



# ABSTRACT MICRO SYSTEMS

## Contact Routing Simulator Single-User End User License Agreement

Before installing or using the Contact Routing Simulator you must agree to the following End User License Agreement (EULA). By installing the software, you indicate your agreement to all the terms of this EULA.

1. Definitions:
  - a. **"The Software"** means the Contact Routing Simulator, including all associated files supplied by Abstract Micro Systems such as Excel add-in files, DLL's, help system files, documentation files, and installation files.
  - b. The term **"You"** refers to the one person who will use the Software under the terms of this license.
  - c. **"Date of Installation"** means the date on which you first install the Software on one of your computers.
  - d. **"Use the Software"** means to carry out any action that causes execution of program code supplied by Abstract Micro Systems as part of the Software. Such actions include but are not limited to
    - i.) installing A\_ContactRoutingSimulator.xla as an Excel add-in, or opening that file within Excel,
    - ii) running a call center simulation using the Software, and
    - iii) editing a scenario workbook by using the Scenario Editor module in the Software.
2. The Software is proprietary to Abstract Micro Systems, who grants you a license to install the Software on from one to three computers for your own use. Only you, the licensed user, may Use the Software.
3. **Registration.** You agree that, within 30 business days of installing the Software, you will supply the following information to Abstract Micro Systems:
  - a. Your name
  - b. Company name
  - c. Postal address
  - d. Email address
  - e. Phone number
  - f. Date of Installation
4. By supplying the above information, you become a **Registered User of the Software.**
5. You agree not to give, lend, rent, lease, or distribute the Software or any part of the Software to any person.
6. You agree not to copy the Software except for backup purposes.
7. You agree not to alter the Software, reverse engineer it, or use it to create derivative works.
8. **30-DAY REFUND POLICY.** During the 30-day period beginning with your date of purchase, you may request, and Abstract Micro Systems will grant, a refund of your purchase price, if the Software does not work on your computers, or if the Software is not as described in the documentation you have received from Abstract Micro Systems. By requesting a refund, and as a condition of receiving a refund, you agree to (a) cease all use of the Software, (b) remove the Software from all your computers, and (c) destroy all copies of the Software in your possession.
9. **NO WARRANTY.**

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