

HEAT® SELF SERVICE
License Limits and Definitions

License Limits

One HEAT Self Service license allows an unlimited number of concurrent users to access the HEAT database system via the Web for the sole purpose of submitting new issues and viewing and updating existing issues. A FrontRange customer's external customers may also use HEAT Self Service for the sole purpose stated above and this is not a violation of the service bureau restriction in the EULA. This HEAT Self Service license does not expand Your number of authorized concurrent users for HEAT and may only be used in conjunction with one HEAT system (operating on one database).

HEAT License Required. In order for You to use HEAT Self Service, You must have a valid license for the latest corresponding version of the HEAT[®] product. Your license to HEAT Self Service will automatically terminate upon termination of Your license to HEAT.

Should You exceed Your License Limits, then You agree to pay the full list price for the excess usage in accordance with FrontRange Solutions pricing program, as well as the full Maintenance and Support Fees related to the additional products.

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. **Database:** A database is one set of data files.

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

These definitions are as of January 1, 2010.