



April 11, 2019

Patricia Welsch  
University of Mississippi Medical Center  
350 W. Woodrow Wilson, Suite 1601  
Jackson, MS 39213

Dear Patricia,

We wish to confirm that maintenance services for the MediCall system installed at the University of Mississippi Medical Center can only be provided by Spok as this is a proprietary software system that you own a perpetual, non-exclusive license to use. As our products are mission-critical, life safety communications systems, we cannot certify 3<sup>rd</sup> party upgrades and or add-ons of Spok products by vendors other than Spok.

Our maintenance agreement provides the subscribing entity, University of Mississippi Medical Center, all rights and privileges governed by the program and include software maintenance, program fixes and updates to the software programs under license within the scope of products originally procured. Additionally, subscribers to our maintenance program are supported by our 24x7 Technical Services Support Team. Access to this support is permitted only through subscribers of the maintenance program. This program does not support third party vendors.

Thank you for your continued support. If you have any follow-up questions on this or other matters, please feel free to contact me directly or discuss with Patti Maurstad, Maintenance Account Manager, [patti.maurstad@spok.com](mailto:patti.maurstad@spok.com) or 952-230-5308.

Sincerely,

**Mick Ling**  
Vice President, Maintenance Business  
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