

makerSQR

User Agreement

Thank you for downloading makerSQR (the “App”), makerSQR, Inc.’s (“Company” or “we” or “our” or “us”) mobile device software application that allows makers to connect with supporters in their communities. This User Agreement (“Agreement”) governs your use of the App, including transactions you agree to enter into with other App users.

Please read this Agreement carefully, as it (among other things) provides in Section 18 that you and the Company will arbitrate certain claims instead of going to court and includes limitations on class action claims in Section 19. Please press “Accept” if you agree to be legally bound by all terms and conditions herein. If you are viewing this on your mobile device, you can also view this Agreement via a web browser at <https://makersqr.com/user-agreement>. Your acceptance of this Agreement creates a legally binding contract between you and the Company. If you do not agree with any aspect of this Agreement, then do not press “Accept,” in which case you may not use the App.

If you are viewing this on your mobile device, you can also view this Agreement via a web browser on your computer at <https://makersqr.com/user-agreement>.

Note for Children. Use of the App by anyone under the age of 18 is prohibited.

The Company’s Privacy Policy, at <https://makersqr.com/privacy-policy> (the “Privacy Policy”), describes the collection, use and disclosure of data and information (including location and usage data) by the Company in connection with the App. The Privacy Policy, as may be updated by the Company from time to time in accordance with its terms, is hereby incorporated into this Agreement, and you hereby agree to the collection, use and disclose practices set forth therein.

The App allows for users to upload content that may be viewed by other App users. As further described in Section 10.4, inappropriate content, including without limitation content that is obscene, pornographic or defamatory, is not allowed and is subject to removal. If you see any prohibited content within the App, please use the flagging feature to notify the Company. Users who upload prohibited content may have their accounts terminated.

1. **How it Works.** App users who are acting in the capacity of makers (“Makers”) can post information about projects they are working on, and App users who have resources such as use of tools or work space (“Resources”) or who are willing to perform services (“Services”) can post the Resources and/or Services they are offering to sell or rent (such users, “Supporters”). Makers and Supporters can then find each other and negotiate for the sale or rental of Resources and Services. Note that use of the App is open to the general public, and the Company does not screen in any manner any App users.

2. **Transactions.**

2.1 You acknowledge that all transactions you enter into in connection with the App are between you and the other App user acting as a Maker or Supporter (as applicable) and the Company is not a party to such transactions. The Company’s sole involvement in user-to-user transactions is to make available a marketplace for Supporters to list and for Makers to purchase or rent Resources and Services. A

transaction entered into on the App constitutes a contract directly between the Supporter and Maker for the sale or rental of the applicable Resource or Service at the applicable price subject to the terms of Sections 3, 4 and 5 below and such other terms as may be agreed to between Supporter and Maker within the App at the time of the transaction (each such contract, a “Project Contract”).

2.2 You are solely responsible for investigating the existence, safety, quality, adequacy, merchantability and fitness for a particular purpose of any particular Resource and the qualifications, experience, skills and credentials of any Supporter from whom you wish to purchase a Service. You acknowledge that the Company: (i) does not inspect any Resources or Services, (ii) does not guarantee that Resources will work or that Services will be performed or meet your needs, (iii) does not guarantee that Resources or Services will conform with any provided descriptions or be similar in appearance to any provided photographs, (iv) does not investigate or screen Supporters in any way, including with respect to their qualifications, experience, skills or credentials and (v) makes no warranties regarding the existence, safety, quality, adequacy, merchantability or fitness for a particular purpose of any Resources or Services, that a Supporter actually possesses or has the right to sell or rent any Resource or Services or that a Maker or Supporter will consummate any transaction. You further acknowledge that the Company cannot and does not guarantee a Maker will pay amounts owed for a transaction.

2.3 You are solely responsible for determining your legal obligations in relation to any Resources or Services you may offer, purchase or rent, or any Project Contract you may enter into, including as may relate to taxes, insurance or licensing and credentialing requirements. The Company does not provide legal advice.

2.4 Use of any work space through the App may be offered only for short term use. No Project Contract shall constitute a lease of real property.

3. **Supporter Terms.** When you use the App in a Supporter capacity, the terms of this Section 3 apply to you and are incorporated into any Project Contract you enter into:

3.1 Supporter agrees to accurately describe his/her available Resources and (to the extent any Services are offered) Supporter’s skills, qualifications, credentials and experience and not make any false or misleading statements relating to any of the foregoing.

3.2 Supporter agrees to use his/her reasonable best efforts to timely complete all his/her obligations under the Project Contract, and to perform any Services in a professional and workmanlike manner.

3.3 Upon payment of all fees due to Supporter for any Services, Supporter agrees that all inventions, works of authorship, improvements, developments, information and materials arising out of such Services (“Work Product”), inclusive of all related intellectual property rights, shall be the property of the applicable Maker, and Supporter hereby assigns and agrees to assign to the Maker all right, title and interest (including all related intellectual property rights) in and to Work Product for which payment has been made. Supporter agrees, for no additional compensation and at Maker’s expense, to provide all reasonable assistance and information, and execute all reasonable assignments, declarations and other instruments, requested by Maker as may be necessary or desirable for Maker to perfect, register and/or defend Maker’s rights in and to the Work Product.

3.4 Without limiting Supporter's obligations under Section 3.3 above, Supporter agrees that, in the event Supporter incorporates any inventions, works of authorship, improvements, developments, information and materials into any Work Product which cannot be assigned by Supporter to Maker but in which Supporter has rights, Supporter hereby grants to Maker a perpetual, fully-paid, royalty-free, non-exclusive, worldwide, irrevocable right and license under such inventions, works of authorship, improvements, developments, information and materials to use, make, have made, sell, offer for sale, import, reproduce, modify, prepare derivative works, distribute, display, perform, transmit and otherwise exploit such inventions, works of authorship, improvements, developments, information and materials as part of such Work Product, with the right to grant sublicenses.

3.5 If any Work Product is reasonably rejected by the Maker, Supporter agrees to use his/her reasonable best efforts to correct the deficiencies and provide a corrected version to Maker within a reasonable time period after the rejection.

4. **Maker Terms.** When you use the App in a Maker capacity, the terms of this Section 4 apply to you and are incorporated into any Project Contract you enter into:

4.1 Maker agrees to use all reasonable care in connection with the use of any rented Resource provided by Supporter, and to use such Resource only for its intended purpose and in accordance with all laws, rules and regulations. Maker acknowledges that Maker shall be responsible for (1) paying Supporter the reasonable value of any rented Resource that is lost, stolen or destroyed in connection with Supporter's rental thereof, and (2) the cost of repair of any rented Resource that is damaged in connection with such rental. Maker shall not allow any third party to use any rented Resource. Maker shall promptly return any rented Resource to Supporter after the end of the rental period.

4.2 Maker agrees to provide reasonable feedback concerning any Work Product provided by the Supporter within a reasonable period of time after delivery or such specific time period as may be specified in the Project Contract. Maker may not reject Work Product for any reason other than material non-conformance with the requirements of the Project Contract. If Work Product is rejected, Maker must provide a written explanation of the deficiencies of such Work Product vis a vis the requirements of the Project Contract. Work Product shall be deemed accepted if such written notice of rejection is not received within fifteen (15) days or the time period specified in the Project Contract. If Work Product is not paid for, Maker may not reproduce, distribute or use such Work Product in any manner or for any purpose, and such rejected Work Product remains the property of the Supporter (other than with respect to any information or materials incorporated therein provided by or on behalf of Maker).

4.3 Maker acknowledges that, unless otherwise explicitly agreed upon in a Project Contract, it is Maker's sole responsibility and liability to determine whether any Work Product provided to Maker under a Project Contract infringes or violates any patent, trademark, service mark or trade dress rights of a third party.

4.4 Maker agree to promptly make payment to the Supporter at the time the Resource or Work Product is provided or accepted (as applicable) or in accordance with such different payment schedule as may be agreed upon in the Project Contract.

5. **Mutual Project Contract Terms.**

5.1 You represent, warrant and covenant that, in connection with this Agreement or the App, you will not and will not attempt to: (i) violate any laws, third party rights or our policies; (ii) offer for sale or rent, sell or rent, purchase or otherwise transfer, deal in or dispose of illegal products or services or products or services that encourage illegal activities, controlled substances, offensive materials, stocks or other securities, pharmaceuticals, medical devices, firearms, weapons, explosives, hazardous materials, any item that has been subject to a recall or that you believe may be unsafe when used in an ordinary manner, alcohol, tobacco products, animals, plants or seeds (iii) re-join or attempt to use the App if the Company has banned or suspended you; (iv) defraud the Company or another user; or (vi) use another user's account or allow another person to use your user account. Any illegal activities undertaken in connection with the App may be referred to the authorities.

5.2 A Project Contract may be terminated: (i) upon mutual written agreement of the Maker and Supporter; (ii) upon written notice by either Maker or Supporter following a second rejection of any Work Product as described under Sections 3.5 and 4.2; or (iii) for the material breach thereof by a party thereto which, if capable of cure, is not cured within ten (10) days of written notice thereof from the non-breaching party.

5.3 A Project Contract may be modified at any time upon mutual written agreement by the Maker and Supporter provided that such modification would not conflict with or result in a breach of this Agreement.

5.4 The relationship between Maker and Supporter created by a Project Contract shall be that of independent contractors and shall not be construed as creating or implying any relationship of franchise, partnership, joint venture or employer-employee. Supporter is not eligible for any benefits attendant to employment from any Maker.

5.5 Other than with respect to any infringement, misappropriation or violation of intellectual property rights of one party to a Project Contract by another party to such Project Contract or any gross negligence or willful misconduct, and except to the extent mandatory provisions of applicable law otherwise require, in no event shall a party to a Project Contract be liable for: (i) any consequential, indirect, incidental damages arising out of or relating to such Project Contract, including without limitation loss of income, loss of business or profits or loss of goodwill, regardless of the theory of liability and regardless of whether such party was aware of the possibility of such damages; or (ii) direct damages arising out of or relating to such Project Contract in excess of the amounts due under such Project Contract.

5.6 A Project Contract cannot be assigned or delegated, whether in whole or in part, but a party thereto without the written consent of the other party thereto.

6. **License to Use the App.** Subject to your compliance with all the terms and conditions of this Agreement, the Company grants you a limited, nonexclusive, nontransferable, revocable license to install and use the App on a compatible mobile device for your personal use, in each case in the manner enabled by the Company. Any use of the App other than for personal use is strictly prohibited. Use of the App by or on behalf of commercial entities is not authorized under this Agreement.

7. **Ownership; Proprietary Rights.** As between you and the Company, the Company owns all worldwide right, title and interest, including all intellectual property and other proprietary rights, in and to the App and all usage and other data generated or collected in connection with the use thereof (the "Company Materials"). Except for as expressly set forth herein, you agree not to license, distribute,

copy, modify, publicly perform or display, transmit, publish, edit, adapt, create derivative works from, or otherwise make any unauthorized use of the Company Materials. You agree not to reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, algorithm or programs underlying the Company Materials.

8. **Third Party Sites.** The App may include advertisements or other links that allow you to access web sites or other online services that are owned and operated by third parties. You acknowledge and agree that the Company is not responsible and shall have no liability for the content of such third party sites and services, products or services made available through them, or your use of or interaction with them.

9. **Fees.** Certain App features and/or functionality may be subject to fees payable by you to the Company (“**Premium Services**”).

9.1 If you subscribe to any Premium Service, your payment will automatically renew at the end of the subscription period, unless you cancel your subscription prior to the renewal date. The cancellation will take effect the day after the last day of the current subscription period. If you cancel your payment or delete your App account before the end of the subscription period, we will not refund any subscription fees already paid to us.

9.2 We may change the price for Premium Services from time to time, and will communicate any price changes to you. Price changes will take effect at the start of the next subscription period following the date of the price change. By continuing to use the Premium Service after the price change takes effect, you accept the new price.

9.3 You represent and warrant that you have all rights to use the payment method used by you to pay for any Premium Services. By submitting payment instrument information to the Company, you hereby authorize the Company to use that payment instrument to charge all fees you may incur through use of the App. You are responsible for all fees incurred through use of your App account. All fees are non-refundable. If you believe you have been charged in error, please contact the Company at support@makersqr.com.

10. **Media.**

10.1 The App allows you and other users to post and share text, images, audio and video that may be viewed by other end users of the App (“Media”). You acknowledge that all posted Media is stored on and made available through the App by the Company’s servers and not on your device. If you delete the App from your device, your Media will remain viewable to other users through the App and your log-in will remain active. If you wish to terminate your App account such that all of your Media is deleted from our servers, please follow the instructions set forth in Section 13 below.

10.2 You understand that all Media is provided to you through the App only on an “as-available” basis and the Company does not guarantee that the availability of Media will be uninterrupted or bug free. You agree you are responsible for all of your Media and all activities that occur under your user account

10.3 You shall retain all of your ownership rights in your Media. You hereby grant the Company a worldwide, non-exclusive, fully paid-up, royalty-free, irrevocable, perpetual, sublicenseable and transferable license to use, reproduce, display, transmit and prepare derivative works of your Media, and

to additionally distribute and publicly perform Media in connection with the App and the Company's (and its successor's) business, in any media formats and through any media channels. The Company agrees not display your Media in any advertising materials without your consent, other the display of Media on web sites owned or controlled by the Company. You also hereby grant to each user of the App a non-exclusive license to access and view your Media as permitted by the functionality of the App and this Agreement. The aforementioned licenses will terminate with respect to any particular item of your Media when you or the Company remove it from the App, provided that (i) any sublicenses may be perpetual and irrevocable and (ii) you acknowledge that, except as provided under Section 13, such licenses survive to the extent necessary for a copy of your Media to be retained by the Company.

10.4 In connection with your Media, you further agree that you will not: (i) use material that is subject to third party intellectual property or proprietary rights, including privacy and publicity rights, unless you are the owner of such rights or have permission from their rightful owner to post the material and to grant the Company all of the license rights granted herein; (ii) use material that is unlawful, defamatory, libelous, threatening, pornographic, harassing, hateful, racially or ethnically offensive or encourages conduct that would be considered a criminal offense, violate any law or is otherwise inappropriate; or (iii) post advertisements or marketing content or solicitations of business, or any content of a commercial nature. The Company may investigate an allegation that any Media does not conform this to Agreement and may determine in good faith and in its sole discretion whether to remove such Media, which it reserves the right to do at any time.

10.5 You hereby acknowledge that you may be exposed to Media from other users that is inaccurate, offensive, obscene, indecent, or objectionable when using the App, and further acknowledge that the Company does not control the Media posted by App users and does not have any obligation to monitor such content for any purpose.

11. **Prohibited Uses.** As a condition of your use of the App, you will not use the App for any purpose that is unlawful or prohibited by this Agreement. You may not use the App in any manner that in our sole discretion could damage, disable, overburden, impair or interfere with any other party's use of them. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available through the App. You agree not to scrape or otherwise use automated means to access or gather information from the App, and agree not to bypass any robot exclusion headers we may put into place. In addition, you agree not to use false or misleading information in connection with your user account, and acknowledge that we reserve the right to disable any user account with a profile which we reasonably believe is false or misleading (including a profile that impersonates a third party).

12. **Additional Terms.** When you use certain features or materials on the App, or participate in a particular promotion, event or contest through the App, such use or participation may be subject to additional terms and conditions posted on the App. Such additional terms and conditions are hereby incorporated within this Agreement, and you agree to comply with such additional terms and conditions with respect to such use or participation.

13. **Termination.** You may terminate this Agreement at any time, for any reason or for no reason, by deleting your App account by contacting us at support@makersqr.com. Note that deleting the App from your device will not terminate your App account or cause the deletion of your account information and Media from our servers, and that such termination and deletion can only be accomplished by contacting the Company and providing us with all requested information. You agree that the Company, in its sole

discretion and for any or no reason, may terminate this Agreement, your account or your use of the App. The Company may also in its sole discretion and at any time discontinue providing the App, or any part thereof, with or without notice. You agree that the Company shall not be liable to you or any third-party for any such termination. Sections 2, 3, 4, 5, 7, 8, 9 (with respect to accrued but unpaid obligations) and 10 through 22 will survive any termination of this Agreement.

14. **Apple.** You hereby acknowledge and agree that Apple, Inc.: (i) is not a party to this Agreement; (ii) has no obligation whatsoever to furnish any maintenance or support services with respect to the App; (iii) is not responsible for addressing claims by you or any third party relating to the App, including any product liability claims, claims under consumer protection laws or claims under any other law, rule or regulation; (iv) has no responsibility to investigate, defend, settle or discharge any claim that the App or use thereof infringes any third party intellectual property rights; and (v) is a third party beneficiary of this Agreement with the right to enforce its terms against you directly.

15. **Disclaimers; No Warranties.** THE APP AND ANY MEDIA, INFORMATION OR OTHER MATERIALS MADE AVAILABLE IN CONJUNCTION WITH OR THROUGH THEM ARE PROVIDED “AS IS” AND WITHOUT WARRANTIES OF ANY KIND EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, THE COMPANY AND ITS LICENSORS, SERVICE PROVIDERS AND PARTNERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS. THE COMPANY AND ITS LICENSORS, SERVICE PROVIDERS AND PARTNERS DO NOT WARRANT THAT THE FEATURES AND FUNCTIONALITY OF THE APP WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE APP OR THE SERVERS THAT MAKE AVAILABLE THE FEATURES AND FUNCTIONALITY THEREOF ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. CERTAIN STATE LAWS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES. IF THESE LAWS APPLY TO YOU, SOME OR ALL OF THE FOREGOING DISCLAIMERS, EXCLUSIONS, OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MIGHT HAVE ADDITIONAL RIGHTS.

16. **Indemnification.** You agree to indemnify and hold the Company and its affiliated companies, and each of their officers, directors and employees, harmless from any claims, losses, damages, liabilities, costs and expenses, including reasonable attorney’s fees, (any of the foregoing, a “Claim”) arising out of or relating to your use or misuse of the App, entry into or performance of any Project Agreement, breach of this Agreement or infringement, misappropriation or violation of the intellectual property or other rights of any other person or entity, provided that the foregoing does not obligate you to the extent the Claim arises out of the Company’s willful misconduct or gross negligence. The Company reserves the right, at our own expense, to assume the exclusive defense and control of any matter for which you are required to indemnify us and you agree to cooperate with our defense of these claims.

17. **Limitation of Liability and Damages.** UNDER NO CIRCUMSTANCES, INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE, SHALL THE COMPANY OR ITS AFFILIATES, CONTRACTORS, EMPLOYEES, OFFICERS, DIRECTORS, AGENTS, OR THIRD PARTY PARTNERS, LICENSORS OR SERVICE PROVIDERS, BE LIABLE TO YOU FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES THAT ARISE OUT OF OR RELATE TO THE APP, INCLUDING YOUR USE THEREOF, OR ANY OTHER

INTERACTIONS WITH THE COMPANY, EVEN IF THE COMPANY OR A COMPANY AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. APPLICABLE LAW MAY NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU, IN WHICH CASE THE COMPANY'S LIABILITY WILL BE LIMITED TO THE EXTENT PERMITTED BY LAW. IN NO EVENT SHALL THE TOTAL LIABILITY OF COMPANY OR ITS AFFILIATES, CONTRACTORS, EMPLOYEES, OFFICERS, DIRECTORS, AGENTS, OR THIRD PARTY PARTNERS, LICENSORS OR SERVICE PROVIDERS TO YOU FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT OR YOUR USE OF THE APP EXCEED THE GREATER OF (A) THE FEES PAID TO THE COMPANY HEREUNDER OR (B) ONE HUNDRED U.S. DOLLARS.

18. **Arbitration.** Any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought by either party is less than \$10,000 shall be resolved via binding non-appearance-based arbitration initiated through the American Arbitration Association ("AAA"). The AAA Rules are available online at www.adr.org or by calling the AAA at 1-800-778-7879. In any such arbitration, the parties and AAA must comply with the following rules: (a) the arbitration shall be conducted by telephone, online and/or be solely based on written submissions, the specific manner shall be chosen by the party initiating the arbitration; (b) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; (c) the arbitrator may award injunctive or declaratory relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim; and (d) any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction. Nothing in this Agreement shall prevent either party from seeking remedies in small claims court of competent jurisdiction.

19. **Class Action Waiver.** YOU AGREE THAT ANY CLAIMS SUBJECT TO ARBITRATION UNDER SECTION 18 MUST BE MADE IN YOUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.

20. **Claims.** YOU AND THE COMPANY AGREE THAT ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE APP MUST COMMENCE WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.

21. **Miscellaneous.** The Company may make modifications, deletions and/or additions to this Agreement ("Changes") at any time. Changes will be effective: (i) thirty (30) days after the Company provides notice of the Changes, whether such notice is provided through the App user interface, is sent to the e-mail address associated with your account or otherwise; or (ii) when you opt-in or otherwise expressly agree to the Changes or a version of this Agreement incorporating the Changes, whichever comes first. Under this Agreement, you consent to receive communications from the Company electronically. This Agreement shall be governed by and construed in accordance with the laws of the State of California, without giving effect to any principles of conflicts of law. You agree that any action at law or in equity arising out of or relating to this Agreement or the App that is not subject to arbitration under Section 18 shall be filed only in the state or federal courts in California and you hereby consent and

submit to the personal jurisdiction of such courts for the purposes of litigating any such action. The failure of any party at any time to require performance of any provision of this Agreement shall in no manner affect such party's right at a later time to enforce the same. A waiver of any breach of any provision of this Agreement shall not be construed as a continuing waiver of other breaches of the same or other provisions of this Agreement. If any provision of this Agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this Agreement and shall not affect the validity and enforceability of any remaining provisions. This Agreement, and any rights and licenses granted hereunder, may not be transferred or assigned by you, but may be assigned by the Company without restriction. This is the entire agreement between us relating to the subject matter herein and shall not be modified except in a writing, signed by both parties, or by a change to this Agreement made by the Company as set forth herein.

22. **More Information; Complaints.** The services hereunder are offered by makerSQR, Inc., located at 950 Page Mill Road, Palo Alto, California 94304, United States, email: contact@makersqr.com. If you are a California resident, we are required to inform you that you may reach the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs via mail at 1625 North Market Blvd., Suite N112, Sacramento, CA 95834 or telephone at (916) 445-1254 or (800) 952-5210. Hearing impaired users can reach the Complaint Assistance Unit at TDD (800) 326-2297 or TDD (916) 322-1700.