

# My Software Group Ltd.



MY SOFTWARE GROUP

# My Healthcare Package – Product Schedule

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## PRODUCT SCHEDULE – My Healthcare Package

### (Software as a Service Specific Terms)

This Product Schedule forms part of the **Master Software as a Service (SaaS) Agreement** (the “**Master Agreement**”) between **My Software Group Ltd** (the “**Provider**”) and the Customer.

This Product Schedule sets out the Service-specific commercial terms applicable to the Customer’s subscription to the **My Healthcare Package**.

All capitalised terms have the meanings given in the Master Agreement unless otherwise defined in this Product Schedule.

#### 1. Product Overview

- a. **Product Name:** My Healthcare Package
  
- b. **Description:** A combined software bundle providing access to My ePCR electronic patient care reporting and My Dispatch dispatch and tracking systems, together with the My Operations web-based administrative dashboard for oversight, compliance monitoring, auditing, event management, and user administration.
  
- c. **Environment:**
  - i. Mobile applications (iOS and Android)
  - ii. Web-based dispatch console (browser or installable web app)
  - iii. Web-based administrative dashboard (browser or installable web app)
  
- d. **Service Type:** Software as a Service (SaaS) with support.
  
- e. Access to the Software requires an active subscription. Downloading the mobile applications alone does not grant usage rights.

## **2. Subscription Scope**

- a.** The subscription includes:
  - i.** My ePCR mobile application access
  - ii.** My Dispatch mobile application access
  - iii.** Dispatch console access
  - iv.** My Operations admin dashboard
  - v.** Event and workflow management tools
  - vi.** Cloud record storage and management
  - vii.** Reporting, compliance and audit tools
  - viii.** User management tools
  - ix.** Email/helpdesk support

## **3. Authorised Users**

### **a. Included Users**

- i.** The base subscription includes five (5) app users.

### **b. Additional Users**

- i.** Additional users are charged at £0.40 per user per month.

**c.** Users form a shared user pool across both My ePCR and My Dispatch and may be assigned access to either or both systems through the My Operations dashboard.

**d.** User increases, decreases, cancellations or other billing changes must be requested directly through the Provider.

**e.** Users added during a billing period are charged on a pro-rata basis from the date of activation to the end of that billing period.

**f.** Users removed or reduced remain chargeable until the end of the current billing period. No refunds, credits or pro-rata adjustments are provided for decreases or unused periods.

- g. The Customer is responsible for managing user access and credentials.

#### **4. Fees and Billing**

- a. **Base Fee:** £45 per month
- b. **Billing Period:** Monthly
- c. **Billing Method:** Charged in advance
- d. **Renewal:** Automatic monthly renewal
- e. The My Healthcare Package is offered at a discounted combined price compared to purchasing My ePCR and My Dispatch separately. If either Service is removed, standalone pricing may apply.
- f. All Fees are non-refundable. Cancellation prevents renewal only and takes effect at the end of the current billing period.

#### **5. Hardware**

- a. **Hardware Not Included**

No hardware is included with the subscription.

- b. **Optional Device Purchases**

Compatible devices may be purchased separately through the Provider's online store. Where purchased:

- i. Ownership transfers to the Customer upon delivery and payment in full
- ii. Hardware is supplied separately from the Services
- iii. Purchases do not extend or modify any subscription terms

- c. Devices may optionally be configured with the Provider's mobile device management (MDM) system where used with an active subscription. MDM will be removed when the Services end in accordance with the Master Agreement.
- d. Hardware purchases are final and non-refundable except where required by law or where the Hardware is faulty or not as described.
- e. The Provider is not obliged to accept returns or provide refunds for change of mind, over-ordering, cancellation of Services, or unused devices.

**6. Device Compatibility and Support**

- a. My ePCR may be used on compatible third-party or Customer-owned devices.
- b. My Dispatch is an operational dispatch and tracking system and may require dedicated or restricted devices in accordance with the My Dispatch Product Schedule.
- c. Devices configured or managed for My Dispatch may operate in restricted or kiosk mode and may be limited to My Dispatch and Provider-approved operational applications only.
- d. Devices configured for My Dispatch may not be suitable for general-purpose or multi-application use.
- e. Where the Customer requires both Services, separate devices may be necessary.
- f. Only devices supplied directly by the Provider and configured and managed by the Provider through its MDM systems are fully supported by the Provider.
- g. Devices not supplied, configured and managed by the Provider — including devices of the same make or model obtained elsewhere — are not supported devices.

- h.** The operational and device requirements of each individual Service continue to apply separately.
- i.** Where the Customer elects to use any third-party or personal devices, the Customer is solely responsible for device suitability, configuration, maintenance, security, connectivity and performance. The Provider does not guarantee compatibility, performance or support for those devices.

**7. Connectivity Add-Ons (SIM Services)**

- a.** Optional multi-network SIM cards are available at £5 per month.
- b.** SIM services:

  - i.** Renew monthly unless cancelled
  - ii.** May be purchased independently of any Software subscription
  - iii.** Are provided as connectivity services only.
- c.** The Provider does not guarantee network availability, signal strength, coverage or telecommunications performance.

**8. Support**

- a.** The Provider supplies:

  - i.** Email/helpdesk support
  - ii.** Bug fixes
  - iii.** Reasonable technical assistance
- b.** Support is provided during UK business hours unless otherwise notified.

## **9. Customer Responsibilities**

- a.** The Customer shall:
  - i.** Ensure all users comply with the End User Licence Agreement
  - ii.** Manage user access securely
  - iii.** Ensure lawful handling of patient and personal data
  - iv.** Maintain suitable devices, connectivity and operating environments
  - v.** Ensure devices meet the Provider's minimum technical requirements
  - vi.** Comply with the operational requirements of each individual Service.

## **10. Healthcare and Regulatory Use**

- a.** The Software is administrative and operational only. It is not intended for clinical diagnosis, treatment or life-critical decision-making and is not certified or regulated as a medical device.
- b.** The Customer remains solely responsible for clinical decisions and regulatory compliance.

## **11. Termination Effects**

- a.** Upon termination or expiry:
  - i.** Access to the Services ceases
  - ii.** Customer Data export is available in accordance with the Master Agreement
  - iii.** Purchased devices remain the Customer's property
  - iv.** MDM is removed from Customer-owned devices
  - v.** SIM and optional services cease billing at the end of the relevant period
  - vi.** Any requirements under the My ePCR or My Dispatch Product Schedules continue to apply separately to each Service

## **12. Acceptance**

- a.** By selecting, activating, subscribing to, paying for, or using My Healthcare Package through the Provider's website or onboarding process, the Customer confirms it is authorised to act on behalf of its organisation and agrees to this Product Schedule and the Master Software as a Service (SaaS) Agreement.