

# Terms and Subscription Agreement

## Applied Answers, Inc. Terms and Subscription Agreement for Tuyu

BY REGISTERING FOR, OR USING APPLIED ANSWERS, INC. ("AAI") SERVICES OR PRODUCTS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") GOVERNING YOUR USE OF THE AAI ONLINE SERVICE (THE "SERVICE"). IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO SUCH ENTITY. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MAY NOT USE THE SERVICE.

### Welcome

As part of the Service, AAI will supply use of the Service, including a browser interface, data encryption, transmission, access and storage. Registration for, or use of, the Service shall be deemed to be your agreement to abide by this Agreement including any materials available on the AAI or filetransfers.net sub-domain incorporated by reference herein, including but not limited to AAI's privacy and security policies. For reference, a Definitions section is included at the end of this Agreement.

### Privacy & Security

AAI requires customers who register to use the service to provide contact information and financial qualification and billing information. All information collected by AAI is confidential. We may use the information to contact customers to further discuss customer interest in AAI and to send information regarding AAI. Customer email addresses will not be distributed or shared in any way. Customers can at any time opt of out being contacted by or, or receiving such information from us, at any time by sending an email to [custservice@tuyu.io](mailto:custservice@tuyu.io). Note that because the Service is a hosted, online application, AAI occasionally may need to notify all users of the Service (whether or not they have opted out as described above) of important announcements regarding the operation of the Service.

### License Grant & Restrictions

AAI hereby grants you a non-exclusive, non-transferable, worldwide right to use the Service subject to the terms and conditions of this Agreement. All rights not expressly granted to you are reserved by AAI.

You shall not (a) license, sub-license, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service or the Content in any way; (b) modify or make derivative works based upon the Service or the Content; (c) create Internet "links" to the Service or "frame" or "mirror" any Content on any other server or wireless or Internet-based device; or (d) reverse engineer or access the Service in order to (i) build a competitive product or service, (ii) build a product using similar ideas, features, functions or graphics of the Service, or (iii) copy any ideas, features, functions or graphics of the Service. Licenses cannot be shared or used by more than one individual Licensee.

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## Your Responsibilities Under the Subscription Agreement or as a Trial User

You are responsible for all activity occurring under your account(s) and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with your use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data. The following rules and conditions shall apply:

1. You will notify AAI immediately of any unauthorized use of any password or account or any other known or suspected breach of security.
2. You will report to AAI immediately and use reasonable efforts to stop immediately any copying or distribution of Content that is known or suspected by you or your Users.
3. You will not impersonate another AAI user or provide false identity information to gain access to or use the Service.
4. You will provide current, accurate, and complete information when registering for the Service. You will promptly inform AAI if any of your account information changes (such as a change of address, a change of email address, the closing of an email account, the cancellation of a credit card, etc.), and if you do not inform AAI of the change, AAI has the right to take appropriate action to protect its interests. In return, AAI will maintain the information you provide in accordance with our Privacy Policy (as amended from time to time), which is available on the Site.
5. You must comply with and not attempt to disable or circumvent any security device or procedure associated with the Site or the Service. You agree you are responsible for maintaining the confidentiality of the password you choose to use in conjunction with the Service. You may not allow anyone else to use your account without prior, written approval of AAI. You agree that AAI will not be liable for any loss you may incur as a result of someone else using your password, either with or without your knowledge. You agree not to impersonate anyone else, or falsely represent your affiliation with any other person or entity.
6. You will not use the Site or Service, in whole or in part, for any unlawful purpose. It is not the responsibility of AAI to monitor your activities to insure compliance with any federal, state, or local laws or regulations, although AAI reserves the right to do so at its discretion.
7. You are solely responsible for all your activities when using the Service, including, without limitation, all content you transmit through the Site or with the Service. AAI is not responsible for the content of other persons (including, without limitation, Viruses or content available through links). AAI does not have an obligation to monitor your activities, your content, or the content of other person, although AAI reserves the right to do so in its sole discretion. AAI may take any action with respect to your activities, your content, or the content of any other person as AAI deems necessary (including, without limitation, accessing, reading, preserving, disclosing, removing, or refusing to distribute the same) in order to (1) satisfy any applicable law or governmental order, (2) enforce the Agreement or investigate any potential violation of the Agreement, (3) detect, prevent, or otherwise address acts of fraud or security or technical issues, (4) respond to requests for

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Support Services, (5) protect the rights, property, or safety of AAI or any person or preserve any of the foregoing from liability, or (6) exercise any other right or remedy available to AAI.

8. You will do nothing to impair the normal operation of the Site or Service, and you will do nothing to restrict or inhibit any other person from using and enjoying the Site and Service. You will acknowledge that the speed of transfers and the performance of other site transactions is wholly dependent on the integrity and performance of the common and public internet connection between you and Tuyu. You will also acknowledge that a web application such as Tuyu has certain performance limitations not associated with local computers and networks. You will do nothing that will damage or disable the Site or Service. You will not attempt to access unauthorized information or content belonging to any other party using the Site or Service.
9. You will not use the Service to send chain letters, unsolicited commercial email (also known as spam), junk email, or other unsolicited messages; transfer any material that is protected by any patent, trademark, trade secret, copyright or other proprietary rights of any party unless you have sole ownership over that material or have received all necessary consents to distribute that material; transmit files that contain viruses, Trojan horses, worms, corrupted files, or any other software, programs, or code that may damage the operation of another's computer or the data or property of another (a "Virus"); or transmit any material that is harmful to minors. AAI may supplement this list of prohibited activities from time to time, which will be effective upon notice to you and/or posting on the Site.
10. You consent that AAI, in its sole discretion, may disclose any information about you, your account, or your activities regarding the Service that AAI deems necessary to satisfy any applicable law, regulation, legal process or governmental request or enforce the Agreement. The Site and the Service is offered, stored, and processed in the United States. By using the Service, you consent to transfer of information outside of your country.
11. You acknowledge that when using the Service, your personal data is temporarily stored on our servers as part of the normal operating process of providing the Service. Regardless of any encryption used, or other precautions taken, you understand that AAI cannot guarantee complete privacy concerning the files you transmit over the Service. You agree that AAI has no responsibility or liability for the deletion, corruption, or failure to store any data stored or transmitted by the Service. You agree that you are responsible for keeping back-up copies of all files uploaded to the Service and that AAI has not agreed to provide archival, or backup service.

## Support Services

During the term and for Paid Users, the Service includes (a) a reasonable amount of assistance in the use of the Service and reasonable diagnosing and attempting to resolve problems with the use or delivery of the Service, and (b) updates and revisions to the Site and Services that AAI elects to provide to Paid Users generally (collectively, the "Support Services"). Support Services are only provided during AAI's regular business hours and exclude weekends and accepted holidays. AAI may condition the timing and delivery of Support Services in whatever method or manner it chooses, which may include communication via email or through live phone support. AAI has no obligation to provide any other assistance, support, maintenance, or other services or to perform any assistance by any other method, such as at your location or involving issues unrelated to AAI's services. If AAI, in its sole discretion, agrees to provide any additional services, such additional service shall be governed by these Terms.

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## Account Information and Data

AAI does not own any data, information or material that you submit to the Service in the course of using the Service ("Customer Data"). You, not AAI, shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use of all Customer Data, and AAI shall not be responsible or liable for the deletion, correction, destruction, damage, loss or failure to store any Customer Data. AAI reserves the right to withhold, remove and/or discard Customer Data without notice for any breach, including, without limitation, your nonpayment. Upon termination for cause, your right to access or use Customer Data immediately ceases, and AAI shall have no obligation to maintain or forward any Customer Data.

## Intellectual Property Ownership

AAI alone shall own all right, title and interest, including all related Intellectual Property Rights, in and to AAI's Technology, the Content and the Service and any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by you or any other party relating to the Service. This Agreement is not a sale and does not convey to you any rights of ownership in or related to the Service, AAI's Technology or the Intellectual Property Rights owned by AAI or Applied Answers, Inc. AAI's name, AAI's logo, and the product names associated with the Service are trademarks of AAI, Applied Answers, Inc. or third parties, and no right or license is granted to use them.

## Charges and Payment of Fees

You shall pay all fees or charges to your account according to the fees, charges, and billing terms in effect at the time a fee or charge is due and payable. You are responsible for paying for all licenses ordered for the entire License Term, whether or not such licenses are actively used. You must supply to AAI a valid credit card or approved purchase order information as a condition of signing up for the Service.

## Billing and Renewal

AAI charges and collects, in advance, for use of service. AAI will automatically renew and charge your credit card each month for monthly licenses, or for each non-monthly term to be at least 12 months or longer, on the subsequent anniversary date, predicated by your sign-up date, for non-monthly licenses. The renewal charge will be equal to the then-current license fee in effect at the time of the renewal. Fees for other services will be charged on an as-quoted basis.

At AAI's discretion, terms of 12 months may be invoiced as long as the first three months of the term are paid by credit card, in advance of commencement of service. The invoice, payable to AAI, must be received 15 days from the date of the invoice. The amount of the invoice shall be for the balance of the term, less the three months charged to your credit card in advance of the commencement of service. This shall apply to all purchase order licenses as well.

AAI's fees are exclusive of all taxes, levies, or duties imposed by taxing authorities, and you shall be responsible for payment of all such taxes, levies, or duties, excluding only United States or applicable state and local taxes based solely on AAI's income.

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If you believe your charge is incorrect, you must contact us in writing within 180 days of the invoice date of the invoice containing the amount in question to be eligible to receive an adjustment or credit.

## Nonpayment and Suspension

Along with any other rights granted to AAI herein, AAI reserves the right to suspend or conclude this Agreement and your access to the Service if your account becomes delinquent (falls into arrears). Delinquent invoices (accounts in arrears) are subject to interest of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is less, plus all expenses of collection. You will continue to be charged for licenses during any period of suspension. If you or Applied Answers, Inc. initiates termination of this Agreement, AAI does not waive the right to collect the balance due on your account computed according to the Charges and Payment of Fees section above. You agree that AAI may charge such unpaid fees to your credit card or otherwise bill you for such unpaid fees.

AAI reserves the right to impose a reconnection fee in the event you are suspended and thereafter request access to the Service. You agree and acknowledge that AAI has no obligation to retain Customer Data and that such Customer Data may be irretrievably deleted if your account is 30 days or more delinquent.

## Termination upon Expiration/Reduction in Number of Licenses

The Initial Term, or Minimum Term, will be three months, or the subscription term length if longer than one month as determined by your election during the subscription process, starting on the date you agree to pay for the Service. Upon the expiration of the Initial Term, this Agreement will automatically renew for successive renewal terms equal in duration to one month or one year, depending on your term election during the subscription process. Either party may conclude this Agreement or reduce the number of licenses, effective only upon the expiration of the then current License Term, by notifying the other party in writing at least seven (7) business days before the date of the invoice for the following term. In the case of free trials, notifications provided through the Service indicating the remaining number of days in the free trial shall constitute notice of termination. In the event this Agreement is concluded (other than by reason of your breach), all active file transfers will remain active for 30 days from the date the free trial starts but no new file transfers can be made. You agree and acknowledge that AAI has no obligation to retain the Customer Data (files), and may delete such Customer Data (files), after all transfers are completed after termination.

## Termination for Cause

Any breach of your payment obligations or unauthorized use of the AAI Technology or Service will be deemed a material breach of this Agreement. AAI, in its sole discretion, may suspend your access, account or use of the Service if you breach or otherwise fail to comply with this Agreement. In addition, AAI may conclude a free account at any time in its sole discretion. You agree and acknowledge that AAI has no obligation to retain the Customer Data, and may delete such Customer Data, if you have materially breached this Agreement, including but not limited to failure to pay outstanding fees, and such breach has not been cured within 30 days of notice of such breach.

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## Representations and Warranties

Each party represents and warrants that it has the legal power and authority to enter into this Agreement. AAI represents and warrants that it will provide the Service in a manner consistent with general industry standards reasonably applicable to the provision thereof and that the Service will perform substantially according to the online AAI help documentation under normal use and circumstances. You represent and warrant that you have not falsely identified yourself nor provided any false information to gain access to the Service and that your billing information is correct.

## Mutual Indemnification

You shall indemnify and hold AAI, its licensors and each such party's parent organizations, subsidiaries, affiliates, officers, directors, employees, stockholders, attorneys and agents harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including attorneys' fees and costs) arising out of or in connection with: (i) a claim alleging that use of the Customer Data infringes the rights of, or has caused harm to, a third party; (ii) a claim, which if true, would constitute a violation by you of your representations and warranties; or (iii) a claim arising from the breach by you or your Users of this Agreement, provided in any such case that AAI (a) gives written notice of the claim promptly to you; (b) gives you sole control of the defense and settlement of the claim (provided that you may not settle or defend any claim unless you unconditionally release AAI of all liability and such settlement does not affect AAI's business or Service); (c) provides to you all available information and assistance; and (d) has not compromised or settled such claim.

Likewise, AAI shall indemnify and hold you and your parent organizations, subsidiaries, affiliates, officers, directors, employees, attorneys and agents harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including attorneys' fees and costs) arising out of or in connection with: (i) a claim alleging that the Service directly infringes a copyright, a U.S. patent issued as of the Effective Date, or a trademark of a third party; (ii) a claim, which if true, would constitute a violation by AAI of its representations or warranties; or (iii) a claim arising from breach of this Agreement by AAI; provided that you (a) promptly give written notice of the claim to AAI; (b) give AAI sole control of the defense and settlement of the claim (provided that AAI may not settle or defend any claim unless it unconditionally releases you of all liability); (c) provide to AAI all available information and assistance; and (d) have not compromised or settled such claim. AAI shall have no indemnification obligation, and you shall indemnify AAI pursuant to this Agreement, for claims arising from any infringement arising from the combination of the Service with any of your products, service, hardware or business process(s).

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## Disclaimer of Warranties

AAI AND ITS LICENSORS MAKE NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY OR COMPLETENESS OF THE SERVICE OR ANY CONTENT. APPLIED ANSWERS, INC. AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT (A) THE USE OF THE SERVICE WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) THE SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (C) ANY STORED DATA WILL BE ACCURATE OR RELIABLE, (D) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (E) ERRORS OR DEFECTS WILL BE CORRECTED, OR (F) THE SERVICE OR THE SERVER(S) THAT MAKE THE SERVICE AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE SERVICE AND ALL CONTENT IS PROVIDED TO YOU STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY AAI AND ITS LICENSORS.

## Internet Delays

AAI SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF THE INTERNET AND ELECTRONIC COMMUNICATIONS. AAI IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.

## Limitation of Liability

IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM YOU IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT LEADING TO SUCH CLAIM. IN NO EVENT SHALL EITHER PARTY AND/OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THIS SERVICE, INCLUDING BUT NOT LIMITED TO THE USE OR INABILITY TO USE THE SERVICE, OR FOR ANY CONTENT OBTAINED FROM OR THROUGH THE SERVICE, ANY INTERRUPTION, INACCURACY, ERROR OR OMISSION, REGARDLESS OF CAUSE IN THE CONTENT, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT OR SUCH PARTY'S LICENSORS HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## Additional Rights

Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental, consequential or certain other types of damages, so the exclusions set forth above may not apply to you.

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## Local Laws and Export Control

This site provides services and uses software and technology that may be subject to United States export controls administered by the U.S. Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control, and other U.S. agencies and the export control regulations of the European Union. The user of this site ("User") acknowledges and agrees that the site shall not be used, and none of the underlying information, software, or technology may be transferred or otherwise exported or re-exported to countries as to which the United States and/or the European Union maintains an embargo (collectively, "Embargoed Countries"), or to or by a national or resident thereof, or any person or entity on the U.S. Department of Treasury's List of Specially Designated Nationals or the U.S. Department of Commerce's Table of Denial Orders (collectively, "Designated Nationals"). The lists of Embargoed Countries and Designated Nationals are subject to change without notice. By using the Service, you represent and warrant that you are not located in, under the control of, or a national or resident of an Embargoed Country or Designated National. You agree to comply strictly with all U.S. and European Union export laws and assume sole responsibility for obtaining licenses to export or re-export as may be required. This site may use encryption technology that is subject to licensing requirements under the U.S. Export Administration Regulations, 15 C.F.R. Parts 730-774 and Council Regulation (EC) No. 1334/2000. AAI and its licensors make no representation that the Service is appropriate or available for use in other locations. If you use the Service from outside the United States of America and/or the European Union, you are solely responsible for compliance with all applicable laws, including without limitation export and import regulations of other countries. Any diversion of the Content contrary to United States or European Union (including European Union Member States) law is prohibited. None of the Content, nor any information acquired through the use of the Service, is or will be used for nuclear activities, chemical or biological weapons, or missile projects, unless specifically authorized by the United States government or appropriate European body for such purposes.

## Notice

AAI may give notice by means of a general notice on the Service, electronic mail to your e-mail address on record in AAI's account information, or by written communication sent by first class mail or prepaid post to your address on record in AAI's account information. Such notice shall be deemed to have been given upon the expiration of 48 hours after mailing or posting (if sent by first class mail or prepaid post) or 12 hours after sending (if sent by email). You may give notice to AAI (such notice shall be deemed given when received by AAI) at any time by email to AAI at the [custservice@Tuyu.com](mailto:custservice@Tuyu.com).

## Modification to Terms

AAI reserves the right to modify the terms and conditions of this Agreement or its policies relating to the Service at any time, effective upon posting of an updated version of this Agreement on the Service. You are responsible for regularly reviewing this Agreement. Continued use of the Service after any such changes shall constitute your consent to such changes.

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## Assignment

This Agreement may not be assigned by you without the prior written approval of AAI but may be assigned without your consent by AAI to (i) a parent or subsidiary, (ii) an acquirer of assets, or (iii) a successor by merger. Any purported assignment in violation of this section shall be void.

## Regarding U.S. Customers

This Agreement shall be governed by Georgia law and controlling United States federal law, without regard to the choice or conflicts of law provisions of any jurisdiction, and any disputes, actions, claims or causes of action arising out of or in connection with this Agreement or the Service shall be subject to the exclusive jurisdiction of the state and federal courts located in San Francisco, Georgia. No text or information set forth on any other purchase order, preprinted form or document (other than an Order Form, if applicable) shall add to or vary the terms and conditions of this Agreement. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the invalid or unenforceable provision(s), with all other provisions remaining in full force and effect. No joint venture, partnership, employment, or agency relationship exists between you and AAI as a result of this agreement or use of the Service. The failure of AAI to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by AAI in writing. This Agreement, together with any applicable Order Form, comprises the entire agreement between you and AAI and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein.

## Definitions

As used in this Agreement and in any Order Forms now or hereafter associated herewith: "Agreement" means these online terms of use, any Order Forms, whether written or submitted online via the Online Order Center, and any materials available on the AAI website specifically incorporated by reference herein, as such materials, including the terms of this Agreement, may be updated by AAI from time to time in its sole discretion; "Content" means the audio and visual information, documents, software, products and services contained or made available to you in the course of using the Service; "Customer Data" means any data, information or material provided or submitted by you to the Service in the course of using the Service; "Initial Term" means the initial period during which you are obligated to pay for the Service equal to your billing frequency (e.g., if the billing frequency is monthly, the Initial Term is the first three successive months); "Intellectual Property Rights" means non-patented inventions, patent applications, patents, design rights, copyrights, trademarks, service marks, trade names, domain name rights, mask work rights, know-how and other trade secret rights, and all other intellectual property rights, derivatives thereof, and forms of protection of a similar nature anywhere in the world; "License Term(s)" means the period(s) during which you are licensed to use the Service; "Order Form(s)" means the form evidencing the initial subscription for the Service and any subsequent order forms submitted online or in written form, specifying, among other things, the number of licenses, the amount of concurrent capacity, or other services contracted for, the applicable fees, the billing period, and other charges as agreed to between the parties, each such Order Form to be incorporated into and to become a part of this Agreement (in the event of any conflict between the terms of this Agreement and the terms of any such Order Form, the terms

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of this Agreement shall prevail); "Online Order Center" means AAI's online subscription center. "AAI Technology" means all of AAI's proprietary technology (including software, hardware, products, processes, algorithms, user interfaces, know-how, techniques, designs and other tangible or intangible technical material or information) made available to you by AAI in providing the Service; "Service(s)" means the specific edition of AAI's online file transfer service, developed, operated, and maintained by AAI, accessible via the worldwide web at various designated web sites or IP addresses, or ancillary services rendered to you by AAI, to which you are being granted access under this Agreement, including the Technology and the Content; "User(s)" means your employees, representatives, consultants, contractors, agents, customers, clients, and associates who are authorized to use the Service and have been supplied user identifications and passwords by you (or by AAI at your request).

## Questions or Additional Information:

If you have questions regarding this document or wish to obtain additional information please contact us at 888.753.2245, ext. 701 or email us at [custservice@tuyu.io](mailto:custservice@tuyu.io).