuSign **Web** or **Mobile** app.

The expected volume is **high and variable**, therefore we require a **scalable solution** that is **contractually clear** and **free of hard limits**.

### **Binding Clarification – Please Answer Clearly**

We kindly request a **written confirmation** of the following:

#### **1) Unlimited Envelopes**

Does “unlimited” in the **Enterprise / IAM plan** also apply when envelopes are sent:

- via the **DocuSign API**
- via **JotForm**
- or via a **custom integration?**

## 2) If Restrictions Apply

If there are any restrictions:

- What **specific limits** apply in these scenarios?
  - (e.g., **monthly / yearly / per account**)
- Can these limits be **contractually expanded to “unlimited”**?

## 3) Costs & Add-ons

Do any additional fees, add-ons, or volume-based pricing apply for:

- **API usage**
- **automations / integrations**
- external form builders (e.g., **JotForm**)?

## Objective

Our objective is a **contractually unambiguous** setup in which:

- the number of signatures is effectively **unlimited**
- **regardless of the sending method**  
(Web App, API, external tools, custom software)
- with **no monthly or annual envelope quotas**

Additionally, we would appreciate your assessment of:

- which **IAM variant (Standard / Professional / Enterprise)** is specifically required for this use case
- whether you can provide a suitable offer including a **clear contractual clause** confirming the **unlimited** nature of envelopes/signatures

We are also happy to discuss this with you personally at short notice.

Alternatively, you can reach me:

- via my **business WhatsApp: +44 7858 827 067**
- or directly via **Zoom appointment:**  
<https://www.teissl.info/en/book-appointment/>

Thank you for your support and feedback.



Sincerely,

**Lukas Günther Teissl**

**CEO | Lukas Teissl Consulting GmbH**

SourceWeb · LionInterGroup

 **Book an appointment:**

[www.teissl.info](http://www.teissl.info)

 **Private (Tel. / WhatsApp): +43 660 8064 600**

 **Business WhatsApp: [+44 7858 827 067](https://www.whatsapp.com/business/profile/447858827067)**

