

Schedule 2
Ultrasound Systems Portfolio (UL) (Rev 25.1)

Product Category	Products
Ultrasound Systems (UL)	Cardiovascular Ultrasound (CV UL)
	General Imaging Ultrasound Systems (GI UL)
	Women's Health Care (WHC UL)
	Point of Care (POC UL)
	Ultrasound Workspace (UW UL)

1. Payment Terms.

1.1 Unless otherwise specified in the Quotation, Philips will invoice Customer and Customer will pay such invoice on receipt for each Product as follows:

1.1.1 100% of the purchase price shall be due thirty (30) days from Philips' invoice date.

1.2 Support Services, if any, shall be invoiced and paid as set forth on the Quotation.

1.3 Payment terms are subject to credit approval.

2. Additional Terms Related to sales of Ultrasound Products.

2.1 The ultrasound system's memory (hard drive, solid state memory, etc.) should not be used as a data repository or central archive to store images and reports. This has led to Customer's losing data in the past. In no event shall Philips be liable for loss of data on an ultrasound equipment. It is the responsibility of Customer to make daily back-up copies of data residing on this equipment. This can be performed by sending images and reports generated by the use of the ultrasound equipment to a Picture Archive and Communication System (PACS) or via another medium that is automated for back-up retrieval. Costs associated with data restoration from a backing-up images and reports to a non-automated source is Customer's entire responsibility and at Customer's sole risk. Data retrieval and restoration from these methods may be time consuming and a non-automated system process may result in further data loss by itself and is not recommended by Philips.

3. Prior Validation of Operating System (OS) Updates and/or Upgrades.

3.1 Patches introduced by operating system Original Equipment Manufacturers (OEM) or upgrades to anti-virus software can impact the performance and functionality of the applications that run on them and affect patient safety. Philips shall perform validation testing of certain Microsoft operating systems and McAfee anti-virus software during the warranty period. Philips shall have no obligation to validate any other third-party operating system or anti-virus software. Customer shall not install or use:

3.1.1 operating system patches, updates or upgrades.

3.1.2 anti-virus updates (except to the DAT files, i.e., virus definitions); or,

3.1.3 upgrades to anti-virus search engines, collectively (a) and (b) prior to validation testing and approval by Philips ("Unauthorized Updates").

3.2 Philips shall have no liability, including, without limitation, for warranty claims, arising from use of the Licensed Software with Unauthorized Updates. In the event Philips discovers that Customer is using an Unauthorized Update with the Licensed Software, Philips shall have the right to require Customer to roll back to the most recently validated versions of operating systems and anti-virus, prior to performing any support.

4. Lumify.

4.1 If Customer's purchase includes a Lumify Ultrasound Solution or Bundle, then the following terms apply in addition to the Conditions of Sale:

4.1.1 Compatible Smart Devices.

4.1.1.1 Use of the Lumify Ultrasound Solution or Bundle for Android requires the following components: A Philips Lumify transducer and cable, a compatible smart device, and the

Lumify Software Application (SW App). The compatible smart device is an off-the-shelf consumer tablet or phone meeting Lumify compatibility specification. Philips may change the published compatible device list from time-to-time.

- 4.1.1.2** Use of the Lumify Ultrasound Solution or Bundle for iOS requires the following components: A Philips Lumify transducer, the Lumify Software Application (SW App), and the Lumify Power Module (LPM), Rigid. Connector (to be used with Philips provided custom Thule case), flexible cable, mounting plate (to be used without the Philips provided custom Thule case), and a charging cable.
 - 4.1.1.3** Philips does not provide any maintenance or repair services for Customer's smart devices. Philips does not provide anti-virus software for Customer's smart device; Customer is responsible for purchasing anti-virus software or apps and for managing all virus issues in connection with Customer's smart devices. The Lumify Ultrasound Solution does not include any security software for Customer's smart devices. Customer is responsible for managing and maintaining firewalls or other appropriate security and privacy measures for data residing on Customer's smart devices.
 - 4.1.2** If Customer selected the Lumify: Outright Purchase, the following terms apply:
 - 4.1.2.1** Customer will purchase at their own expense a smart device from the approved list published on the Lumify website, and Customer will install the Lumify SW App from the commercial play store on the smart device.
 - 4.1.2.2** Customer acknowledges that the purchase of a Lumify Ultrasound Solution does not include the required smart device.
 - 4.1.3** If Customer selected the Lumify System Bundle option, Customer's shipment will include a compatible Android device with the Lumify app pre-installed and the following terms apply:
 - 4.1.3.1** Customer authorizes Philips to accept on their behalf the applicable end user license agreement, which can be found at:
 - 4.1.3.1.1** for Samsung devices:
http://www.samsung.com/us/common/software_eula.html, and
 - 4.1.3.1.2** for other devices:
a link will be provided upon request.
 - 4.1.3.2** Customer authorizes Philips to perform basic setup steps and install Lumify SW on the tablet.
 - 4.1.3.3** Customer agrees to the limited replacement-only warranty coverage for the smart device as identified in the warranty agreement.
 - 4.1.3.4** After the warranty period for the tablet, Philips shall not be responsible for the performance or functionality of the Lumify application following any customer installation of OEM operating system patches, updates or upgrades to the tablet.
 - 4.2** License to Lumify SW App. The license granted to use the Lumify SW App is limited to use with the Lumify transducer on one or more computers or smart devices that are listed on the approved hardware list published on the Lumify website. The Lumify SW App is available via the Google Play Store and the Apple App Store. When downloaded, the Lumify SW App is in demonstration mode, but it will be fully enabled if Customer purchases and register the transducer with Philips.
 - 4.3** Internet connectivity is not required to use the Lumify Ultrasound Solution but is required to download the Lumify SW App and to register each unique configuration including the smart device, OS updates to the smart device, Lumify App SW versions, and Lumify transducer).
 - 4.4** As part of the Lumify Ultrasound Solution, Philips periodically collects system log information; Customer agrees to such collection when Customer purchases a Lumify Ultrasound Solution. See the Privacy Notice for more details.
- 5. Xtend Coverage.**
- 5.1** Services Provided. If applicable, the Xtend Coverage (the "Coverage") on the systems listed in the Quotation (the "Covered Systems") are offered by Philips North America LLC ("Philips") under the Xtend Coverage terms and conditions described below or otherwise confirmed by Philips in writing. It is a service bundle offer that includes RightFit Value Limited service and Technology Maximizer Essential Service.

- 5.1.1** Repair Service. Commencing on the effective date and subject to the repair limitation below, Philips or Philips' subcontractors will provide repair services for Covered Systems for material defects. Philips will provide all replacement parts, which may be refurbished, and labor necessary to repair Covered Systems. All components used are subject to Philips' inspection and quality control procedures and shall be warranted to the same extent that a non-refurbished component is warranted. Parts removed for replacement become the property of Philips and Philips shall remove parts from Customer's Site. Philips may increase its contract prices if a Covered System is upgraded or reconfigured.
- 5.1.2** Planned Maintenance Service. Philips will provide Customer a planned maintenance schedule for each Covered System. Philips will provide such planned maintenance during the Service Coverage hours (as defined in the Quotation) at a time that is mutually agreed upon. Customer will make Covered.
- 5.1.3** Systems available in accordance with this schedule. Philips or its subcontractors will provide planned maintenance on each Covered System at scheduled intervals. If Philips cannot locate a Covered System, or a Covered System was not made available for planned maintenance when scheduled, Philips will notify Customer that Customer has ninety (90) days to make available such Covered System for planned maintenance, otherwise customer waives right to service, and Philips may delete such Covered System from the list of Covered Systems in the Quotation, If Philips Technology Maximizer Essential service purchased under this Agreement as part of Xtend coverage and the requirements of the Agreement are satisfied, then Philips will upgrade the Equipment as is outlined in Technology Maximizer Essential Service section.
- 5.2** Exclusions. Unless specifically included in the Quotation, the Coverage does not include:
 - 5.2.1** servicing a Covered System if contaminated with blood or other potentially infectious substances;
 - 5.2.2** any service necessary due to: a design, specification or instruction provided by Customer or Customer representative;
 - 5.2.3** the failure of anyone to comply with Philips' written instructions or recommendations;
 - 5.2.4** any combining of a Covered System with other manufacturers product or software other than those recommended by Philips, except for products delivered by Philips and sold under the applicable Quotation;
 - 5.2.5** any alteration or improper storage, handling, use or maintenance of a Covered System by anyone other than Philips' subcontractor or Philips;
 - 5.2.6** damage caused by an external source, regardless of nature, unless caused by Philips or Philips' subcontractor;
 - 5.2.7** any removal or relocation of a Covered System;
 - 5.2.8** neglect or misuse of a Covered System;
 - 5.2.9** any cost of materials, supplies, parts, or labor supplied by any party other than Philips or Philips' subcontractors;
 - 5.2.10** any rigging or structural alteration incident to the Services;
 - 5.2.11** consumable items and supplies (such as biomedical laser tubes and patient used pads), cryogenes, Positron Emission Tomography (PET) calibration sources, film, batteries, cassettes;
 - 5.2.12** cosmetic repairs;
 - 5.2.13** the cost of factory reconditioning, rebuilds, or overhauls if repairs cannot maintain a Covered System in satisfactory operating condition;
 - 5.2.14** disposing hazardous, infectious, or biomedical waste or materials;
 - 5.2.15** providing service to any Covered System under a current service agreement between Customer and another vendor until such agreements expire or are terminated by Customer. Philips is not liable for any cancellation penalty or cost associated with Customer's termination of any such agreement.
 - 5.2.16** unless otherwise specified in the Quotation, maintaining or repairing Philips and/or third-party products including but not limited to nuclear camera detector crystals, Computed Tomography (CT) Tubes and radiation therapy tubes, x-ray tubes, flat panel detectors, image intensifiers magnet replacement, magnet refrigeration system (coldhead, compressor, chillers), Magnetic Resonance

- (MR) radio frequency (RF) rooms, surface coils HVAC systems, power conditioners, uninterruptible power supplies, ultrasound transducers (probes) (accessory or attach), TEE probes, TV camera pick-up tubes, photo multiplier tubes, accelerator center beam lines, piped medical gases (up to the wall outlets), copier drums, electron guns, fiber optic bundles, foot/hand controls (switches, accessory, or attachment), klystrons and thyratrons, magnetrons, plumbicons, waveguides, and attachments; and,
- 5.2.17** unless otherwise specified in the Quotation: arthroscopy instruments, blood pressure cuffs (accessory or attachment), centrifuge motor brushes, electronic thermometer probes, electrosurgical instruments (pencils & pads), general or surgical instruments, laboratory glass, laser tubes, phaco hand pieces (cataract extraction units, accessory or attachment), non-electrical surgical equipment, rigid & semi-rigid scopes.
- 5.3** Customer Responsibilities. During the term of the Coverage, Customer will:
- 5.3.1** ensure that the Site is maintained in a clean and sanitary condition; and that each Covered System, product or part is decontaminated prior to service, shipping or trade-in as per the Instructions in the User manual;
- 5.3.2** dispose of hazardous or biological waste generated;
- 5.3.3** maintain operating environment within Philips' specifications for the Site (including temperature and humidity control, incoming power quality, incoming water quality, and fire protection system);
- 5.3.4** use Covered Systems in accordance with the published manufacturer's operating instructions;
- 5.3.5** if applicable, attend a start-up meeting at Customer's facility, prior to the effective date of the Coverage, so Philips can explain the Coverage to Customer's management and selected staff;
- 5.3.6** provide a secure dedicated space within Customer's main facility and at each additional facility or location as necessary for the resident Philips staff;
- 5.3.7** provide Philips with broadband internet or Wi-Fi access for business purposes;
- 5.3.8** for any non-Philips system, provide Philips with the Covered System's service manuals;
- 5.3.9** maintain all software licenses applicable to each Covered System;
- 5.3.10** for Philips use in remote servicing of Covered Systems, provide Philips a secure location for hardware to connect Covered Systems to Philips Remote Service Network ("RSN");
- 5.3.11** the RSN hardware remains Philips' property and is only provided during the term of the Coverage;
- 5.3.12** provide Philips and its vendors full and free access to the RSN hardware to enable Philips to remotely access the:
- 5.3.12.1** Covered System or non-Philips System;
- 5.3.12.2** provide Philips at each Site, at all times during the term of the Coverage, a dedicated broadband Internet access node, including public and private interface access, suitable to establish a successful connection to the Covered Systems at the Site through the RSN and Customer network; and,
- 5.3.12.3** if the Covered System cannot be connected to the RSN and Customer fails to provide Philips with reasonably requested access, then Customer waives its rights to Coverage on such Covered System and any uptime guarantee.
- 5.4** System Availability. If Customer schedules service and a Covered System is not available at the agreed upon time, then Philips may cancel the service or charge Customer at the prevailing demand service rates for all time spent by Philips' service personnel waiting for access to a Covered System.
- 5.5** Coverage. To the extent a repair issue cannot be remedied remotely, Philips will provide services on-site during the hours listed in the Quotation, excluding Philips observed holidays, unless otherwise set forth in attachments or exhibits ("Service Coverage"). Customer may request service outside of the Service Coverage or service that is not otherwise included in this Agreement and, subject to the availability of personnel and repair parts, Philips will provide such service at Philips' then-current preferred rates and for material and labor. Customer will be charged a minimum of three hours on-site time plus applicable travel charges and expenses per service visit.
- 5.6** Documentation. Upon Customer's written request, Philips will provide repair and planned maintenance records for each Covered System.

- 5.7** Term and Termination. The term of this Agreement shall be set forth in the Quotation and incorporated herein.
- 5.8** This Agreement is non-cancelable and will remain in effect for the term specified in the Quotation.
- 5.9** Warranty Disclaimer. Philips' full contractual Coverage obligations to Customer are described in this Schedule. Philips provides no additional warranties under this Agreement. All service and parts to support the Coverage under this Schedule are provided AS IS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLIES TO ANYTHING PROVIDED BY PHILIPS' SUBCONTRACTOR OR PHILIPS.
- 5.10** Independent Contractor. Philips is Customer's independent contractor, not Customer's employee, agent, joint venture, or partner. Philips' employees and Philips subcontractors are under Philips' exclusive direction and control. Philips has no liability or responsibility for and does not warrant customer's or customer's employees' act or omissions related to any services that are performed by customer's employees under this agreement.
- 5.11** Subcontracts. Philips may subcontract to service contractors of Philips' choice any of Philips' Coverage obligations to Customer or other activities performed by Philips under this Quotation. No such subcontract will release Philips from those obligations to Customer.
- 5.12** Rules and Regulations. To the extent made known in writing to Philips, Philips and its subcontractors will comply with Customer's rules and regulations provided such rules and regulations do not conflict with established Philips policies.
- 5.13** Solicitation of Philips Employees. For the duration of the Coverage and for one year following the expiration or termination of the Coverage, Customer and its affiliates will not directly or indirectly solicit any employee of Philips or its affiliates engaged in providing the services.
- 6. Philips Technology Maximizer Service Package.**
- 6.1** Services.
- If Philips Technology Maximizer ("Technology Maximizer") is purchased under this Agreement for a specific piece of Equipment identified by its serial number, and the requirements of the Agreement are satisfied, then Philips will make available upgrade(s) for the Equipment during term of agreement as outlined below and according to the Technology Maximizer version listed on the Quotation. Technology Maximizer is available in the following versions, subject to modality and market variations:
- 6.1.1** Technology Maximizer Essential. Maintain Equipment at latest configuration as follows:
- 6.1.1.1** Major release upgrades to the core system Licensed Software which is designed to run the system's hardware and essential application programs ("Core System Software");
 - 6.1.1.2** Third party operating system (OS) updates;
 - 6.1.1.3** Any available safety and security updates which are included in a major release;
 - 6.1.1.4** If operational workflows are modified in the latest upgrade, Philips will provide clinical training for new or enhanced functionality of that upgrade; and
 - 6.1.1.5** Hardware replacement to support software upgrades is not included unless specifically included in the Quotation.
- 6.2** Terms and Condition of Technology Maximizer.
- 6.2.1** Technology Maximizer does not include basic Equipment preventive maintenance which is purchased separately.
- 6.2.2** Licensing. All Philips Licensed Software upgrades are subject to the Licensed Software terms and conditions agreed to at purchase of the Equipment or Licensed Software sale (as applicable), including but not limited to usage and license limitations.
- 6.2.3** Software Warranty. All Philips Licensed Software upgrades issued under this Agreement are subject to the warranty terms and conditions agreed to at purchase of the Equipment or Licensed Software sale (as applicable) for a warranty period of 90 days.
- 6.2.4** Upgrade preconditions. All upgrades and new software features and/or applications may be delivered, if and when:
- 6.2.4.1** made commercially available by Philips after the Start Date and before the End Date specified in the Quotation;
 - 6.2.4.2** supported by the Equipment hardware and configuration; and

- 6.2.4.3** intended for use in the “clinical domain” identified in the Quotation or otherwise as explicitly specified in the Quotation.
- 6.2.5** Term of Technology Maximizer. If purchased with the sale of Equipment Technology Maximizer service coverage begins one day following the first year of the warranty period or as specified on Quotation. Technology Maximizer purchased after sale of Equipment shall begin on the Start Date listed on the Quotation.
- 6.2.6** Upgrade Delivery Process. Philips will notify Customer of an upgrade that is included in Customer’s Technology Maximizer entitlement. Customer must provide written notice (email acceptance is sufficient) of intent to receive the upgrade within the term of the Technology Maximizer Agreement. If Customer does not provide written notice of intent to receive the upgrade within term of the Technology Maximizer Agreement, then Philips is under no obligation to provide such upgrade. If the Technology Maximizer Agreement term expires after Customer has provided written notice to receive the upgrade, but before it is delivered, then Customer is entitled to receive it within year following such expiration and must schedule the installation within this one-year period.
- 6.2.7** Upgrade Limitations. The upgrades provided under Technology Maximizer:
- 6.2.7.1** are available only for the designated Equipment specified on the Quotation;
- 6.2.7.2** may not be sold, transferred, or assigned to any third party; and
- 6.2.7.3** are subject to the terms and conditions of the Agreement and any licensing terms and conditions included in the purchase of the Equipment from Philips.
- 6.2.7.4** Parts removed for the purpose of an upgrade become the property of Philips on an exchange basis as defined in the Agreement.
- 6.2.8** Availability limitation. In case Customer refuses the installation of an upgrade, or in case no upgrade is provided by Philips (for any reason, e.g., not made available commercially) during the Term of the Technology Maximizer entitlement, no credit for any already paid amounts is carried forward or eligible for refund. Philips makes no representations in number of Core System Software, OS, ancillary or other Licensed Software upgrades or enhancements that shall be made available to Customer during the term of this Agreement. The release of all third-party software publishers’ upgrades are at the sole discretion of the software publisher and only to the extent made available to Philips. All such third-party software is subject to prior validation by Philips for use with the Equipment. Philips validation of third-party software includes without limitation screening for safety issues, processing delays, or image distortion. Any upgrades/updates or enhancements to the Philips application software is subject to regulatory clearance and commercial availability, solely at Philips’ discretion.
- 6.2.9** Termination. If the Agreement is terminated due to the fault of Customer or Customer defaults under the Agreement after any upgrades under this Technology Maximizer have been provided by Philips, then Customer shall pay Philips the list price of the so provided upgrades within thirty (30) days of such termination or default. No paid amount is eligible for refund.
- 6.3** Clinical Education Training.
- 6.3.1** Training Coverage. Philips will provide the clinical education and product applications training (“Training”) that customer has selected from the Philips’ course catalog(s) (Course Catalog(s)).
- 6.3.2** Exclusions. Training does not include (a) maintenance or diagnostic related technical training or (b) clinical applications training on hardware or software not installed or provided by Philips.
- 6.3.3** Scheduling. Training must be scheduled at least eight (8) weeks in advance except for on-line training. Changes to scheduled Training must be received in writing by Philips at least two (2) weeks prior to scheduled delivery.
- 6.3.4** Attendance. Philips will train the number of Customer employees (Trainee(s)) for the course specified in the Quotation, when space is available. Trainee(s) must meet the minimum admission requirements set forth in the course syllabus, must satisfy all prerequisites prior to admission, and may be required to sign or acknowledge Philips safety checklist prior to receiving Training.

- 6.3.5** Course Location. Training may be conducted at Philips' training facilities, Customer location(s) described in this Agreement (Customer Site(s)), through on-line or remote training, or at a third-party location determined by Philips.
- 6.3.6** Payment Options.
 - 6.3.6.1** Flexible Spending Accounts. If Customer purchased Flexible Spending Account option, the initial account balance is specified in the Quotation. The account balance is reduced by the list price for the specified course per attendee. When the balance is depleted, Customer may add funds to their account. If the account balance is negative, then Customer shall promptly pay Philips the balance due. Account balances will not carry over from year to year. Any remaining account balance at the end of the year will not be refunded.
 - 6.3.6.2** Direct Course Purchase. Customer may purchase individual courses at then current prices.
 - 6.3.6.3** Travel. Philips' travel expenses for all Training delivered at Customer Site are included in the price described in the applicable Course Catalog(s). Unless otherwise indicated in the Course Catalog(s), all travel and living expenses incurred by the Trainee(s) are Customer's responsibility.
 - 6.3.6.4** Warranty Disclaimer. PHILIPS MAKES NO WARRANTY THAT ANY TRAINEE WILL PASS ALL OR ANY PORTION OF THE TRAINING COURSES PROVIDED OR THAT THE TRAINING WILL RESULT IN ANY TRAINEE BEING QUALIFIED OR ABLE TO OPERATE THE SYSTEM.

Schedule 2-A
Collaboration Live or Reacts (Rev 25.1)

Product Category	Products
Ultrasound	Collaboration Live and/or Reacts

The following schedule 2-A shall apply to Collaboration Live and/or Reacts offered in connection with the purchase of an Ultrasound System. If your purchase includes a license to Collaboration Live or the Reacts Platform (the "Software Services"), then the following terms apply in addition to the Conditions of Sale:

1. Definitions.

- 1.1** "Account" means a Reacts User Account. A Reacts User Account includes the Account Information.
- 1.2** "Account Information" means the personal information related to a specific User, the User Content, the Account settings, as well as the Usage Information residing on the Reacts Platform.
- 1.3** "Administrator" means a Philips support agent (the "Philips Administrator") or a Customer Account holder (the "Customer Administrator") that has been granted certain administrative permission(s), such as but not limited to the management of:
 - 1.3.1** Accounts, and
 - 1.3.2** Subscriptions.
- 1.4** "Subscription" means an access purchased by Customer to the Software Services.
- 1.5** "Usage Information" means the information associated with the Software Services.
- 1.6** "User" means an individual accessing any of the Software Services.
- 1.7** "User Content" means any data provided by the User or shared with the User contained in the User's Reacts Library or secure messaging including text, photos, videos, graphics, items, or other materials, all of which will be subject, as applicable, to the Philips Privacy Notice.

2. Customer Responsibilities.

- 2.1** Customer is responsible for its own and each of its User's acts and omissions, including compliance with the end-User License Agreement ("EULA") currently available online at <https://reacts.com/legal/terms>, use of the Software Services, and ensuring adequate security to prevent unauthorized access to Accounts, User Content, and any confidential information including protecting any client devices such as tablets and laptops with anti-virus and appropriate cyber security.
- 2.2** Customer will obtain and retain all necessary consents, including from patients, before using or granting access to the Software Services for medical purposes, and processing personal information for the purposes of providing the Software Services.
- 2.3** Customer will ensure that the Users use the Software Services in accordance with all applicable laws and comply with all requirements related to the use of personal health information, including medical data. Customer will ensure that the Software Services are not used by patients.
- 2.4** Customer will obtain the consent of its Users to grant Philips access to the Usage Information.
- 2.5** Customer will obtain and maintain all required authorizations, permit(s) and/or register with their local agencies, as necessary, to use the Software Services.
- 2.6** Customer will follow the Collaboration Live Pre-Implementation IT Checklist, which Philips will provide to Customer.

3. Access to the Software Services.

- 3.1** Customer acknowledges that before using the Software Services, each of its User must agree to the EULA. Philips makes such terms available to be agreed upon by each User through a click-wrap process enabled at the time such User creates their account information.
- 3.2** Customer acknowledges that the Software Services are administered by Philips or its affiliate(s) in Canada and that Personal Data may be processed by Philips and/or its affiliate(s) in Canada. Customer is

responsible for its own, and its Users, compliance with any local laws, including those laws that permit the processing of Personal Data in Canada.

- 3.3 Customer acknowledges that Philips does not need any medical data to operate any of its Software Services.
 - 3.4 Customer will designate individual(s) to serve as Customer Administrator(s) and alternate(s), who will serve as Philips' primary support contacts. Customer Administrator(s) shall manage all Accounts. Philips Administrator(s) can act on behalf of Customer to administrate the Services.
 - 3.5 Software Services may be interrupted for maintenance, upgrades, or as a result of telecommunication failures or other reasons that are beyond Philips' control. Accordingly, Philips does not warrant the Software Services to be uninterrupted or error-free and will have no liability for any disruptions or downtime. Therefore, the primary on-site patient care provider performing the ultrasound procedure must be sufficiently qualified independent of the Software Services to perform an ordered patient procedure.
 - 3.6 Philips may modify the Software Services, or any portion thereof. You agree that Philips shall not be liable to you or anyone else if Philips does so.
 - 3.7 Abusive or excessive usage of the Software Services may result in the temporary or permanent suspension of your and/or any User's access to the Software Services and/or termination of applicable Subscriptions. Philips, in its reasonable discretion, will determine what constitutes abusive or excessive usage of its Software Services.
 - 3.8 The access to the Software Services starts when the Subscriptions are created, not when they are assigned.
 - 3.9 The ability to access the Software Services may require payment of third-party fees, such as telephone toll charges, mobile carrier fees, ISP, data plan, etc. Philips and its Affiliates have no connection to or responsibility for such fees.
4. **Further use of System Data.**
- 4.1 Customer agrees that Philips may use aggregated data to analyze the performance of its Services. Only when strictly necessary, Philips may use the following Personal Data, IP address and User ID, to ensure that the Services are functioning as intended, and are maintained to ensure the appropriate security controls are in place and to meet Philips' regulatory and legal obligations.
5. **Retention of the Account Information and User Content.**
- 5.1 Philips will retain and grant Customer or other persons access to Account Information and User Content only to fulfil its obligations under this Agreement or as required or permitted by applicable laws. Once deleted by Philips, Customer, or the Users, Account Information and User Content cannot be restored.