



# Acceptable Usage Policy

This Acceptable Usage Policy (“AUP”) is an agreement between Buyer and Seller Services covered under the MSA for Service Orders accepted by Seller, submitted by Buyer. The AUP defines acceptable uses and standards for the normal operation of Services by the Buyer.

1. **Software Service Usage.** Where Services ordered by Buyer and accepted by Seller are delivered in the form of access to software and have been completed and delivered to Buyer for use the following policies will apply:
  - a. **Installation and Use.**  
Seller grants the Buyer the right to install and use copies of the software on Buyer’s owned or leased infrastructure running a licensed copy of the operating system and other dependencies for which the software was designed.
  - b. **Information Use.** Buyer may use the software provided in the Services for information collection, storage, management, and retrieval of business related information and Buyer and any User’s will not substitute decision making by any Person based solely on the software but rather will regard any information provided by use of the software as a best effort to provide the most recent information available. Any information provided by the software that directly impacts the Buyer’s or User’s ability to make decisions in the operation of the business should strictly be considered as recommendations only. The software features provided, such as, but not limited to, geocoding of addresses or locations, cannot be guaranteed by the Seller to be accurate, and therefore the Buyer and User’s must continue to make sound business decisions based on all relevant information on not solely on the information provided by the software. All software is designed to be a supplement to the Customers existing methods of communication and data exchange and is not designed as the primary method of communication with employees and/or ambulances. Software and services are not to be used by the Buyer as the sole/primary method of communication or data exchange in any emergency or urgent situations presented in the operations of their business.
  - c. **Access.** Seller grants the Buyer specific access/usage rights based upon the EULA of the relevant Services requested by Buyer and in a Service Order and accepted by Seller.
  - d. **Backup Copies.** Buyer may make copies of the software as may be necessary for backup and archival purposes.
2. **Support Requests.**
  - a. **Issues/Defects.** Issues and defects shall be reported by the Buyer through the use of electronic mail at the address [support@emsanyware.com](mailto:support@emsanyware.com) or by telephone: 866-624-8960. Reported issues/defects will be assigned a ticket number for tracking purposes and will be managed by the Seller in the order they are received. Seller will provide feedback to Person reporting the issue/defect or their designated agent through electronic mail or telephone as requested by the reporting Person.
  - b. **Configuration Changes.** Changes to existing or new configuration settings, installation site/location, user access, or any other customization shall be reported by the Buyer to the Seller through electronic mail or by using the appropriate method as defined in the Definitions and General Terms Section 6 which is posted under the Terms & Conditions link at [www.vlitech.com](http://www.vlitech.com). If Seller is required to perform work or services to effect the identified change, a service ticket will be created and will be completed upon the Seller’s review and acceptance of such change request. In the event that any Charges are incurred by Seller to complete the requested changes, Seller will notify Buyer prior to any work or service being completed for Buyer’s approval.
  - c. **Business Day.** Seller cannot guarantee availability of support staff outside of normal business hours as defined in the Definitions and General Terms, however, Seller will at its sole discretion make every attempt to resolve issues in a timely manner. Should after hours support be required by Buyer, Seller’s review and acceptance of such support offering and Buyer’s review and acceptance of any applicable Charges will be required in writing prior to any offering to be in effect.