

## Descripción del Servicio

### Weather Company Operations Dashboard

Esta Descripción del Servicio describe el Servicio de Cloud. Los documentos de pedidos aplicables proporcionan precios y detalles adicionales sobre el pedido del Cliente.

#### 1. Servicio de Cloud

##### 1.1 Ofertas

El Cliente puede seleccionar entre las siguientes ofertas disponibles.

##### 1.1.1 Weather Company Operations Dashboard

IBM Cloud Service for Weather Company Operations Dashboard (Servicio de Cloud) utiliza interfaces de programación de aplicaciones y aplicaciones basadas en entornos web y móviles que permiten al Cliente recibir Datos. "Datos" significa datos meteorológicos y tipos de datos de mercados específicos, entregados a través del Servicio de Cloud (incluyendo, sin limitación, previsiones, mapas, alertas y gráficos) según se describe en esta Descripción del Servicio.

##### 1.2 Servicios Opcionales

Las siguientes ofertas son complementos opcionales de Weather Company Operations Dashboard.

##### 1.2.1 Weather Company Operations Dashboard for Ground Transportation

Este paquete incluye el acceso a los Datos siguientes:

Componente	Descripción
Weather Company Operations Dashboard for Ground Transportation Add-on	Este servicio es una aplicación basada en entornos web y móviles para su uso en tabletas, teléfonos y ordenadores que ofrece un acceso localizado, interactivo y responsable a los servicios de tiempo y tráfico, permitiendo a las empresas con activos en movimiento combinar información en tiempo real con previsiones y alertas para tomar decisiones empresariales críticas y mejorar la eficacia operativa.

##### 1.2.2 Weather Company Operations Dashboard for Retail

Este paquete incluye el acceso a los Datos siguientes:

Componente	Descripción
Weather Company Operations Dashboard for Retail Add-on	Este servicio es una aplicación basada en entornos web y móviles para su uso en tabletas, teléfonos y ordenadores que ofrece un acceso localizado, interactivo y responsable a los servicios de tiempo y tráfico, permitiendo a las empresas con activos en movimiento combinar información en tiempo real con previsiones y alertas para tomar decisiones empresariales críticas y mejorar la eficacia operativa.

##### 1.2.3 Weather Company Operations Dashboard for Oil & Gas

Este paquete incluye el acceso a los Datos siguientes:

Componente	Descripción
Weather Company Operations Dashboard for Oil & Gas Add-on	Este servicio es una aplicación basada en entornos web y móviles para su uso en tabletas, teléfonos y ordenadores que ofrece un acceso localizado, interactivo y responsable a conjuntos de datos de tiempo globales y a conjuntos de datos pertinentes adicionales que permitan a las empresas petroleras y gasísticas con activos en cualquier lugar del mundo combinar información en tiempo real con previsiones y alertas para tomar decisiones empresariales críticas y mejorar la eficacia operativa.

Componente	Descripción
Weather Company Operations Dashboard for Oil & Gas – Sites	Este servicio proporciona la integración en tiempo real de los datos de los radares adquiridos por el Cliente dentro de la aplicación basada en entornos web y móviles. Los Clientes pueden comprar uno o más radares; una vez instalados, los datos se transmiten de nuevo a IBM, donde se procesan y se ponen a disposición dentro de la aplicación basada en entornos web y móviles en tiempo real.
Weather Company Operations Dashboard for Oil & Gas with Radar	Este servicio es una aplicación basada en entornos web y móviles para tabletas y teléfonos que ofrece un acceso localizado, interactivo y responsable a los servicios meteorológicos globales junto con los datos en tiempo real para uno o más radares adquiridos por el Cliente. Los radares pueden instalarse en cualquier parte del mundo y servir como un medio para proporcionar datos valiosos en tiempo real en partes remotas del mundo. Además, se visualizan otros conjuntos de datos pertinentes que permiten a las empresas petroleras y gasísticas con activos en cualquier lugar del mundo combinar información en tiempo real con previsiones y alertas para tomar decisiones empresariales críticas y mejorar la eficacia operativa.

#### 1.2.4 Weather Company Operations Dashboard Solution Systems

Este paquete incluye el acceso a lo siguiente:

Componente	Descripción
Weather Company Operations Dashboard for Oil & Gas – Radar System	Radar System, que incluye Programas, Código Bajo Licencia por Separado y un sistema HP que es una Máquina No-IBM, se vende con cada radar adquirido por el Cliente. Radar System está conectado al radar; lee y transmite los datos en tiempo real grabados por el radar a IBM.

## 2. Fichas de Características de Protección y Tratamiento de Datos

El Anexo de Tratamiento de Datos (DPA) de IBM, en <http://ibm.com/dpa>, y las Fichas de Características de Protección y Tratamiento de Datos (referidas como fichas de datos o Suplementos del DPA) en los enlaces siguientes proporcionan información adicional de protección de datos para los Servicios de Cloud y sus opciones sobre los tipos de Contenido que pueden tratarse, las actividades de tratamiento involucradas, las características de protección de datos y detalles específicos sobre la retención y la devolución de Contenido. El DPA se aplica siempre que el Reglamento General de Protección de Datos (GDPR) europeo (UE/2016/679) resulte de aplicación a los datos personales incluidos en el Contenido.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=BFF1AB404A4311E79342EA59690D4322>

## 3. Nivel de Servicio y Soporte Técnico

### 3.1 Contrato de Nivel de Servicio (SLA)

IBM proporciona al Cliente el siguiente acuerdo de nivel de servicio (SLA) de disponibilidad. IBM aplicará la compensación aplicable más alta en función de la disponibilidad acumulativa del Servicio de Cloud, como se muestra en la tabla siguiente. El porcentaje de disponibilidad se calcula como el número total de minutos en un mes contratado, menos el número total de minutos de Inactividad del Servicio en un mes contratado, dividido por el número total de minutos en un mes contratado. La definición de Inactividad del Servicio, el proceso de reclamación y la información acerca de cómo ponerse en contacto con IBM con respecto a los problemas de disponibilidad del servicio se encuentran en el manual de soporte del Servicio de Cloud de IBM, en la dirección

[https://www.ibm.com/software/support/saas\\_support\\_overview.html](https://www.ibm.com/software/support/saas_support_overview.html).

<b>Disponibilidad</b>	<b>Crédito (% de la tarifa de suscripción mensual*)</b>
Menos del 99,9%	2%
Menos del 99%	5%
Menos del 95%	10%

\* La tarifa de suscripción es el precio contratado para el mes que está sujeto a la reclamación.

## 3.2 Soporte Técnico

El Soporte Técnico para el Servicio de Cloud, incluyendo detalles de contacto de soporte, niveles de gravedad, horas de disponibilidad de soporte, tiempos de respuesta y otros procesos e información de soporte, se encuentra seleccionando el Servicio de Cloud en la guía de soporte de IBM disponible en la dirección <https://www.ibm.com/support/home/pages/support-guide/>.

## 4. Cargos

### 4.1 Métricas de Cargo

Las métricas de cargo por el Servicio de Cloud se especifican en el Documento Transaccional.

Se aplican a este Servicio de Cloud las métricas de cargo siguientes:

- Un Usuario Autorizado es un usuario exclusivo a quien se ha concedido acceso a los Servicios de Cloud de forma directa o indirecta (por ejemplo, a través de un programa, dispositivo o servidor de aplicaciones multiplexor) mediante cualquier método.
- Un Dispositivo Cliente es cualquier dispositivo que solicita o recibe mandatos, procedimientos o aplicaciones de ejecución desde un entorno de servidor que accede a los Servicios de Cloud.
- Un ID de Entidad es un identificador único para cualquier entidad identificada dentro de los Servicios de Cloud.
- Una Instancia es cada acceso a una configuración específica de los Servicios de Cloud.
- Los Ingresos Totales en dólares estadounidenses son la cantidad total de las ventas anuales del Cliente y otras fuentes de ingresos como se indica en el informe público más reciente emitido por el Cliente, o por empresas no públicas, según se indique en el último informe financiero auditado del Cliente. Las divisas que no son dólares estadounidenses se convierten a su equivalente en dólares estadounidenses de acuerdo con la tabla de unidades de conversión de [http://www.ibm.com/software/passportadvantage/conversion\\_unit\\_table.html](http://www.ibm.com/software/passportadvantage/conversion_unit_table.html).

## 5. Términos Adicionales

Para los Acuerdos de Servicio de Cloud (o acuerdos de cloud base equivalentes) firmados antes del 1 de enero de 2019, se aplican las condiciones disponibles en <https://www.ibm.com/acs>.

### 5.1 Verificación

El Cliente: i) mantendrá y facilitará, cuando se le solicite, registros, y resultados generados por las herramientas del sistema, en la medida que sea razonablemente necesario para que IBM y su auditor independiente puedan verificar el cumplimiento por parte del Cliente del presente Contrato, y ii) pedirá, a la mayor brevedad, cualesquiera derechos de titularidad requeridos y pagará los cargos adicionales a los precios de IBM en vigor en ese momento y por cualquier otra responsabilidad o cargo que se determinase como resultado de dicha verificación, tal como IBM especifica en la factura. Estas obligaciones en relación con la verificación permanecerán en vigor durante la vigencia del Servicio de Cloud y los dos años siguientes.

### 5.2 Software de Habilitación

El Servicio de Cloud contiene el software de habilitación siguiente:

- BOOST
- CLÁUSULA BSD-3
- MIT

- Microsoft Windows

El software de habilitación siguiente se proporciona al Cliente bajo las condiciones siguientes:

Weather Company Operations Dashboard for Android	<a href="https://www-03.ibm.com/software/sla/sladb.nsf/displayLIs/11DE6B4E0088700C8525827F003B2CEB?OpenDocument">https://www-03.ibm.com/software/sla/sladb.nsf/displayLIs/11DE6B4E0088700C8525827F003B2CEB?OpenDocument</a>
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### 5.3 Terminación del Servicio

Tras el vencimiento o la terminación de la suscripción del Cliente, se eliminarán las credenciales del Cliente para acceder al Servicio de Cloud.

### 5.4 Limitaciones de Uso por País

El Cliente es responsable de, y las obligaciones de IBM en virtud de esta Descripción del Servicio quedarán condicionadas a ello, la determinación por parte del Cliente de si su propio uso de los Datos es admisible y, en la medida necesaria, la obtención de todas las licencias, permisos, aprobaciones o autorizaciones necesarios de cualquier entidad o agencia gubernamental en el país o territorio en el que opera o bien utiliza los Datos.

### 5.5 Materiales "Tal Cual"

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### 5.6 Condiciones adicionales para Weather Company Operations Dashboard Solution Systems

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- Cargos, Impuestos, Pago y Verificación

El Cliente: i) mantendrá, y facilitará cuando se le solicite, registros, resultados generados por las herramientas del sistema, y dará acceso a las instalaciones del Cliente, en la medida que sea razonablemente necesario para que IBM y su auditor independiente puedan verificar el cumplimiento por parte del Cliente del presente Acuerdo, incluyendo las licencias y métricas de los

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- HP (Apéndice C)
- Creative Commons (Apéndice D)

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Sin perjuicio de lo anterior, las nuevas estaciones de trabajo de HP incluyen una garantía de 5 años con servicio el siguiente día laborable proporcionado por HP, excluyendo vacaciones.

## Avisos e Información

AVISOS E INFORMACIÓN PARA LOS SISTEMAS DE SOLUCIONES DE WEATHER COMPANY OPERATIONS DASHBOARD.

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### TABLA DE CONTENIDO

ESTE ARCHIVO DE AVISO DE IBM CONSTA DE LO SIGUIENTE

APARTADOS:

- BOOST
- CLÁUSULA BSD-3
- MIT

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### Última actualización en julio de 2016

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- a. **Applicability.** This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as mail, calendar, contacts, music and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.
- b. **Additional terms.** Depending on your device's capabilities, how it is configured, and how you use it, additional Microsoft and third party terms may apply to your use of certain features, services and apps.
  - (1) Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at ([aka.ms/msa](#)). You can view these terms and policies by looking at the service terms of use or the app's settings, as applicable; please read them. The services may not be available in all regions.
  - (2) The manufacturer or installer may also preinstall apps, which will be subject to separate license terms.

- (3) The software may include third party software such as Adobe Flash Player that is licensed under its own terms. You agree that your use of Adobe Flash Player is governed by the license terms for Adobe Systems Incorporated at ([aka.ms/adobeflash](http://aka.ms/adobeflash)). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- (4) The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgements, if any, for the third party program can be view at ([aka.ms/thirdpartynotices](http://aka.ms/thirdpartynotices)).

## 2. Installation and Use Rights.

- a. **License.** The software license is permanently assigned to the device with which you acquired the software. You may only use the software on that device.
- b. **Device.** In this agreement, "device" means a physical hardware system with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.
- c. **Restrictions.** The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:
  - (1) use or virtualize features of the software separately;
  - (2) publish, copy (other than the permitted backup copy), rent, lease, or lend the software;
  - (3) transfer the software (except as permitted by this agreement);
  - (4) work around any technical restrictions or limitations in the software;
  - (5) use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;
  - (6) reverse engineer, decompile, or disassemble the software, or attempt to do so, except and only to the extent that the foregoing restriction is (a) permitted by applicable law; (b) permitted by licensing terms governing the use of open source components that may be included with the software; or (c) required to debug changes to any libraries licensed under the GNU Lesser General Public License which are included with and linked to by the software; and
  - (7) when using Internet-based features you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.
- d. **Multi use scenarios.**
  - (1) **Multiple versions.** If when acquiring the software, you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
  - (2) **Multiple or pooled connections.** Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.
  - (3) **Device connections.** You may allow up to 20 other devices to access the software installed on the licensed device for the purpose of using the following software features: file services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. The 20 connection limit applies to devices that access the software indirectly through "multiplexing" or other software or hardware that pools connections. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.
  - (4) **Remote access.** Users may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.

- (5) **Remote assistance.** You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user's computer, usually to correct problems.
  - (6) **POS application.** If the software is installed on a retail point of service device, you may use the software with a point of service application ("POS Application"). A POS Application is a software application which provides only the following functions: (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions, and/or (ii) provide information directly and indirectly to customers about available products and services. You may use other programs with the software as long as the other programs: (i) directly support the manufacturer's specific use for the device, or (ii) provide system utilities, resource management, or anti-virus or similar protection. For clarification purposes, an automated teller machine ("ATM") is not a retail point of service device.
  - (7) **Cloud Computing Devices.** If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. "Desktop functions," as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes but is not limited to email, word processing, spreadsheets, database, scheduling, network or internet browsing and personal finance.
  - (8) **Desktop Functions.** If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.
- e. **Specific Use.** The manufacturer designed the licensed device for a specific use. You may only use the software for that use.
  - f. **Backup copy.** You may make a single copy of the software for backup purposes, and may also use that backup copy to transfer the software if it was acquired as stand-alone software, as described below.

### 3. Privacy; Consent to Use of Data.

Your privacy is important to us. Some of the software features send or receive information when using those features. Many of these features can be switched off in the user interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement available at ([aka.ms/privacy](http://aka.ms/privacy)), and as may be described in the user interface associated with the software features.

### 4. Transfer

- a. **Software preinstalled on device.** If you acquired the software preinstalled on a device, you may transfer the license to use the software directly to another user, only with the licensed device. The transfer must include the software and, if provided with the device, an authentic Windows label including the product key. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software.
- b. **Stand-alone software.** If you acquired the software as stand-alone software, you may transfer the software to another device that belongs to you. You may also transfer the software to a device owned by someone else if (i) you are the first licensed user of the software and (ii) the new user agrees to the terms of this agreement. You may use the backup copy we allow you to make or the media that the software came on to transfer the software. Every time you transfer the software to a new device, you must remove the software from the prior device. You may not transfer the software to share licenses between devices.

### 5. Authorized Software and Activation.

You are authorized to use this software only if you are properly licensed and the software has been properly activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur,

and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. Successful activation does not confirm that the software is genuine or properly licensed. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see ([aka.ms/genuine](http://aka.ms/genuine)). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.

## 6. Updates.

You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. The software periodically checks for system and app updates, and may download and install them for you. To the extent automatic updates are enabled on your device, by accepting this agreement, you agree to receive these types of automatic updates without any additional notice.

## 7. Geographic and Export Restrictions.

If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit ([aka.ms/georestrict](http://aka.ms/georestrict)) and ([aka.ms/exporting](http://aka.ms/exporting)).

## 8. Support and Refund Procedures.

For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at ([aka.ms/mssupport](http://aka.ms/mssupport)). If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund.

## 9. Binding Arbitration and Class Action Waiver if You Live in (or if a Business Your Principal Place of Business is in) the United States.

We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can't, you and we agree to **binding individual arbitration before the American Arbitration Association ("AAA") under the Federal Arbitration Act ("FAA"), and not to sue in court in front of a judge or jury.** Instead, a neutral arbitrator will decide and the arbitrator's decision will be final except for a limited right of appeal under the FAA. **Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren't allowed. Nor is combining individual proceedings without the consent of all parties.** "We," "our," and "us" includes Microsoft, the device manufacturer, and software installer.

- a. **Disputes covered – everything except IP.** The term "dispute" is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, **except disputes relating to the enforcement or validity of your, your licensors', our, or our licensors' intellectual property rights.**
- b. **Mail a Notice of Dispute first.** If you have a dispute and our customer service representatives can't resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at ([aka.ms/disputeform](http://aka.ms/disputeform)). We'll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
- c. **Small claims court option.** Instead of mailing a Notice of Dispute, and if you meet the court's requirements, you may sue us in small claims court in your county of residence (or if a business

your principal place of business) or our principal place of business – King County, Washington USA if your dispute is with Microsoft. We hope you'll mail a Notice of Dispute and give us 60 days to try to work it out, but you don't have to before going to small claims court.

- d. **Arbitration procedure.** The AAA will conduct any arbitration under its Commercial Arbitration Rules (or if you are an individual and use the software for personal or household use, or if the value of the dispute is \$75,000 USD or less whether or not you are an individual or how you use the software, its Consumer Arbitration Rules). For more information, see ([aka.ms/adr](https://aka.ms/adr)) or call 1-800-778-7879. To start an arbitration, submit the form available at ([aka.ms/arbitration](https://aka.ms/arbitration)) to the AAA; mail a copy to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving \$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. Any in-person hearing will take place in your county of residence (of if a business your principal place of business) or our principal place of business – King County, Washington if your dispute is with Microsoft. You choose. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually to satisfy your individual claim.
- e. **Arbitration fees and payments.**
  - (1) **Disputes involving \$75,000 USD or less.** The manufacturer or installer (or Microsoft if your dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject our last written settlement offer made before the arbitrator was appointed, your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than this last written offer, the manufacturer or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award or \$1,000 USD; (2) pay your reasonable attorney's fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts unless you and we agree on them.
  - (2) **Disputes involving more than \$75,000 USD.** The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
  - (3) **Disputes involving any amount.** If you start an arbitration we won't seek our AAA or arbitrator's fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator's fees and expenses. We won't seek our attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.
- f. **Must file within one year.** You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes – see Section 9.a). within one year from when it first could be filed. Otherwise, it's permanently barred.
- g. **Severability.** If the class action waiver is found to be illegal or unenforceable as to all or some parts of a dispute, those parts won't be arbitrated but will proceed in court, with the rest proceeding in arbitration. If any other provision of Section 9 is found to be illegal or unenforceable, that provision will be severed but the rest of Section 9 still applies.
- h. **Conflict with AAA rules.** This agreement governs if it conflicts with the AAA's Commercial Arbitration Rules or Consumer Arbitration Rules.
- i. **Microsoft as party or third-party beneficiary.** If Microsoft is the device manufacturer or if you acquired the software from a retailer, Microsoft is a party to this agreement. Otherwise, Microsoft is not a party but is a third-party beneficiary of your agreement with the manufacturer or installer to resolve disputes through informal negotiation and arbitration.

## 10. Governing Law.

The laws of the state or country where you live (or if a business where your principal place of business is located) govern all claims and disputes concerning the software, its price, or this agreement, including breach of contract claims and claims under state consumer protection laws, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, regardless of conflict of law principles. In the United States, the FAA governs all provisions relating to arbitration.

## 11. Consumer Rights, Regional Variations.

This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:

- a. **Australia.** References to "Limited Warranty" are references to the express warranty provided by Microsoft or the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law.

In this section, "goods" refers to the software for which Microsoft or the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

- b. **Canada.** You may stop receiving updates on your device by turning off Internet access. If and when you re-connect to the Internet, the software will resume checking for and installing updates.
- c. **European Union.** The academic use restriction in Section 12.d(i) below does not apply in the jurisdictions listed on this site: ([aka.ms/academicuse](http://aka.ms/academicuse)).

- d. **Germany and Austria.**

- (1) **Warranty.** The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed software.

- (2) **Limitation of Liability.** In case of intentional conduct, gross negligence, claims based on the Product Liability Act, as well as, in case of death or personal or physical injury, the manufacturer or installer, or Microsoft is liable according to the statutory law.

Subject to the preceding sentence, the manufacturer or installer, or Microsoft will only be liable for slight negligence if the manufacturer or installer or Microsoft is in breach of such material contractual obligations, the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, the manufacturer or installer or Microsoft will not be liable for slight negligence.

- e. **Other regions.** See ([aka.ms/variations](http://aka.ms/variations)) for a current list of regional variations

## 12. Additional Notices.

- a. **Networks, data and Internet usage.** Some features of the software and services accessed through the software may require your device to access the Internet. Your access and usage (including charges) may be subject to the terms of your cellular or internet provider agreement. Certain features of the software may help you access the Internet more efficiently, but the software's usage calculations may be different from your service provider's measurements. You are always responsible for (i) understanding and complying with the terms of your own plans and agreements, and (ii) any issues arising from using or accessing networks, including public/open networks. You may use the software to connect to networks, and to share access information about those networks, only if you have permission to do so.

- b. **H.264/AVC and MPEG-4 visual standards and VC-1 video standards.** The software may include H.264/MPEG-4 AVC and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:

THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE ABOVE STANDARDS ("VIDEO STANDARDS") AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO.

NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE WWW.MPEGLA.COM

- c. **Malware protection.** Microsoft cares about protecting your device from malware. The software will turn on malware protection if other protection is not installed or has expired. To do so, other antimalware software will be disabled or may have to be removed.
- d. **Limited rights versions.** If the software version you acquired is marked or otherwise intended for a specific or limited use, then you may only use it as specified. You may use other programs with the software as long as the other programs directly support the manufacturer's specific use for the device, or provide system utilities, resource management, or anti-virus or similar protection.
  - (1) **Academic.** For academic use, you must be a student, faculty or staff of an educational institution at the time of purchase.
  - (2) **Evaluation.** For evaluation (or test or demonstration) use, you may not sell the software, use it in a live operating environment, or use it after the evaluation period. Notwithstanding anything to the contrary in this Agreement, evaluation software is provided "AS IS".
  - (3) **NFR.** You may not sell software marked as "NFR" or "Not for Resale".

### 13. Entire Agreement.

This agreement (together with the printed paper license terms or other terms accompanying any software supplements, updates, and services that are provided by the manufacturer or installer, or Microsoft, and that you use), and the terms contained in web links listed in this agreement, are the entire agreement for the software and any such supplements, updates, and services (unless the manufacturer or installer, or Microsoft, provides other terms with such supplements, updates, or services). You can review this agreement after your software is running by going to ([aka.ms/useterms](http://aka.ms/useterms)) or going to Settings – System – About within the software. You can also review the terms at any of the links in this agreement by typing the URLs into a browser address bar, and you agree to do so. You agree that you will read the terms before using the software or services, including any linked terms. You understand that by using the software and services, you ratify this agreement and the linked terms. There are also informational links in this agreement. The links containing notices and binding terms are:

- Windows 10 Privacy Statement ([aka.ms/privacy](http://aka.ms/privacy))
- Microsoft Services Agreement ([aka.ms/msa](http://aka.ms/msa))
- Adobe Flash Player License Terms ([aka.ms/adobe-flash](http://aka.ms/adobe-flash))

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#### NO WARRANTY

THE SOFTWARE ON YOUR DEVICE (INCLUDING THE APPS) IS LICENSED "AS IS". TO THE MAXIMUM EXTENT PERMITTED BY YOUR LOCAL LAWS, YOU BEAR THE ENTIRE RISK AS TO THE SOFTWARE'S QUALITY AND PERFORMANCE. SHOULD IT PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL SERVICING OR REPAIR. NEITHER THE DEVICE MANUFACTURER NOR MICROSOFT GIVES ANY EXPRESS WARRANTIES, GUARANTEES, OR CONDITIONS FOR THE SOFTWARE. TO THE EXTENT PERMITTED UNDER YOUR LOCAL LAWS, THE MANUFACTURER AND MICROSOFT EXCLUDE ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THOSE OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. YOU MAY HAVE ADDITIONAL CONSUMER RIGHTS OR STATUTORY GUARANTEES UNDER LOCAL LAWS THAT THESE TERMS CANNOT CHANGE.

IF YOUR LOCAL LAWS IMPOSE A WARRANTY, GUARANTEE, OR CONDITION EVEN THOUGH THIS AGREEMENT DOES NOT, ITS TERM IS LIMITED TO 90 DAYS FROM WHEN THE FIRST USER ACQUIRES THE SOFTWARE. IF THE MANUFACTURER OR MICROSOFT BREACHES SUCH A WARRANTY, GUARANTEE, OR CONDITION, YOUR SOLE REMEDY, AT THE MANUFACTURER'S OR MICROSOFT'S ELECTION, IS (I) REPAIR OR REPLACEMENT OF THE SOFTWARE AT NO CHARGE, OR (II) RETURN OF THE SOFTWARE (OR AT ITS ELECTION THE DEVICE ON WHICH THE SOFTWARE WAS INSTALLED) FOR A REFUND OF THE AMOUNT PAID, IF ANY. THESE ARE YOUR ONLY REMEDIES FOR BREACH OF A WARRANTY, GUARANTEE, OR CONDITION YOUR LOCAL LAWS IMPOSE.

TO THE EXTENT NOT PROHIBITED BY YOUR LOCAL LAWS, IF YOU HAVE ANY BASIS FOR RECOVERING DAMAGES, YOU CAN RECOVER FROM THE MANUFACTURER OR MICROSOFT ONLY DIRECT DAMAGES UP TO THE AMOUNT YOU PAID FOR THE SOFTWARE (OR UP TO \$50 USD IF YOU ACQUIRED THE SOFTWARE FOR NO CHARGE). YOU WILL NOT, AND WAIVE ANY RIGHT TO, SEEK TO RECOVER ANY OTHER DAMAGES OR REMEDY, INCLUDING LOST PROFITS AND DIRECT, CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES, UNDER ANY PART OF THIS AGREEMENT OR UNDER ANY THEORY. THIS LIMITATION APPLIES TO (I) ANYTHING RELATED TO THIS AGREEMENT, THE SOFTWARE (INCLUDING THE APPS), THE DEVICE, SERVICES, CORRUPTION OR LOSS OF DATA, FAILURE TO TRANSMIT OR RECEIVE DATA, CONTENT (INCLUDING CODE) ON THIRD PARTY INTERNET SITES OR THIRD PARTY PROGRAMS, AND (II) CLAIMS FOR BREACH OF CONTRACT, WARRANTY, GUARANTEE, OR CONDITION; STRICT LIABILITY, NEGLIGENCE, OR OTHER TORT; VIOLATION OF A STATUTE OR REGULATION; UNJUST ENRICHMENT; OR UNDER ANY OTHER THEORY.

THE DAMAGE EXCLUSIONS AND REMEDY LIMITATIONS IN THIS AGREEMENT APPLY EVEN IF YOU HAVE NO REMEDY (THE SOFTWARE IS LICENSED "AS IS"), IF REPAIR, REPLACEMENT, OR A REFUND (IF REQUIRED BY YOUR LOCAL LAW) DOES NOT FULLY COMPENSATE YOU FOR ANY LOSSES, IF THE MANUFACTURER OR MICROSOFT KNEW OR SHOULD HAVE KNOWN ABOUT THE POSSIBILITY OF THE DAMAGES, OR IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

Check with your device manufacturer to determine if your device is covered by a warranty.



## Acuerdo de Licencia de Usuario Final de HP

### READ CAREFULLY BEFORE USING THIS EQUIPMENT

This End-User license Agreement ("EULA") is a legal agreement between (a) you (either an individual or a single entity) and (b) HP Inc. ("HP") that governs your use of any Software Product, installed on or made available by HP for use with your HP product ("HP Product"), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term "Software Product" means computer software and may include associated media, printed materials and "online" or electronic documentation.

An amendment or addendum to this EULA may accompany the HP Product.

RIGHTS IN THE SOFTWARE PRODUCT ARE OFFERED ONLY ON THE CONDITION THAT YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS EULA. BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING THE SOFTWARE PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOUR SOLE REMEDY IS TO RETURN THE ENTIRE UNUSED PRODUCT (HARDWARE AND SOFTWARE) WITHIN 14 DAYS FOR A REFUND SUBJECT TO THE REFUND POLICY OF YOUR PLACE OF PURCHASE.

### 1. GRANT OF LICENSE.

HP grants you the following rights provided you comply with all terms and conditions of this EULA:

- a. **Use.** You may use the Software Product on a single computer ("Your Computer"). If the Software Product is provided to you via the internet and was originally licensed for use on more than one computer, you may install and use the Software Product only on those computers. You may not separate component parts of the Software Product for use on more than one computer. You do not have the right to distribute the Software Product. You may load the Software Product into Your Computer's temporary memory (RAM) for purposes of using the Software Product.
- b. **Storage.** You may copy the Software Product into the local memory or storage device of the HP Product.
- c. **Copying.** You may make archival or back-up copies of the Software Product, provided the copy contains all of the original Software Product's proprietary notices and that it is used only for back-up purposes.
- d. **Reservation of Rights.** HP and its suppliers reserve all rights not expressly granted to you in this EULA.
- e. **Freeware.** Notwithstanding the terms and conditions of this EULA, all or any portion of the Software Product which constitutes non-proprietary HP software or software provided under public license by third parties ("Freeware"), is licensed to you subject to the terms and conditions of the software license agreement accompanying such Freeware whether in the form of a discrete agreement, shrink wrap license or electronic license terms accepted at time of download. Use of the Freeware by you shall be governed entirely by the terms and conditions of such license.
- f. **Recovery Solution.** Any software recovery solution provided with/for your HP Product, whether in the form of a hard disk drive-based solution, an external media-based recovery solution (e.g. floppy disk, CD or DVD) or an equivalent solution delivered in any other form, may only be used for restoring the hard disk of the HP Product with/for which the recovery solution was originally purchased. The use of any Microsoft operating system software contained in such recovery solution shall be governed by the Microsoft License Agreement.

### 2. UPGRADES.

To use a Software Product identified as an upgrade, you must first be licensed for the original Software Product identified by HP as eligible for the upgrade. After upgrading, you may no longer use the original Software Product that formed the basis for your upgrade eligibility. By using the Software Product, you also agree that HP may automatically access your HP Product when connected to the internet to check the version or status of certain Software Products and may automatically download and install upgrades or updates to such Software Products on to your HP Product to provide new versions or updates required to maintain the functionality, performance, or security of the HP Software and your HP Product and

facilitate the provision of support or other services provided to you. In certain cases, and depending on the type of upgrade or update, notifications will be provided to you (via pop-up or other means), which may require you to initiate the upgrade or update.

### 3. **ADDITIONAL SOFTWARE.**

This EULA applies to updates or supplements to the original Software Product provided by HP unless HP provides other terms along with the update or supplement. In case of a conflict between such terms, the other terms will prevail.

### 4. **TRANSFER.**

- a. **Third Party.** The initial user of the Software Product may make a one-time transfer of the Software Product to another end user. Any transfer must include all component parts, media, printed materials, this EULA, and if applicable, the Certificate of Authenticity. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the transferred product must agree to all the EULA terms. Upon transfer of the Software Product, your license is automatically terminated.
- b. **Restrictions.** You may not rent, lease or lend the Software Product or use the Software Product for commercial timesharing or bureau use. You may not sublicense, assign or transfer the license or Software Product except as expressly provided in this EULA.

### 5. **PROPRIETARY RIGHTS.**

All intellectual property rights in the Software Product and user documentation are owned by HP or its suppliers and are protected by law, including but not limited to United States copyright, trade secret, and trademark law, as well as other applicable laws and international treaty provisions. You shall not remove any product identification, copyright notices or proprietary restrictions from the Software Product.

### 6. **LIMITATION ON REVERSE ENGINEERING.**

You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that the right to do so is mandated under applicable law notwithstanding this limitation or it is expressly provided for in this EULA.

### 7. **TERM.**

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