

## MY DISPATCH – ACCEPTABLE USE POLICY

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### 1. SCOPE AND INTERPRETATION

- a. This Acceptable Use Policy ("AUP") applies to all Customers and Authorised Users accessing the My Dispatch Software and Service (the "Service") provided by My Software Group Ltd. ("We", "Us", "Licensor").
- b. This AUP is incorporated by reference into the SaaS Agreement and End User Licence Agreement (EULA). In the event of any conflict between this AUP and the SaaS Agreement, the Order of Precedence set out in Clause 10.5 of the SaaS Agreement shall apply.
- c. The purpose of this AUP is to ensure the stability, security, and affordability of the Service by clearly defining permitted actions, prohibiting misuse, and establishing specific limits on resource consumption.

### 2. PERMITTED USE

- a. You may use the Service solely for internal business purposes related to healthcare dispatch, crew monitoring, and incident management. The Service is not intended for personal or consumer use.
- b. You are explicitly permitted to create an unlimited number of incident reports, job allocations, and crew logs, provided such records are generated manually by a human user during normal business operations.
- c. You may use the mobile application to track the live location of Your Authorised Users (Crews) throughout their active shifts for the purposes of safety and dispatch efficiency.
- d. Authorised Users may update their status (e.g., "Mobile", "At Scene", "Clear") as frequently as is operationally required by the incident they are attending.

### **3. PROHIBITED MISUSE**

- a. To prevent service degradation and manage database costs, You agree not to:
  - i. Use any robot, spider, scraper, script, or other automated means to access the Service for any purpose, including monitoring or copying data.
  - ii. Manually refresh the Service (Web Dashboard or Mobile App) at an excessive frequency. The Service is a "live" system designed to update automatically in real-time. We define excessive usage as more than once per minute from a single user or IP address.
  - iii. Attempt to decipher, decompile, disassemble, or reverse engineer any of the software comprising the Service.
- b. Access is restricted to "Authorised Users" as defined in the SaaS Agreement.
- c. You may not share a single set of login credentials among multiple employees to avoid purchasing additional licences.
- d. You may not maintain more than one (1) active simultaneous session per Authorised User account. Concurrent sessions are strictly prohibited.

### **4. USAGE LIMITS AND CHARGES**

- a. Your Subscription fee covers standard business usage. The Service is optimised for specific concurrent loads based on the number of active Events You manage.
- b. Additional charges for usage in excess of the limits below are calculated as follows:
  - i. Time-based limits (Training/Support, Operational Hours) are rounded up to the nearest full hour.
  - ii. Unit-based limits (Incidents, Dispatchers) are charged per individual unit or block as specified in the schedule.

- c. The following table outlines the concurrent usage limits included in Your subscription and the charges applicable if You exceed them. We reserve the right to charge You for overages in accordance with Clause 4.8 of the SaaS Agreement.

Resource / Activity	Included in Subscription	Excess Cost / Consequence
Event Frequency	Max <b>3</b> Active Events per <b>7-day</b> period.	<b>Event Surcharge:</b> A one-off fee of £40.00 applies for each additional active event created within a 7-day period.
Concurrent Dispatchers (Web)	<b>4</b> Dispatchers active simultaneously per Event.	<b>Capacity Surcharge:</b> Usage exceeding 4 simultaneous dispatchers on a single event will incur a charge of £7.00 per additional dispatcher.
Concurrent Crews (Mobile)	<b>25</b> Crews active simultaneously per Event.	<b>Capacity Surcharge:</b> Usage exceeding 25 active crews tracking on a single event will incur a charge of £10.00 for each block of 5 additional crews (or part thereof).
Total Operational Hours	<b>150</b> Hours per month (Aggregate Event Duration).	<b>Extended Operations Surcharge:</b> Usage exceeding 150 hours of active event time per month reflects a higher sustained database load. A surcharge of £3.00 will apply for every 1 additional hour (rounded up to the nearest hour).
Incident Volume	<b>6,000</b> Incidents per month (averaged over <b>30 days</b> ).	<b>Volume Surcharge:</b> Exceeding this volume significantly increases database storage and read costs. A surcharge of £0.25 (25p) will apply per 1 additional incident.
Support Services	<b>Email Support Only</b> (Technical Defects & Bugs).	<b>Training &amp; Config Support:</b> "How-to" requests, training, or manual event configuration will be charged at £30.00 per hour (rounded up to the nearest full hour).
Concurrent Sessions	Max <b>1</b> active session per User credentials.	<b>Not Permitted:</b> Concurrent sessions are not allowed. If a second login is detected, the previous session will be terminated immediately.
Database Load	Normal manual usage (No automated scripts).	<b>Suspension:</b> Detection of automated scripts or manual refreshing exceeding once per minute will result in immediate suspension of the offending User account.

## 5. ENFORCEMENT AND REMEDIES

- a. We reserve the right to monitor usage metrics, including but not limited to API calls, active session counts, and database throughput, to verify compliance with this AUP.

- b. If We determine that You have violated this AUP:
  - i. We will attempt to notify You and request that You remedy the violation.
  - ii. If the violation is not remedied, or if the violation causes immediate harm to the Service, We may suspend Your access immediately without liability pursuant to Clause 6.6 of the SaaS Agreement.
  - iii. We may adjust Your monthly fees or take an additional payment to cover the cost of excessive resource usage.

## **6. CONTACT**

- a. If you have any questions regarding this Acceptable Use Policy or need to request a higher usage limit for a specific large-scale event, please contact us by emailing [info@mysoftwaregroup.co.uk](mailto:info@mysoftwaregroup.co.uk). Alternatively you can call us on 01980 345850.