

VCaaS powered by Cisco Services User Document

Pinnaca provides its services including any new features, software and mobile applications, subject to the following Terms of Service. We reserve the right, at our sole discretion, to change or modify portions of these Terms of Service at any time without further notice.

Service Description:

The Services are designed to allow users to communicate by video conference from multiple platforms and services.

Service Obligations:

VCaaS powered by Cisco services are sold to individuals for use only under the terms of the service below. These services are granted to individuals to use the application on any specified device that they own or control. Individuals may not rent, lease, lend, sell, or re-distribute the service.

By using these services, an individual accepts these terms:

Before use of the service, a Named User Account will be assigned to a device or to one individual, the "User" device or the "Named" user's account, assigned to an individual person.

Named User Account is limited to one individual user. The service permits usage by only the "Named" individual and they may install and use the service across devices they use for their own personal use. Only one individual is allowed to use the service at the same time. The Named user can create coSpaces for their use. The Named user needs to be a participant in any coSpace meetings created by Named user. The application is not intended for Named users to create coSpaces for others to use without their participation.

The single Named user of the service may access and use the software installed on the device remotely from any other device. They may allow other users to access the service and/or coSpaces to join multi-participant meetings. They do not need additional service accounts for this access. No other person may use the service under the same Named User Account at the same time for any other purpose. Pinnaca reserves the right to perform audits of the service's usage to check adherence to these service obligations.

You may be required to register with Pinnaca in order to access and use certain features of these Services. If you choose to register for these Services, you agree to provide and maintain true, accurate, current and complete information about yourself.

Member Account, Password and Security:

You are responsible for maintaining the confidentiality of your password and account, if any, and are fully responsible for any and all activities that occur under your password or account. You agree to (a) immediately notify Pinnaca of any unauthorized use of your password or account or any other breach of

security. Pinnaca will not be liable for any loss or damage arising from your failure to comply with this Section.

Mobile Services:

The Services includes certain services that are available via a mobile device, including (i) the ability to transmit content to the Service via a mobile device, (ii) the ability to browse the Service from mobile device and (iii) the ability to access certain features through an application downloaded and installed on a mobile device. To the extent you access the Service through a mobile device, your wireless service carrier's standard charges, data rates and other fees may apply.

User Conduct:

You are solely responsible for all video, images, information data, text, software, music, sound, photographs, graphics, messages or other materials that you stream, upload, post, publish, display, transmit or email or otherwise post or use via the Service. Pinnaca reserves the right to investigate and take appropriate legal action against anyone who, in Pinnaca's sole discretion, violates appropriate use conduct, including without limitation, blocking or removing the offending content from the Service, suspending or terminating the account of such violators and reporting you to the law enforcement authorities

Account Creation and Management Policy:

Pinnaca adheres to strict Account Creation and Management Policies

Only Pinnaca Support Center personnel have access to create and manage the system. This provides customers with extra security by purposely limiting access to the management system.

Strict/Complex Password Policies are enforced on the system to provide customers with passwords that are not generic or unsafe in nature.

WebRTC Support:

Pinnaca will provide Customer support to a user utilizing WebRTC for "Named User Accounts."

If a "Named User" provides a "Non-Named User" with a WebRTC link to join a conference and the "Non-Named User" has issues, the "Named and Non-Named Users" must **jointly** contact Pinnaca's Support Center. The Pinnaca's Support Center will assist the "Non-Named User" with troubleshooting WebRTC functionality, account login support and accessing the VCaaS web portal or accessing a specific VCaaS coSpace.

The Pinnaca's Customer Support Center **will not** assist the "Non-Named User" with browser application installation, wireless and/or wired network configuration, webcam, microphone and/or speaker installations or firewall configurations.

Pinnaca will supply additional FAQ and support documentation for troubleshooting WebRTC issues on Pinnaca's website under the Support tab.