

## T.O.V.A. 8.x Beta Testing Agreement

Thank you for considering becoming a T.O.V.A. beta tester! Please read this agreement in full, sign it, and return it to us by email, fax, or letter.

### Introduction to beta testing

Complex software is never free of defects; it's just not practical to test every single possible use case. What companies do to reduce the number of issues, or "bugs", is to put the software through a quality assurance program that minimizes the number of issues in the quickest possible time. Usually, this starts with internal testing in the company, called "alpha testing". The T.O.V.A. 8.x has gone through this process and continues to be tested every day by The TOVA Company's development staff.

Once the software has been alpha tested thoroughly enough that the company believes it's ready for external users, the software enters "beta testing". We believe the T.O.V.A. 8.x software is ready for beta testing, and this is where you come in. We now want to see how the software behaves in the field, with our "beta testers".

During the beta test period, the beta tester agrees to go out of their way to make sure that issues and suggestions are reported back to the developers. After enough time, the beta testers find fewer and fewer issues, and the company then decides to release the product. At this point, the beta testers upgrade to the released software, and the beta testing ends. This process repeats as the company brings out new versions of the software.

### Why should you be a beta tester?

There are many reasons to participate:

- You get early access to the latest T.O.V.A. features.
- You have the first say in short-term changes and future features you'd like to see in the T.O.V.A.
- You get to directly participate in improving the T.O.V.A.
- T.O.V.A. test credits are free during the beta test period.

### What does it mean to be a beta tester?

First and foremost, your goal as a beta tester is to find issues in the T.O.V.A. and inform us of those issues. Your second goal is to find user interface problems, suggest changes, and give us your feedback on the performance and operation of all aspects of the T.O.V.A. We've made both of these tasks *very easy* by including a Contact Technical Support feature that allows you to quickly send us your issues or thoughts over the internet. You may also save these and email them to us later, if your testing machine is not connected to the internet.

## T.O.V.A. 8.x beta test timeline

The T.O.V.A. beta test officially begins when you agree to beta testing and get setup to test and continues until The TOVA Company chooses to end it. We will contact you by email and/or phone when beta testing has ended. At the end of beta testing, or at any time that you wish to end your participation in the beta test, we will help you convert your T.O.V.A. to the current release version.

## T.O.V.A. 8.x beta testing costs

There is no charge for participating in the T.O.V.A. 8.x beta test, although you must already have one or more T.O.V.A. 8.x kits in order to participate.

## T.O.V.A. 8.x beta test user agreement

**Please read this section carefully.** By participating in this beta test program, you agree to the following:

- The T.O.V.A. is being provided to you as-is, and we make no guarantee or warranty on how the T.O.V.A. operates or what results it produces.
- Although you should never rely on any one tool alone for diagnoses or treatment monitoring, you must be especially cautious with the beta version of the T.O.V.A. As beta software, we cannot predict what minor or major defects will be in the software, and you *must* factor this into your clinical judgment.
- All individuals who administer or use your beta version of the software will be bound to this user agreement. Any exceptions must be requested and explicitly granted by The TOVA Company.
- You will use the T.O.V.A. 8.x on computers that match the T.O.V.A. 8.x system requirements. You may request an exception, but we must explicitly grant any exceptions to the system requirements.
- You will contact us as soon as you are able to by (in preferential order) the T.O.V.A.'s Technical or Clinical Support feature, email, or phone when an issue arises that you think may be an issue in the T.O.V.A. test. We're happy to hear from you even if it turns out not to be an issue, so please don't hesitate to contact us.
- When there is a software update available, you will update all of your T.O.V.A. installations as soon as you are able. For users with an internet connection, this can be done automatically. For users with no internet connection, we ask that you monitor your email and voicemail, and download and install updates as soon you are able after you are informed of an update.
- Although we doubt this will happen, at any time during the beta testing we may ask you to stop administering T.O.V.A. 8.x tests until a critical issue has been fixed. You agree that you will stop administering T.O.V.A. 8.x tests until the issue has been fixed and you are informed you can begin administering the T.O.V.A. 8.x again.
- Although we doubt this will happen, at any time during the beta testing we may ask you to go back and review the reports of tests you have already administered and reviewed. You agree that you will go back, and, in a reasonable amount of time, review the reports for any relevant changes that may have occurred.
- You may end your participation in the beta program at any time and for any reason by contacting us via phone or email. We will help you return your T.O.V.A. software to the current release version and your participation in the beta testing program will be over.
- We may end the beta program, or your participation in the beta program, at any time and for any reason by contacting you by mail, phone or email. Once the program or your participation in the program is over, you will convert to the current release version of T.O.V.A.

In addition, we strongly encourage but do not require you to send in your thoughts, compliments, complaints (especially your complaints!), and all suggestions that you have, as soon as you are able. Use any contact method you prefer, from the included technical support contact features in the T.O.V.A. to a quick phone call or even a fax. The more you send in, the better. Even a trivial suggestion could make huge improvements in the user experience, so don't hesitate to let us know.

Thank you. We're excited to work with you and look forward to your thoughts and feedback.

Please sign to indicate that you have read and understood the T.O.V.A. 8.x Beta Testing Agreement, **especially the section titled "T.O.V.A. 8.x beta test user agreement"**, and that you agree to these terms and conditions for your individual and/or organizational use of the T.O.V.A. 8.x.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

TOVA USBD Serial #(s) \_\_\_\_\_

Date: \_\_\_\_\_