

## Product Registration, Support Eligibility, & Transfer Policy

### ***Purpose***

Our products are frequently deployed across mission-critical and public-safety infrastructure, including broadcast transmission systems, cable operations, emergency alerting environments, and advanced emergency information platforms. Maintaining a trusted, validated operating environment is essential to ensuring system reliability, cybersecurity, interoperability, and regulatory compliance.

To ensure the operational integrity, cybersecurity, regulatory compliance, and reliability of systems used in broadcast, cable, and emergency communications environments, Digital Alert Systems maintains the following policy on product ownership registration, software licensing, support eligibility, and entitlement transferability.

### **Authorized Procurement Channels**

Digital Alert Systems' products are intended to be purchased through authorized sales channels, including distributors, integrators, and approved partners. Products obtained through unauthorized, gray market, diverted, or unverified channels may not be eligible for:

- Product registration
- Technical support
- Warranty coverage
- Software or firmware updates
- Security updates or cybersecurity services
- License activation or reactivation
- Maintenance or support agreements
- Regulatory or interoperability certification assistance
- Cloud or hosted services

Digital Alert Systems reserves the right to determine eligibility for support and services at its sole discretion.

### ***Registered Organization Requirement***

Support, licensing, subscriptions, and entitlement services are provided exclusively to the end-user organization originally registered at the time of product activation or initial deployment, unless otherwise approved in writing by Digital Alert Systems. Ownership or possession of hardware alone does not automatically confer:

- Software ownership rights
- License transfer rights
- Maintenance entitlement
- Subscription eligibility
- Access to software updates
- Access to security updates
- Access to support services
- Access to hosted or cloud-based services
- Regulatory compliance support
- Certification status

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### ***Non-Transferability of Agreements and Entitlements***

Unless explicitly authorized in writing by Digital Alert Systems, the following items are non-transferable:

- Warranty coverage
- Maintenance agreements
- Support agreements
- Software subscriptions
- Security subscriptions
- Firmware update entitlement
- Software licenses
- Hosted service access
- Product certifications and validations

Any attempted transfer, resale, reassignment, or sublicensing of such entitlements without Digital Alert Systems' written authorization shall be void.

### ***Secondary Market and Used Equipment***

Products acquired through secondary market transactions, including but not limited to online marketplaces, liquidators, auctions, brokers, surplus channels, or unauthorized resellers, may be ineligible for registration, activation, relicensing, updates, or support services.

Digital Alert Systems, at its sole discretion, reserves the right to refuse service for products where:

- The original chain of custody (ownership) cannot be verified
- Product provenance is uncertain
- Hardware or software integrity cannot be verified
- Serial numbers have been altered, removed, or duplicated
- Software or firmware has been modified, including sideloading or unauthorized program installation
- Regulatory or cybersecurity compliance status is uncertain
- The system configuration deviates from supported operational baselines

### ***Security and Compliance Considerations***

Because Digital Alert Systems products may be used in emergency communications, public warning workflows, broadcast transmission chains, or other critical operational environments, maintaining secure and validated system configurations is essential. Restrictions on transferability, update eligibility, and support availability are intended to:

- Protect system integrity
- Maintain cybersecurity posture
- Support trusted deployment environments
- Preserve interoperability and certification baselines
- Reduce operational and public-safety risks
- Ensure compliance with applicable standards, regulations, and operational requirements

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***Approved Transfer and Re-Certification***

At its sole discretion, Digital Alert Systems may offer an approved process for transfer, inspection, relicensing, or recertification for certain products or deployments. Such processes may require:

- Proof of lawful ownership
- Hardware inspection and validation
- Software normalization or reinstallation
- Execution of new license agreements
- Execution of new maintenance agreements
- Payment of applicable transfer or re-certification fees
- Cybersecurity and operational compliance review

As noted above, eligibility for these programs is determined solely by Digital Alert Systems.

***Policy Changes***

Digital Alert Systems reserves the right to modify this policy at any time without prior notice. Current policies shall govern all determinations regarding support, licensing, entitlement, and service eligibility.

For questions about product eligibility, transfer authorization, or support status, please contact [support@digitalalertsystems.com](mailto:support@digitalalertsystems.com).