



SCHEDULE B BUSINESS PRACTICE AND ACCEPTABLE USE POLICY

Customer Agrees:

- a. To conduct business in a manner that reflects favorably at all times on the Game, Licensed Trademarks, Game Servers, and the good name, goodwill and reputation Pragmatic Solutions, Inc. and Department of the Army;
- b. To avoid deceptive, misleading or unethical practices that are or might be detrimental to Pragmatic Solutions, Inc. and Department of the Army, the Game, or the public, including but not limited to disparagement of Pragmatic Solutions, Inc. and Department of the Army;
- c. To make no false or misleading representations with regard to Pragmatic Solutions, Inc. and Department of the Army or the Game;
- d. Not to publish or employ or cooperate in the publication or employment of any misleading or deceptive advertising material;
- e. To make no representations, warranties or guarantees to customers or to the trade with respect to the specifications, features or capabilities of the Game, Honor Server Software, or Game Servers which are inconsistent with the literature distributed by Pragmatic Solutions, Inc. and Department of the Army, including all warranties;
- f. That its policy of sale, distribution and/or exploitation of the Honor Server Software, Licensed Trademarks, Game Servers, and the Game shall be of high standard customary in the video game hosting industry and shall in no manner reflect adversely upon the good name of Pragmatic Solutions, Inc. and Department of the Army or upon the goodwill and reputation associated with the Game and Licensed Trademarks;
- g. To make its best efforts to monitor the Honor Servers in order to prevent cheating and behavior in violation of the terms of service identified in the Game and on the americasarmy.com website;
- h. To provide high levels of timely technical support to the customers and users of the Game Servers operated by the Customer;
- i. To comply with all policies and directives established by Pragmatic Solutions, Inc. and Department of the Army regarding the establishment and use of Honor Servers;
- j. To not send unsolicited e-mails or spam containing the Licensed Trademarks or references to the Game, Pragmatic Solutions, Inc. and Department of the Army, or their respective websites;
- k. To not allow web links to or advertising for any adult or pornographic websites or materials from websites featuring the Licensed Trademarks or references to the Game, Pragmatic Solutions, Inc. and Department of the Army, or their respective websites;
- l. To upgrade to the latest release of the Game within thirty (30) days of it being made public by Department of the Army.

Acceptable Use:

- a. Customer may not use the Software Toolkit in any manner in violation of any state, local, federal or international law.
- b. Customer may not use the Software Toolkit in any manner which infringes the intellectual property rights or other proprietary rights of any third party including, without limitation, material protected by copyright, trademark, patent, trade secret, or other intellectual property right used without proper authorization.
- c. Customer may not use the Software Toolkit for disseminating harmful content including, without limitation, viruses, Trojan horses, worms, time bombs or any other computer programming routines that may damage or interfere with any system.
- d. Customer may not offer or disseminate fraudulent goods, services, schemes, or promotions or furnish false data on any signup form, contract or online application or registration, including without limitation use of credit card numbers.
- e. Customer may not use the Software Toolkit for transmitting or disseminating subject matter that is unlawful, libelous, defamatory, obscene, pornographic, indecent, harassing, threatening, abusive or otherwise objectionable.
- f. Customer may not use the Software Toolkit for any tortuous conduct, including, but limited to, posting defamatory, libelous, slanderous, scandalous, or private information about a person or company without their consent.
- g. Customer may not use the Software Toolkit for abusive activities on the internet, including, but not limited to, activities such as using a non-existent email return address, spamming, spoofing or any effort designed to deceive or mislead.

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