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“**Year**” means a period of 365 days.

“**Amazon Connect**” is an Amazon Web Services (AWS) public cloud customer contact center service..

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Use of the limited free version of the Software Product shall be limited to evaluation purposes only. It can be downloaded for evaluation before purchasing from <https://www.uplinx.com/downloads/>. Some features of the full version are not available in the limited free version. Notwithstanding, the output of the product in the limited free version cannot be bought, sold, licensed, copied, traded, or otherwise used by other individuals.

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The Basic, Standard, and Professional license types of the UPLINX Report Tool for Amazon Connect contain one user license. The Enterprise license type of the UPLINX Report Tool contains up to 12 Professional user licenses.

- The **Basic license** is limited to one Amazon Connect instance identified by the ID and contains only the features to generate configuration reports. Contact Flow diagram generation is not included. The Basic and Standard licenses do never expire but are bound to the the Amazon Connect instance ID.
- The **Standard license** is limited to one Amazon Connect instance identified by the ID and contains the features to generate configuration reports and Contact Flow diagrams. The Basic and Standard licenses do never expire but are bound to the the Amazon Connect instance ID.
- The **Professional and Enterprise license** of the UPLINX Report Tool for Amazon Connect contains all features and can be used to connect to any Amazon Connect instance. The Professional and Enterprise license expires at the end of one year after the purchase date and requires a continuous, annual renewal at a reduced price.

For a specification of all product features, please see the datasheet at <https://www.uplinx.com/reporttool/>, and for compatible Cisco server versions and operating systems, please see <https://www.uplinx.com/report-tool/webhelp/scr/Compatible-Cisco-Products-and-Software-Versions.htm>

Support and Software Maintenance

The Basic and Standard licenses contain lifetime support and software updates within the same release train. Lifetime is defined as long as the customer wishes to use it, and Uplinx has not declared the product as obsolete/end of life. There is no license expiry.

The Professional and Enterprise licenses of the Uplinx Report Tool are valid for use for one (1) year from the date of the initial registration of the license. The license will expire at the end of the one-year term and requires renewal. A valid Professional and Enterprise license entitles you to unlimited product fixes, updates, and premium support for one (1) year.

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10. SCOPE OF AGREEMENT

This Agreement supersedes any prior understanding, whether written or oral, relating to the subject matter of this license.

11. ECCN OF UPLINX PRODUCTS FOR U.S. EXPORT CONTROL

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