

HEAT 9
License Limits and Definitions

License Limits

You may use only one copy of the Licensed Software installed on one server accessing one database. A remote user accessing the Licensed Software (via a web-enabled product) is considered to be utilizing one concurrent user license.

You agree not to copy the Licensed Software except a copy may be made for backup and disaster recovery purposes, or as described in the Documentation accompanying the Software.

Should You exceed Your licensed number of Users, then You agree to pay the full list price for the excess Users and any additional Server or other product licenses required for such additional Users in accordance with FrontRange Solutions pricing program, as well as the full Maintenance and Support Fee related to these additional products.

Note regarding HEAT Web-based Call Logging

HEAT 9.0 through HEAT 9.5 include HEAT Web-based Call Logging which is licensed under the same EULA however FrontRange Solutions reserves the right to license each product separately in future releases.

Note also that HEAT Web-based Call Logging does not support and will not function with unspecified HEAT licenses, such as site licenses.

If you would like more information about HEAT Web-based Call Logging please contact your FrontRange sales representative.

Definitions

- a. **Concurrent User:** A Concurrent User is a license that can be used by any Authorized User, but only by one at any given time.
- b. **Server:** A server is one application machine.
- c. **Database:** A database is one set of data files.

Capitalized terms not defined herein shall have the meanings set forth in the applicable End-User License Agreement.

These definitions are as of January 2010.