

Authorized User Terms

Version 1.2.3 · Effective September 1, 2026

These are the terms each person accepts inside the Tero app.

1. Where you fit

Tero is estate-management software operated by **Tero Household Operations LLC** ("Tero", "we"). The household or entity that subscribes — the **Customer** — has its own agreement with us (the Master Subscription Agreement) that governs the subscription, fees, and the Customer's data. **You** are an **Authorized User**: a person the Customer gave an account to. These terms govern your own use of Tero; by accepting them in the app, you agree to them, and the app records which version you accepted and when. If these terms ever conflict with the Customer's agreement, the Customer's agreement governs the Customer relationship and these terms govern your individual use.

2. Your account

- Your account was created for you by the Customer's administrator; there is no public signup.
- Keep your password to yourself. You are responsible for what happens under your sign-in, and you must tell your estate manager promptly if you think someone else has used it.
- The Customer controls its workspace and may add, change, or remove accounts, including yours.

3. The household's data

What you enter at work — tasks, expenses, maintenance, guest details, inventory — is the Customer's data, processed by Tero on the Customer's behalf. Enter only what your household needs and is entitled to record. Do **not** enter Social Security or other government ID numbers, passport numbers, complete medical records, financial account numbers or credentials, or alarm and access codes, unless a Tero feature expressly supports and authorizes that information. How Tero handles personal data — including your own account details and your reminder choices — is described in the Privacy Policy.

4. Acceptable use

Use Tero only for the management of the household(s) or estate(s) the Customer engaged Tero for. Do not share your access with anyone outside the estate's staff; scrape, resell, copy, or repackage the service or its data; probe, overload, or try to get around its security or estate isolation; reverse engineer or decompile it except where law grants that right despite this term; or upload content that is unlawful or that you have no right to hold. We may suspend an account that breaks these rules, giving notice where

practicable.

5. AI-assisted features

Some features use artificial intelligence: reading receipts, answering questions, proposing records from imported documents, helping with procedures, and translating content. AI output is **assistance, not a decision**: proposed records become real only after a person approves them; answers and translations can be wrong — check them before acting on them.

6. Not a life-safety system

Tero is an estate-management and organizational tool. It is **not** an emergency response service, a medical system, a life-safety system, a physical security or monitoring system, or an access-control authority. Always verify allergies, medical and safety information, emergency instructions, and security permissions against the authoritative source — the person, the physician's instructions, the security provider — before acting on them. The app itself tells you to verify a guest's hard stops at the source; that instruction is part of these terms.

7. The service, as it is

Tero is provided "as is" and "as available" to you as an Authorized User. Any service commitments Tero has made are made to the Customer in its agreement; these terms give you no separate warranty. Nothing in these terms limits liability that cannot lawfully be limited.

8. Intellectual property

The Tero software, its design, and the Tero name and marks belong to Tero Household Operations LLC. Your right to use the service comes from the Customer's subscription and ends with it (or with your account). If you send us suggestions or feedback, we may use them to improve Tero without owing anything for them.

9. Changes

If we change the meaning of these terms, you will be asked to read and accept the new version before continuing; the previous version stays on record with its dates in force. Typo-level fixes do not re-prompt.

10. Governing law

These terms are governed by the laws of the State of New York, without regard to conflict-of-law rules, and any dispute under them belongs in the state or federal courts located in Suffolk County, New York.

11. Contact

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