Poka Acceptable Use & IT Requirements Policy

Effective Date: October 14th, 2022

1. Applicability of the Acceptable Use & IT Requirements Policy

This Acceptable Use & IT Requirements Policy ("AUP") sets out a list of acceptable and unacceptable conduct while using the Software Services. All terms not defined herein shall have the meaning set forth in Poka's Customer Terms of Service.

2. Appropriate use of the Software Services

2.1 While using the Software Services, Client agrees to the following:

- use commercially reasonable efforts to prevent unauthorized access to or use of the Software Services;
- keep Subscribed Users passwords and all other login information confidential;
- monitor and control all activity conducted in connection with the Software Services;
- promptly notify Poka if any illegal or unauthorized activity or a security breach involving Client accounts is discovered, including any loss, theft, or unauthorized disclosure or use of Subscribed User's username, password, or account;
- promptly notify Poka of any modification or change made to any of Client Systems (or other information technology infrastructure) that could impact the installation, operation, use, support and/or maintenance of the Software Services;
- give Poka access to the Software Services for Client support request or if required;

2.2 While using the Software Services, Client agrees not to engage in the following:

- provide, disclose, sublicense or otherwise permit any person to access, use, read, disseminate, transmit, download or reproduce the Software Services or the documentation;
- access or obtain a copy of the object code or source code to the Software Services;
- adapt, translate, change, customize, enhance, partially delete, alter or otherwise modify the Software Services in any manner or to any extent whatsoever;
- probe, scan, or test the vulnerability of any of Poka's (and/or a Poka's hosting provider's) system or network, unless expressly authorized in writing by Poka;
- upload to, or transmit from, the Software Services any data, file, software, or link that contains or redirects to a virus, trojan horse, worm, or other harmful component or a technology that unlawfully accesses or downloads content or information stored within the Software Services;
- attempt to reverse engineer, decompile, hack, disable, interfere with, disassemble, modify, copy, translate, or disrupt the features, functionality, integrity, or performance of the Software Services (including any mechanism used to restrict or control the functionality of the Software Services), any third party use of the Software Services, or any third party data contained therein (except to the extent such restrictions are prohibited by applicable law);
- attempt to gain unauthorized access to the Software Services or related systems or networks or to defeat, avoid, bypass, remove, deactivate, or otherwise circumvent any software protection or monitoring mechanisms of the Software Services;

- access the Software Services in order to build a similar or competitive product or service or copy any ideas, features, functions, brand, trademark, or graphics related to the Software Services;
- access the Software Services for the purpose of monitoring availability, performance or functionality, or for any other benchmarking or competitive purposes, except with Poka's prior written consent;
- breach or otherwise circumvent any security or authentication measures;
- make use of the Software Services with materials of any kind that will violate or infringe upon the intellectual property rights of any third party or contain libelous, defamatory or otherwise unlawful material;
- violate the privacy or infringe the rights of Subscribed Users;
- allow Subscribed Users to share the same Credentials, create generic Credentials or use time-share or split access amongst Subscribed Users to bypass the user-based pricing and licensing model of the Software Services;
- use any environment labeled as sandbox, developer, development, demo, evaluation or other similar non-production environment for production purposes. Non-production environment must only be used for non-production purposes.

2.3 Poka's direct competitors are prohibited from accessing the Software Services, except with Poka's prior written consent.

2.4 Poka reserves the right to place limits on access to Poka's APIs (e.g., limits on numbers of calls or requests). Further, Poka may monitor Client's usage of Poka's APIs and limit the number of calls or requests Customer may make if Poka believes that Client's usage is in breach of this AUP or may negatively affect the Software Services.

3. Application Programming Interface

3.1 When using Poka's Application Programming Interfaces (API), Client is responsible to ensure that calls or requests made to the API are compatible with Poka's Acceptable Use & IT Requirements Policy.

Although Poka shall avoid making changes to the API that are not backwards compatible, if any such changes become necessary, Poka will notify Client at least sixty (60) days prior to implementing those changes.

3.2 Poka will monitor Client usage of the API and if such usage is considered abusive, negatively affects the performance of the Software Services or otherwise imposes liability on Poka. Poka may impose restrictions on Client usage or block access to the API. Poka shall in such case notify Client as soon as practicable.

4. Minimum information technology requirements

4.1 Mobile Application – Supported iOS & Android Version:

Operating System	Requirement
iOS	Last 3 major versions
Android	Last 3 major versions*

For example, if the latest version of iOS is version 14, Poka will support iOS 14, 13 and 12. If Apple updates iOS to version 15, Poka will now only support iOS 15, 14 and 13. If Apple updates iOS to version 15.1, Poka

will still support iOS 15, 14 and 13 as 15.1 is not a major version. Apple typically updates iOS every year in the fall. The same principle applies to Android.

*It should be noted that for the Poka Android application, the Chrome browser must also be kept up to date to the 2 latest major versions to ensure that Poka is functioning correctly as Poka uses the Chrome engine as the renderer.

Disclaimer for the Poka Android Application: Poka makes great efforts to test the Android app on different Android-powered devices.. However, Poka cannot guarantee that Poka will function properly on all Android devices. Before purchasing a large volume, Client should confirm that the Poka Android application works correctly on their specific Android device. At this time, the Android application is still in Beta, and some features may not be functioning properly.

4.2 Desktop Web Application - Supported Desktop Browser

Desktop Browser	Requirements
Chrome	Last 2 major versions
Firefox	Last 2 major versions
Edge	Last 2 major versions
Safari	Last 2 minor versions

For example, if the latest version of Chrome is version 80, Poka will support Chrome 80 and 79. If Google updates Chrome to version 81, Poka will now only support Chrome 81 and 80. If Google updates Chrome to version 81.1, Poka will still support Chrome 81 and 80 as 81.1 is not a major version. Poka highly recommends using an iOS device over a device with a desktop browser on the factory floor.

4.3 Minimum Windows Hardware Requirements for the Desktop Application & Distribution

Component	Recommended Requirements
Supported OS	Windows 10 or Windows 11
CPU	Minimum 2 ghz or higher
Memory	4 GB RAM or higher
Screen Resolution	720p or higher

The Windows Poka desktop application can be found here.

The Windows Poka desktop application can be distributed by following Microsoft's guidelines.

4.4 Suggested iOS devices

- **iPad Pro/iPad Air**: Cost and size make this form factor less practical when compared to the iPad or iPad Mini. The size and storage capacity can be an asset for content creation. However, the iPad provides a similar experience.
- **iPad**: The regular iPad form factor provides the best option for cost and short-term portability while also providing a great experience for viewing content. The iPad also delivers adept content creation

ability, making this form factor the best value for most requirements.
- **iPad Mini**: The iPad Mini can be useful for roles that require a more continuous connection (maintenance, etc.) due to its increased portability over other iPad form factors. The smaller size makes this form factor less practical for viewing content for a regular user.
It is always recommended to purchase the most current iPad generation available to ensure the longest period of device support from Apple, and it is also recommended to verify your own needs by testing a device before purchasing multiple devices.

4.5 Recommended iOS Applications

- **Apple Photos** to edit photos
- **Apple iMovie** to edit videos

Both applications are free.

4.6 Guidance for tablet requirements

Several factors should be taken into consideration when choosing the number of tablets to procure for deployment:

- The distance of tablets to the users. Tablets should be located near workstations for quick access.
- Availability of additional devices. If additional devices are available for floor personnel, i.e., Personal computers', company phones, etc., this can reduce the need for multiple devices at each workstation.

Typically, maintenance teams and supervisors are assigned with one (1) tablet available per person for a shift. Operators share tablets between day, evening and night shifts. One (1) tablet per workstation. The usual ratio is 1:1, 1:2 or 1:3 on the same work shift dependent on the above factors.

Note: Tablets should be available for content creators during the implementation process, including onboarding with Poka.

4.7 Networking Requirements

Bandwidth: Poka recommends that you estimate the minimum required bandwidth using this formula: (Total Number of Poka users/number of shifts per day) * (% of employee connected) * (% of employees looking at a video simultaneously (no more than 5%)) * 5Mbps.

For example, if you have the following:
200 Poka users 3 shifts per day. 90% of all users are connected at the same time 5% of all users watch a video simultaneously.

Then the formula would be: (200 users/3 shifts) * 90% * 5% * 5Mbps = 15 Mbps

HTTP Live Streaming (HLS) is supported on iOS devices for bandwidth optimization. Wi-Fi is necessary for using Poka as intended. Wi-Fi coverage should be validated with the devices you intend to use (e.g. iPad).

4.8 Supported Poka version

Client must always keep their Poka client version up to date where the Client is in charge of updating the client application (e.g. iOS and Windows application) to ensure that the application is working correctly.

4.9 Suggested case for mobile devices

Poka recommends Otterbox hard cases for Client's mobile devices (e.g. iPads, Windows & Android tablets).

5. Wi-Fi

Wi-Fi is required to use Poka as intended. Wi-Fi coverage must be validated with the devices you intend to use (e.g. iPad).

6. URL's Whitelist

The following URLs must be whitelisted to make sure that Poka works correctly:

| Service	Reason	URL to whitelist
Poka	Access to your instance	*.poka.io *.proxy.poka.io
Intercom	Online support	*.intercom.io
Sentry	Web app error reports	*.sentry.io
Wootric	Feedback tool	*.wootric.com
Cognito	SAML Authentication	*.amazoncognito.com
Flatfile	Mass Import tool	*.flatfile.io
Readme	API Documentation	*.api-docs.poka.io
Zendesk	Help Center	*.poka.zendesk.com
Vimeo	Help Center Videos	*.vimeo.com *.vimeocdn.com *.magisto.com *.akamaized.net *.cloudfront.net

Please note that all network communications are done using the HTTPS and WebSocket protocols over the port 443. Poka also leverages CloudFront as its CDN, so it is not possible to use IP-based filtering to ensure access to it, since it uses a very large IP pool.

7. Email Filter

Client's email filter should also accept incoming emails from @poka.io to receive updates about the Software Services.

8. Corporate Architecture

The following image is a high-level corporate architecture of the Poka's Software Services.
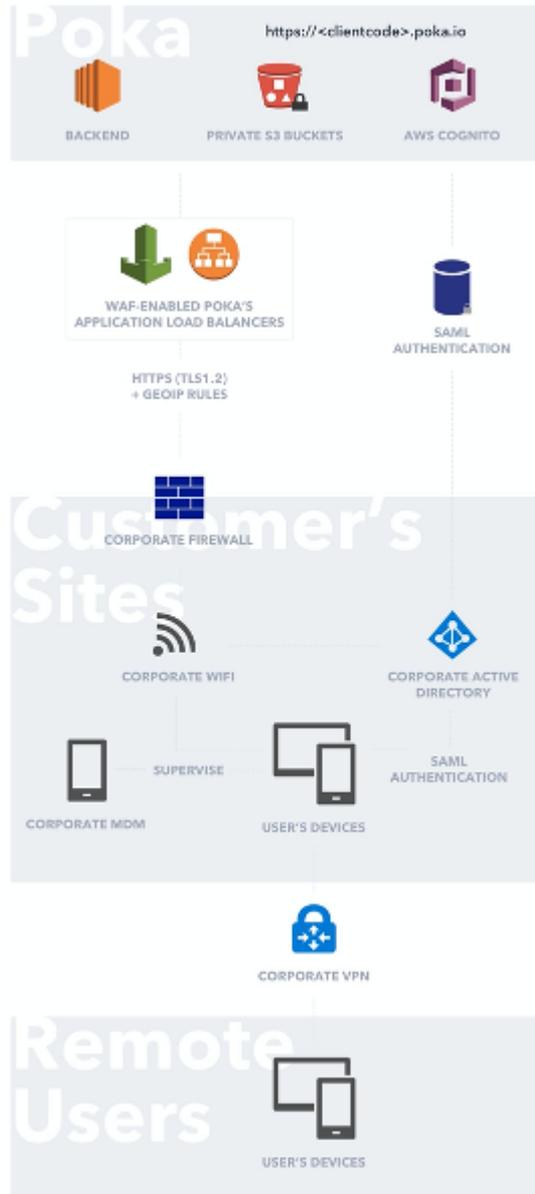
9. Changes to this document

We may change this document from time to time. Laws, regulations, and industry standards evolve, which may make those changes necessary, or we may make changes to our Software Services or business. If we make material changes to this document, we will notify you.

10. Contacting Poka

If you have any questions about this AUP you can contact us at legal@poka.io