

Vaisala BWS Cloud Companion Service Description

Vaisala BWS Cloud Companion (“BWS Cloud Companion” or “Service”) is a solution for weather and air quality customers that focuses on providing:

- Delightful user experience for Vaisala weather and air quality instruments;
- One place to see all the environmental information;
- Enable customers to do better decisions based on environmental information;
- Enable easy integrations for example with API and/or straight connection to other services;
- Provide a secure service which customer can rely on; and
- Enable global data connectivity from Connected Compact Station to BWS Cloud Companion service.

The BWS Cloud Companion service can be accessed through a web browser on mobile phone, tablet, or computer, making it ideal for professionals who want access to quality measurement data anywhere and at any time. Use of the application requires MyVaisala credentials.

Scope of Technical Support

Vaisala support team is available 365 days a year to receive service requests by email, phone, or through [My Vaisala](https://www.vaisala.com/en/support). See the local contact details at www.vaisala.com/en/support.

The official language of the technical support is English.

Technical Support Service Conditions

Customer is responsible for nominating a primary contact or system owner who has the authority to make decisions and resolve problems regarding the configuration and operation of the Service or its related products. Technical support may require the participation of on-site customer personnel in order to perform actions that are not possible for remote support staff. Vaisala is not responsible for making decisions regarding what is appropriate and meets the customer’s regulatory and/or business needs.

Security

Following security measures are implemented:

- TLS/SSL encryption is used between the browser and the Service.
- Data transmission is encrypted on radio between gateways and the Service.
- Data visibility in the cloud is limited to the customer account owning the device.

Minimum Requirements

- Internet connection
- Mobile, tablets, or computer with a web browser, such as Edge, Firefox, Chrome, Safari
- Cookies must be enabled
- BWS Cloud Companion compatible gateway and instrument

Service Availability

Vaisala strives to keep BWS Cloud Companion available 24/7, excluding necessary maintenance breaks or downtime caused by 3rd party, such as AWS cloud provider.

BWS Cloud Companion service shows the data from Connected Compact Stations that are located in the following countries:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden, Faroe Islands, Serbia, Switzerland, Ukraine, United Kingdom, Australia, New Zealand, Canada, Puerto Rico, United States of America, Virgin Islands (U.S.), Barbados, Chile

Maintenance and Service Breaks

We generally provide scheduled maintenance and updates to BWS Cloud Companion without breaks to the Service availability or data measurement collected from Vaisala products. If maintenance or updates cannot be carried out without a break to the Service availability, we shall notify of such breaks through email and/or BWS Cloud Companion service itself.

In case there are unexpected service breaks, we shall within normal office hours attempt to recover the Service as soon as possible. Even if BWS Cloud Companion is temporarily unavailable, data measurements are collected during the unavailability period and synced to the Service once it becomes available.

Improving the Service

We strive to improve and modify the Service from time to time. Modifications may include new features to the Service, from which you and your Users may gain benefit subject to the then-current right to use. We shall inform you of modifications by issuing a release note on a regular basis.

As we strive to improve BWS Cloud Companion, we welcome feedback from customer. Any feedback by our customers or Users will be used by us internally in order to improve your user experience.

We will actively collect feedback from the Service, but we will not be answering to feedback given through the BWS Cloud Companion service. The only way to get support and answers is mentioned on the section "Scope of Technical Support".

Compatible Devices

Compatible devices and services are described and announced within the BWS Cloud Companion application. The list of compatible devices and services will be updated regularly, and may be subject to a separate terms and conditions.

Third Party Materials

You may request a copy of certain open source code as required by certain applicable OSS licenses by sending an email to opensourcesw@vaisala.com with the subject line "OSS source code request".

Third party materials will be maintained and informed within BWS Cloud Companion Help.