

Acceptable Use Policy (AUP)

Last Updated: September 25, 2026

This Acceptable Use Policy ("AUP") is incorporated by reference into the Master Subscription Agreement ("Agreement") between Service Sidekick, Inc. ("Company," "we," "us," or "our") and its Customers. This policy outlines unacceptable use of the Billing Sidekick Services. By using the Services, you agree to this AUP.

Capitalized terms used but not defined in this AUP have the meanings given to them in the Agreement.

1. Prohibited Activities

You may not use, or facilitate or allow others to use, the Services for the activities listed below. The following categories are not exhaustive and are intended to provide a framework for acceptable use.

1.1. Disruption and Security

- **Hacking and Unauthorized Access:** Accessing or attempting to access the Services, related systems, or networks in an unauthorized manner. This includes probing, scanning, or testing the vulnerability of any system or network.
- **Interference:** Interfering with, reverse-engineering, or disrupting any aspect of the Services, or the integrity or performance thereof.
- **Overwhelming Infrastructure:** Imposing an unreasonably large load on our infrastructure that consumes extraordinary resources (e.g., CPUs, memory, bandwidth) or using automated systems to send more requests than a human could reasonably produce.
- **Malicious Software:** Transmitting any viruses, worms, defects, Trojan horses, malware, or any other items of a destructive nature.

1.2. Wrongful and Illegal Activities

- **Illegal Purpose:** Using the Services for any illegal purpose or in violation of any local, state, national, or international law.
- **Fraud and Misrepresentation:** Using the Services to generate, support, or submit any claim or supporting documentation that you know, or reasonably should know, to be false, misleading, or fraudulent. This includes impersonating any person or entity or falsely implying sponsorship or association with us or any third party.
- **Violation of Privacy:** Using the Services to violate the privacy of others, including publishing or posting other people's private and confidential information without their express permission.
- **Infringement of Rights:** Posting, uploading, or sharing content that infringes upon our or a third party's intellectual property or other rights (e.g., copyright, trademark, patent, trade secret).

1.3. Inappropriate Content and Communications

- **Harmful or Offensive Content:** Transmitting content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that is sexually explicit or promotes bigotry, racism, hatred, or harm.
- **Spam:** Using the Services to generate or send unsolicited commercial communications, promotions, or advertisements (spam).

1.4. Specific Prohibitions for AI Features

- **No Professional Advice:** Using the AI features to seek or provide advice that would ordinarily be provided by a qualified or licensed professional (e.g., legal, financial, or medical advice).
- **Circumventing Safety Measures:** Attempting to override or circumvent any technical or safety measures designed to safeguard the Services, or intentionally prompting the AI features to violate this policy.
- **Misleading Others:** Misleading individuals into believing they are communicating with a human when they are not, or claiming that AI-generated content was created solely by a human.

2. Enforcement

We reserve the right, but do not assume the obligation, to investigate any violation of this AUP or misuse of the Services. We may, without notice, suspend or terminate your access to the Services if, in our sole discretion, we determine that a violation of this AUP has occurred.