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## **Made-Up-Service (MUS): Terms and Conditions**

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## 1. Purpose

This document was created to establish the terms and conditions under which access to Made-Up-Service (MUS) will be permitted and is needed to ensure that Client and Provider agree.

## 2. Overview

This policy delineates the terms and conditions under which Clients are granted access to MUS for its integrative messaging platform and establishes the roles of both Client and Provider, and defines the terms under which access will be revoked for violation of the Terms and Conditions.

## 3. Scope

This document applies to the agreement between clients (“Client” or “You”) and the Provider (“Provider” or “We”). It describes the services offered by the Provider, and the roles and responsibilities for both Tenant and Provider. It also outlines the expectations and requirements from the Client.

### 3.1 Term and Validity

The term of this agreement begins when Client creates their account and remains valid until superseded by a revised agreement, or the service the Client has purchased is terminated.

### 3.2 Termination

This agreement may be terminated by Tenant or Provider as described under the section [Non-Compliance](#) section below.

## 4. Terms and Conditions Statement(s)

This agreement must be followed to maintain access to MUS.

### 4.1 Service Offering

#### 4.1.1 Service Description

The Made-Up-Service (MUS) is an integrative messaging platform that allows users to send communication campaigns with ease.

With innovative UI and user-friendly capabilities, sending communications has never been easier.

### 4.2 Provider Responsibilities

The Provider will be responsible for the tasks outlined below:

## 4.2.1 Maintenance

The MUS platform will be maintained and regularly updated to remain compliant with our guidelines and policies.

The provider will perform maintenance that is not disruptive to the client's account on an as-needed basis without notification.

Maintenance that may be disruptive to the client's services will be superseded with notifications alerting the clients of the maintenance window and what actions the client needs to take to ensure the safety of their account.

## 4.2.2 Availability

The MUS is available on a 24/7 basis.

### 4.2.2.1 Commitment

MUS strives to ensure commitment and accountability to clients with the following Service Level Objectives (SLOs)

- MUS Platform: 99.9%
- MUS Maintenance: 99.8%
- MUS Updates: 99.8%

### 4.2.2.2 Excused Events

Excused events include any of the following:

- Force Majeure Events
- Scheduled downtime/maintenance
- Federal US Holidays

### 4.2.2.3 Support

Support availability is on a 24x7 basis and will be provided by the Made-Up-Team (MUT) for any issues with the MUS platform including cases raised by the client as well as any outages or maintenance.

## 4.2.3 Security Compliance

Provider is responsible for maintaining all Provider requirements in [Compliance Measurement](#) section below.

## 4.3 Client Responsibilities

The Client will be responsible for the tasks outlined below:

### 4.3.1 Onboarding

#### 4.3.1.1 Contact Information

The Requestor of an MUS account is assumed to be the primary contact. The Client will be responsible for information being updated, resource administration, and communication within their organization and/or team.

#### 4.3.1.2 User Management

The Client will be responsible for their individual account(s) as accounts are designated on an individual basis. The Client will also be responsible for providing a point of contact for all administrative and communication needs.

### 4.3.2 Security Compliance

Clients are responsible for carrying out the security-related activities mentioned below:

#### 4.3.2.1 Passwords

Clients are responsible for updating and maintaining the passwords for their accounts following security compliance regulations as part of Made-Up-Company (MUC).

Clients can locate documentation on these specifications on the MUC website [link to website].

#### 4.3.2.2 Account Activity

Clients are responsible for ensuring safe account activity practices.

It is expected that clients fully comply with all of the requirements as per the policies highlighted in the [Compliance](#) section.

## 4.4 Service Costing Models

Refer to the documentation on the MUS website here [link to documentation] for more information on MUS pricing.

## 5. Compliance

Terms and Conditions compliance requirements are as follows:

### 5.1 Compliance Effective Date

This policy is effective immediately after MUS account creation.

## 5.2 Compliance Measurement

Compliance to this agreement will be verified by adherence to the parties' responsibilities as delineated above.

Clients are responsible for complying with all security requirements and will be responsible for vetting their account for all potential vulnerabilities.

Clients are also responsible for working with the Provider to remediate any potential vulnerabilities to their account discovered during maintenance/updates. If a vulnerability is not addressed in a timely manner (to be specified on a case-by-case basis by the Provider), the client is at risk of their account being deactivated by the MUS team.

The Clients are responsible for maintaining overall compliance within the Made-Up-Company compliance policies. Refer to the documentation here for more information [link to documentation].

The Provider will make changes to clients' accounts based on the latest available updates and technologies to ensure clients accounts are compliant on the backend.

Provider is also responsible for necessary paperwork and licenses for Client compliance and therefore are required to maintain appropriate documentation and update them as needed.

## 5.3 Compliance Exceptions

There are no exceptions to this policy.

## 5.4 Non-compliance

Deviations or non-compliance with this agreement may result in termination of service.

# 6. Related Policies and Processes

## 6.1 Privacy Statement:

*Note that this policy is in adherence to the overall Made-Up-Company (MUC) privacy documentation and statements. In order to understand best practices relevant to Clients and Providers, refer to the MUC website for more information [link to website].*

## 6.2 Personal Information Collected

Personal information is automatically recorded by MUS for a client's account such as activity, data, metrics, or other logging information.

## 6.3 Storage and Security of Personal Information

All personal information that is collected unique to a Client's account is stored on the backend until the account is removed or deleted by the Client.

## 6.4 Sharing Your Personal Information

All client activity may be monitored, reviewed, and/or disclosed to others within the MUS team for security purposes.

Client information is only retained for informational purposes and is not shared, distributed, or sold to anyone inside or outside of the MUC.

## 6.5 Other

Clients are subject to the MUC overall terms and conditions as seen fit.

## 7. Supporting Documents

Non-applicable

## 8. Definitions

The following terms and definitions are used in this document:

Term	Definition
MUS	Made-Up-Service
MUT	Made-Up-Team
MUO	Made-Up-Organization
MUC	Made-Up-Company
Client	Users of the MUS
Provider	Refers to the MUS
SLO	Service Level Objective

## 9. Approvals

Organization	Name or User ID and Title
Made-Up-Organization	Elizabeth Cabrera

## 10. Revision History

The information below reflects the revision history of this policy.

<b>Rev</b>	<b>Date</b>	<b>Name or User ID and Title</b>	<b>Comment</b>
0.1	03/23/23	Elizabeth Cabrera	First Draft
0.2	04/10/23	UserID1	Second Draft Updates
0.3	04/20/23	Elizabeth Cabrera	Updated final approved Draft

## 11. Appendix

None