

## GENESYS CLOUD SERVICE END USER AGREEMENT

This Genesys Cloud End User Agreement and the documents referenced herein (the “Agreement”) contain terms and conditions that govern Your access to, and use of, the Genesys Cloud Services and is an agreement between the Genesys Reselling Partner (“Supplier,” “Us,” “We,” “Our”) and the end user indicated on the signature block below or the entity that it represents (“You,” “Your” or “Customer”). The Supplier warrants that it is a member of the Genesys Partner Program with authority to grant to You a right of access to the Genesys Cloud Service, subject to the terms of this Agreement.

This Agreement constitutes the entire agreement and understanding of the parties relating to the subject matter hereof, superseding all prior or contemporaneous agreements, representations, promises and understandings, whether written, electronic, oral or otherwise. Except as expressly provided herein, each party acknowledges and agrees that by executing the terms and conditions specified in this Agreement, (i) it is not relying upon any other statements, representations, warranties, promises, assurances, or the like, (ii) no remedies are, or will, be available to a party with respect to the foregoing, and (iii) such remedies are unconditionally and irrevocably waived; provided, the foregoing shall not apply to any acts of fraud by a party.

**Region-specific and Country-specific Provisions.** Unless otherwise indicated in the heading of the applicable section, all sections are applicable to You and Your Affiliates regardless of the country or region from which You or Your Affiliates access the Genesys Cloud Services. Sections marked as country or region-specific shall be applicable to You and Your Affiliates when accessing the Genesys Cloud Services from the referenced region or country.

This Agreement takes effect when both parties have executed the Services Order (the “Effective Date”). You represent to Us that You are lawfully able to enter into contracts that bind the entity You represent and that You have legal authority to do so.

### TERMS AND CONDITIONS

#### SECTION ONE – SERVICES/DEFINITIONS

**1.1** In addition to the terms defined elsewhere in the Agreement, some defined terms that You should be familiar with are:

**Affiliate:** A business entity that: (i) Controls the party; (ii) is Controlled by the party; or (iii) is under common Control with the party, but only during the time that such Control exists. For the purposes of this definition, “**Control(led)**” is the ability to determine the management policies of an entity through ownership of a majority of shares or by control of the board of management.

**AppFoundry:** The Genesys marketplace website where Customer, or Supplier on Customer’s behalf, may purchase third party software applications to integrate with the Genesys Cloud Services.

**Cloud Services Environment:** The Genesys-controlled infrastructure, including equipment, servers and software, within Data Centers used to provide the Genesys Cloud Services.

**Customer Data:** Your proprietary information and information about Your customers (including Personal Data) submitted through the Genesys Cloud Services by You or Your Users. Customer Data does not include the anonymized data used to make Service Improvements (as described in Section 9.5).

**Data Center:** A data center that houses the Cloud Services Environment.

**Documentation or Genesys Cloud Documentation:** The user manual(s) and other materials typically provided for use with the Genesys Cloud Services, including applicable service descriptions found at <https://help.mypurecloud.com/articles/feature-list/> and the Genesys Cloud SLAs found at <https://help.mypurecloud.com/articles/service-level-agreements/> which are incorporated herein by this reference.

**Equipment:** Third party hardware products provided on a pass-through basis without warranty from Genesys.

**Exclusions:** Claims arising from any of the following conditions, which are deemed excluded from, and that terminate, Our warranty, defense or indemnity obligation:

(i) Your use of Materials, as defined in 2.1, in combination with any non-Genesys equipment, software, services, processes, data or materials; (ii) Your non-compliance with this Agreement or Documentation; (iii) Your use of Materials after receipt of notice from Us to discontinue such use, including Your failure to use modifications provided by Us; (iv) the development or use of any alteration, derivation, modification or customization of the Materials; (v) Our compliance with Your requests or instructions or the use of any materials or data provided by You; (vi) Your business method(s) or process(es); or (vii) Your content or Customer Data.

**Force Majeure:** Delays or failures on performance resulting from acts beyond the control of a party. Such acts include acts of God, provider blockades, denial of service attacks, strikes, lockouts, riots, acts of war, terrorism, epidemics, Laws effective after the Effective Date, fire, communication line failures, power failures, earthquakes or other disasters natural or man-made.

**Feedback:** Any suggestions, enhancement requests, recommendations, report, feedback, proposals, anonymized statistical data or other information concerning the Services. Notwithstanding anything to contrary herein contained, in no event shall Feedback be deemed Customer intellectual property unless such Feedback existed on or before the Effective Date.

**Genesys Cloud Services:** The Genesys Cloud service as made available to You using equipment, facilities and software owned or operated by or for Genesys as further described in the Documentation and the attached Genesys Cloud Schedule.

**Industry Standard(s):** Generally accepted cloud information security practices as reflected in the Genesys Cloud security policies and procedures

**Initial Subscription Term:** The Subscription Term specified in Customer's initial Service Order submitted on or after execution of this Agreement.

**Law(s):** All domestic and international laws, statutes, rules, regulations, ordinances and other pronouncements having the effect of law.

**Malicious Code:** Viruses, worms, time bombs, corrupted files, Trojan horses and other harmful or malicious code, files, scripts, agents, programs, or any other similar code that may interrupt, limit, damage the operation of Genesys' or another's computer or property.

**Personal Data:** Any information relating to Your customers that is protected by applicable privacy law.

**Related Parties:** A party's past, present and future officers, directors, employees, and other personnel, agents, insurers, reinsurers, servants, attorneys, parent company, subsidiaries and affiliates.

**Services:** the Genesys Cloud Services.

**Services Order:** The document by which You order the Genesys Cloud Services from Us.

**Subscription Term:** The term of the Genesys Cloud Services You selected, as set forth in the Services Order.

**User:** An individual who is authorized by You and has been supplied a user identification and password(s) by You to access the Genesys Cloud Services on Your behalf.

**Support:** The support for the Genesys Cloud Services provided by Supplier or as described in the Documentation.

## SECTION TWO – SCOPE OF USE

- 2.1 **Proprietary Rights.** All trademarks, service marks, patents, copyrights, trade secrets and other intellectual property rights in any and all Services hardware, Documentation, and any other materials, products or services provided to You or used in providing Services to You (collectively, "**Materials**") are and shall remain the exclusive property of Genesys or its Affiliates, licensors or suppliers, as applicable, whether or not specifically recognized or perfected under applicable local law. Genesys and its Affiliates, licensors and suppliers reserve all rights not expressly granted in the Agreement and own all rights in all derivative works of the Materials and any copy, translation, modification, adaptation or derivation (including any improvement or development) of the Materials.

- 2.2 **Use of Materials and Services.** You will not, and will not permit or authorize any third party to: (i) sell, rent, lease, sublicense or otherwise make the Materials available to any third party except as expressly authorized by this Agreement; (ii) modify or create any derivative works, functionally equivalent works, or translations of the Materials; (iii) copy any feature, design or graphic in, or disassemble, reverse engineer or decompile the Materials; (iv) access or use the Materials to compete with the Genesys Cloud Services or to assist anyone else in doing so; (v) remove or modify any proprietary markings or restrictive legends placed on any Materials; (vi) take any action that jeopardizes Our rights or the rights of Our business partners, licensors or suppliers in any Materials; (vii) use the Materials in a manner that is defamatory, harassing, hateful, infringing or otherwise causes damage or injury to any person, group, or property; (viii) use the Materials to transmit viruses or other deleterious code; (ix) perform unauthorized penetration testing or vulnerability scans; (x) damage, disable, overburden or impair the Materials or any other party's use of the Materials, or (xi) violate any Laws. You are responsible for any use of the Materials by your Affiliates. You take full responsibility for ensuring that all of your personnel, third party service providers, and all other third parties that access or use the Services comply with this Agreement, and You will be liable for their acts and omissions.
- 2.3 **Similar Materials and Services.** Subject to the confidentiality provisions of this Agreement, nothing in this Agreement precludes or limits Us, Our business partners, licensors, or suppliers in any way from (i) providing materials or services that are similar to materials or services provided or contemplated in this Agreement, or (ii) developing deliverables or other materials or services that are similar to or compete with any materials or services developed as a result of this Agreement, regardless of their similarity to any Materials. We and Our business partners, licensors, or suppliers are free to use any concepts, processes, techniques, improvements or other know-how developed in the course of performance of this Agreement (even if similar to materials, products and services provided hereunder) free from any use restriction or payment obligation. For the avoidance of doubt, but subject to this Agreement, including this Section 2.3, We do not claim any rights to Your Confidential Information.
- 2.4 **Genesys Cloud Services Subscription.** We grant You and Your Affiliates a non-exclusive, non-transferable, worldwide right, limited to the Term, to authorize Users solely within Your and Your Affiliates' organization to access the Genesys Cloud Services during the term of a Services Order for the Genesys Cloud Services, but only for Your own internal business purposes and subject to the terms and conditions of this Agreement, the Genesys Cloud Schedule, the Documentation and any terms set out in the relevant Services Order.
- 2.5 **Suspension of Genesys Cloud Services.** We and Our licensor Genesys reserve the right to suspend the Genesys Cloud Services, or portion thereof, or reject or cancel the transmission of any information through the Genesys Cloud Service based upon (i) Our or Genesys' reasonable belief that Your use of the Genesys Cloud Services is in violation of Laws, (ii) Your failure to pay amounts when due, or (iii) an imminent compromise to the security or integrity of the Genesys Cloud Services Environment. As practicable depending on the circumstances, We will provide notice of the suspension and keep You reasonably informed of efforts to restore the Genesys Cloud Services to You.

## 2.6 THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA ONLY

- 2.6.1 Customer: (i) acknowledges and agrees that the Genesys Cloud Services may permit calls to be made to Australian 000 services or other emergency services, and that it may be required to provide location information to emergency services; (ii) must comply with all applicable laws, regulations, determinations and codes in relation to Australian emergency calls (for example, 000); (iii) is solely responsible for determining if it is appropriate for it to obtain a separate emergency telephone service to enable it to make Australian emergency calls to 000 or other emergency services; (iv) acknowledges that it is responsible for using any required security features to protect sensitive personal information; (v) acknowledges and agrees that Supplier, Our business partners, licensors, or suppliers, do not guarantee the performance or otherwise of the Genesys Cloud Services in relation to any calls that may be made to Australian 000 services or other emergency services.
- 2.6.2 Customer is responsible for ensuring that all emergency calls are: (i) carried by an appropriate carriage service to the relevant termination point, (ii) routed with the highest priority; and (iii) are capable of being successfully connected.
- 2.6.3 Customer agrees that, other than as required by law, Supplier, Our business partners, licensors, or suppliers,

are not responsible for the performance or otherwise of the Genesys Cloud Services in respect of calls made to Australian 000 services or other emergency calls.

### SECTION THREE – CONFIDENTIALITY

- 3.1 **Parties and Exceptions.** For purposes of this Agreement, the party disclosing Confidential Information is referred to as the “**Discloser**” and the party receiving Confidential Information is referred to as the “**Recipient.**” “**Confidential Information**” means proprietary information of Discloser, or third-party proprietary information disclosed to Discloser, that is provided to Recipient. Recipient’s obligations to protect Discloser’s Confidential Information does not apply to information that: (i) is or becomes, through no act or omission of Recipient, publicly available; (ii) known by Recipient at the time of receipt, as shown by Recipient’s contemporaneous written records; (iii) is subsequently and rightfully provided to Recipient by a third party, without restriction on disclosure; or (iv) is independently developed by Recipient without use of or access to Discloser’s Confidential Information. Our, Our business partners, licensors and supplier’s, Confidential Information includes the Materials and technical information relating to the Materials.
- 3.2 **Confidentiality.** Recipient will safeguard the confidentiality of Discloser’s Confidential Information, including at a minimum, the precautions taken by Recipient to protect its own Confidential Information, but in any event no less than reasonable precautions. Recipient will: (i) not disclose or use Discloser’s Confidential Information for any purpose other than as contemplated by, and consistent with, the terms of this Agreement, (ii) limit access to Discloser’s Confidential Information only to its employees and agents who have a need to know such information and who are bound by written confidentiality obligations at least as protective as the requirements of this Agreement, and (iii) not sell, transfer, disclose or otherwise make available Discloser’s Confidential Information to any third party without the other party’s prior written consent. If Recipient is required to disclose Discloser’s Confidential Information under the terms of a subpoena, court order, governmental rule or regulation or other judicial requirement, unless legally prohibited from doing so, Recipient will promptly notify Discloser of the existence, terms and circumstances surrounding such a request or requirement so that Discloser may seek an appropriate protective order. If Discloser seeks a protective order, Recipient will reasonably cooperate in such effort at Discloser’s expense. Subject to Recipient’s compliance with the foregoing notice and cooperation obligations, Recipient will be allowed to make the required disclosure.
- 3.3 **Return of Confidential Information.** The Recipient will return any tangible materials containing Confidential Information, and any copies or reproductions thereof, to the Discloser within thirty (30) days after the Discloser’s written request (excluding backup media). Recipient agrees to undertake whatever action is reasonably necessary to remedy any breach of Recipient’s confidentiality obligations or any other unauthorized disclosure or use of the Confidential Information by Recipient, its employees, its agents, or contractors. The Recipient acknowledges that monetary damages may not be a sufficient remedy for unauthorized disclosure of Confidential Information and that the Discloser Party shall be entitled, without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction without the necessity of posting any bond.

### SECTION FOUR – RESERVED

### SECTION FIVE – RESERVED

### SECTION SIX – WARRANTIES

- 6.1 **Cloud Services Warranty.** Beginning on the date that the term of the initial Services Order for Genesys Cloud Services commences, We warrant to You that the Genesys Cloud Services will materially conform to the then-current description of the Genesys Cloud Services in the Documentation. If You become aware of any warranty breach, You must notify Us in writing. Your sole and exclusive remedy for breach of this warranty will be to either: (i) allow Us to modify the Genesys Cloud Services to conform to the current descriptions; or (ii) allow Us to provide a workaround solution that will reasonably meet Your requirements. If neither option is commercially reasonable, We may terminate the Agreement and refund any pre-paid, unused fees.
- 6.2 **Support Warranty.** We warrant that the Support will be performed in a professional and workmanlike manner and in accordance with applicable requirements of this Agreement or Services Order. Your sole and exclusive remedy for breach of this warranty shall be for Us to re-perform non-conforming services.

- 6.3 **DISCLAIMER.** EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION 6 (WARRANTIES), ALL SERVICES AND OTHER MATERIALS OF ANY KIND, INCLUDING ANY AND ALL THIRD PARTY PRODUCTS, DELIVERABLES, CUSTOMIZATIONS, HARDWARE, PROFESSIONAL SERVICES, SUPPORT SERVICES, AND GENESYS CLOUD SERVICES, ARE PROVIDED “AS IS.” TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE (AND OUR BUSINESS PARTNERS, LICENSORS AND SERVICE PROVIDERS) DISCLAIM ALL WARRANTIES, CONDITIONS, REPRESENTATIONS, INDEMNITIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS OR OTHERWISE (INCLUDING ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, COMPATIBILITY, SECURITY, QUIET ENJOYMENT, TIMELINESS, COMPLETENESS, OR ACCURACY). WITHOUT LIMITING THE FOREGOING, WE DO NOT WARRANT THAT USE OF ANY MATERIALS OR SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE OR THAT ALL DEFECTS IN ANY SERVICES OR MATERIALS OF ANY KIND WILL BE CORRECTED. YOU ASSUME ALL RESPONSIBILITY FOR THE SELECTION OF THE SERVICES OR OTHER MATERIALS NECESSARY TO ACHIEVE YOUR INTENDED RESULTS. TO THE EXTENT THAT WE CANNOT DISCLAIM A WARRANTY AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW.
- 6.4 WE SHALL HAVE NO WARRANTY OBLIGATIONS TO THE EXTENT A CLAIM AROSE FROM THE EXCLUSIONS. FURTHER, THE REMEDIES SET FORTH IN THIS SECTION SIX (WARRANTIES) ARE YOUR SOLE AND EXCLUSIVE REMEDY(IES) FOR ANY BREACH OF THE FOREGOING WARRANTIES AND TO THE EXTENT THAT ANY OTHER AGREEMENT BETWEEN US IS DETERMINED BY A COURT TO PROVIDE FOR A DIFFERENT REMEDY, THIS AGREEMENT SHALL CONTROL.

#### **SECTION SEVEN – LIMITATION OF LIABILITY AND INDEMNIFICATION**

- 7.1 **CONSEQUENTIAL DAMAGES EXCLUSION.** IN NO EVENT WILL LICENSOR (AND ITS BUSINESS PARTNERS, LICENSORS OR SERVICE PROVIDERS) BE LIABLE FOR ANY OF THE FOLLOWING DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS EULA: (i) INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY CHARACTER REGARDLESS OF THE LEGAL THEORY ASSERTED, WHETHER BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, STRICT LIABILITY OR OTHERWISE, (ii) COVER DAMAGES OR OTHER SIMILAR DAMAGES (INCLUDING THE COST OF PROCURING AN ALTERNATE VENDOR OR SERVICE); OR (iii) ANY LOSS OF PROFITS, BUSINESS, GOODWILL (INCLUDING PECUNIARY LOSSES ARISING FROM LOSS OF GOODWILL), REVENUE, OR LOSSES RELATED TO STOPPAGE IN CUSTOMER’S OPERATION. THE DAMAGES DESCRIBED IN THIS SECTION ARE EXCLUDED, EVEN IF A PARTY IS EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.
- 7.2 **LIMITATION OF LIABILITY.** SUPPLIER (AND ITS BUSINESS PARTNERS’, LICENSORS’ AND SUPPLIERS’) TOTAL AGGREGATE LIABILITY FOR ANY LOSS, COST, CLAIM OR DAMAGES IN CONNECTION WITH THE PERFORMANCE OR CONTEMPLATED PERFORMANCE OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE OR BREACH OF STATUTORY DUTY), MISREPRESENTATION, RESTITUTION OR OTHERWISE, WILL BE LIMITED TO DIRECT DAMAGES AND WILL NOT EXCEED THE FEES ACTUALLY PAID TO SUPPLIER BY CUSTOMER UNDER THE APPLICABLE SERVICES ORDER IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE CLAIM FOR THE MATERIALS OR SERVICES THAT ACTUALLY CAUSED THE LOSS, COST, CLAIM OR DAMAGE. CUSTOMER ACKNOWLEDGES AND AGREES THAT THIS LIMITATION ON LIABILITY FORMS A FUNDAMENTAL BASIS OF THE BARGAIN HEREUNDER, IN THE ABSENCE OF WHICH, THE ECONOMIC TERMS OF THIS AGREEMENT WOULD HAVE BEEN DIFFERENT. THIS SECTION WILL NOT APPLY TO DAMAGES THAT CANNOT BE LIMITED OR EXCLUDED BY LAW (IN WHICH EVENT THE LIMITATION WILL BE THE MINIMUM AMOUNT REQUIRED BY LAW).
- 7.3 The parties must use their reasonable efforts to mitigate any loss, damages or expense arising out of, or in connection with, the Agreement.
- 7.4 **Supplier Indemnification.** Subject always to Your compliance with Section 7.6 (Indemnification Procedures), We, or Our licensor Genesys, will pay to defend You at Our expense and indemnify You for any



amounts awarded against You in a final judgment or settlement approved by Us, with respect to any claims by a third party that the unaltered Genesys Cloud Services, as originally delivered to You, infringe or misappropriate any valid and enforceable patents, copyright registrations, federal trade dress registrations and federal trademark trade mark registrations of such third party which are enforceable in signatory countries to the Berne Convention. We may at any time and at Our option and expense: (i) obtain for You a license to continue to use the element of the Genesys Cloud Services that is alleged to infringe a third party's rights; (ii) modify the Genesys Cloud Services so as to avoid infringement while preserving substantially equivalent functionality; or (iii) terminate the Agreement and the licenses granted hereunder and refund to You the prepaid and unused fees covering the remainder of the term of the applicable Services Order.

- 7.5 **Customer Indemnification.** You will defend Us and Our Affiliates and licensors at Your expense, indemnify Us and Our Affiliates against any judgments finally awarded by a court, and pay any settlements approved by You, with respect to any claims: (i) that Customer Data and/or Your method or process of doing or conducting business infringes any intellectual property rights of a third party; (ii) arising from Your non-compliance with the Agreement, including Section 2 (Scope of Use); or (iii) any circumstances arising under the Exclusions.
- 7.6 **Indemnification Procedures.** A party entitled to indemnification (“**Indemnified Party**”) will promptly notify the other party (“**Indemnifying Party**”) of any claim, at the Indemnifying Party's expense, and provide reasonable assistance to the Indemnifying Party with respect to handling the claim. Failure to provide timely notice or reasonable assistance will relieve the Indemnifying Party of its indemnification obligations to the extent that the Indemnifying Party has been materially prejudiced thereby. The Indemnifying Party will have the sole right to defend and settle any claim (except that the Indemnifying Party may not agree to any settlement that does not unconditionally release the Indemnified Party, without the Indemnified Party's prior written consent). The Indemnified Party will be entitled to participate in the defense of a claim and to employ legal representation at its own expense to assist in the handling of a claim.
- 7.7 WE SHALL HAVE NO DEFENSE, WARRANTY OR INDEMNIFICATION OBLIGATIONS TO THE EXTENT ANY CLAIM(S) AROSE FROM AN EXCLUSION(S). FURTHER, SECTION 7 STATES THE ENTIRE LIABILITY AND OBLIGATION OF SUPPLIER, AND OUR LICENSOR, GENESYS, AND YOUR SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY INFRINGEMENT OR CLAIMS OF INFRINGEMENT BY THE SERVICES, OR ANY PART THEREOF, OF ANY PATENT, COPYRIGHT, TRADE SECRET OR OTHER PROPRIETARY RIGHT.
- 7.8 **THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA ONLY. Australian Consumer Law.** If the Customer is a consumer for the purposes of the Competition and Consumer Act 2010 (Cth) (Australian Consumer Law), then the relevant supplying party's goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Accordingly: (i) for major failures with a service, the non-defaulting party (as a consumer) is entitled to cancel the relevant Service Order and receive a refund for the unused portion, or to receive compensation for its reduced value; (ii) the relevant party (as a consumer) is also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or service does not amount to a major failure, the non-defaulting party (as a consumer) is entitled to have the failure rectified in a reasonable time. If this is not done, the non-defaulting party (as a consumer) is entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. The non-defaulting party (as a consumer) is also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## SECTION EIGHT – TERM AND TERMINATION

- 8.1 **Term.** The term of this Agreement shall begin on the Effective Date and shall continue as set forth in the Services Order.
- 8.2 **Termination for Cause**
- 8.2.1 **THIS SECTION IS APPLICABLE TO CUSTOMERS OUTSIDE EUROPE, AFRICA AND THE MIDDLE EAST.** Either party may terminate the Agreement upon notice and thirty (30) days opportunity to cure (if susceptible to cure) if the other party breaches a material term of the Agreement, makes an assignment for the benefit of creditors, admits in writing its inability to pay debts as they become due, is the subject of a bankruptcy order, or becomes insolvent, or makes any arrangement or composition with or assignment for the

benefit of its creditors, or if any of its assets are the subject of any form of seizure, or goes into liquidation, either voluntary (otherwise than for reconstruction or amalgamation) or compulsory or if a receiver, examiner, or administrator is appointed over its assets (or the equivalent of any such event in the jurisdiction of such other party. Failure to pay and violation of proprietary rights obligations are material breaches. If, during the cure period referenced in this Section 8.2.1, We document an effort to promptly cure the breach, then, notwithstanding anything to the contrary, You will not terminate the Agreement while such good faith efforts are continuing. Our efforts to cure the breach may not exceed 120 days from Your notice.

- 8.2.2 **THIS SECTION IS APPLICABLE TO CUSTOMERS IN EUROPE, AFRICA AND THE MIDDLE EAST.** Either party may immediately, upon written notice to the other party, terminate the Agreement (i) if the other party breaches a material term of the Agreement (including any breach of the AWS Acceptable Use Policy by Customer) and (if such breach is remediable) fails to remedy that breach within thirty (30) days of being notified in writing to remedy the breach; and (ii) if the other is the subject of a bankruptcy order, or becomes insolvent, or makes any arrangement or composition with or assignment for the benefit of its creditors, or if any of its assets are the subject of any form of seizure, or goes into liquidation, either voluntary (otherwise than for reconstruction or amalgamation) or compulsory or if a receiver, examiner, or administrator is appointed over its assets (or the equivalent of any such event in the jurisdiction of such other party. If You terminate this Agreement for cause, as Your sole and exclusive remedy, We will refund any pre-paid, unused fees for the Services.
- 8.3 **Effect of Termination.** Immediately upon termination, the licenses granted hereunder and rights to use shall terminate, and You must stop using the Materials. Within five (5) days after termination You will (i) return the Materials and all copies, or (ii) destroy the Materials and all copies, and confirm in writing that they have been destroyed. You are responsible for retrieval of all Customer Data from the Genesys Cloud Services prior to any termination. An extension to allow for Your retrieval of Customer Data may be granted provided the following: (i) such extension period is limited to a maximum of thirty (30) days, (ii) You must provide advanced written notice to Supplier prior to the expiration of the Agreement or relevant Services Order, and (iii) additional fees may apply. .
- 8.4 **Survival of Terms.** All terms of this Agreement which, by their nature, are intended to survive termination of this Agreement will survive termination, including all payment obligations, use restrictions, confidentiality obligations, ownership terms, Customer Data terms, indemnification obligations, disclaimers, Exclusions, limitations of liability, effects of termination, and general terms.

## SECTION NINE – CUSTOMER DATA

- 9.1 **Ownership of Customer Data.** You retain ownership of and all intellectual property rights in Customer Data and grant Us and Our licensor, Genesys, a non-exclusive, non-sublicenseable (except to parties working on Our behalf), non-transferable, royalty-free license to access, process, store, transmit, and otherwise make use of the Customer Data as necessary to provide the Services and to otherwise fulfill Our obligations under the Agreement. We will not rent or sell any Customer Data.
- 9.2 **Transfers of Data**
- 9.2.1 **THIS SECTION IS APPLICABLE TO ALL CUSTOMERS EXCLUDING THOSE IN AUSTRALIA.** You agree that the Customer Data may be transferred or stored outside the country where You and Your customers are located in order to carry out the Services and Our other obligations under the Agreement.
- 9.2.2 **THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA ONLY.** Customer Data will reside in Australia throughout the term of the relevant Service Order. Customer Data may be disclosed to an overseas recipient solely for the purposes of providing maintenance, Support and/or responding to a troubleshooting requests, provided, however, We, or our licensor, Genesys will comply with its relevant obligations under the Privacy Act 1988 (Cth) and/or State and Territory privacy legislation, and/or the Privacy Act 2020 (NZ) (collectively, the “Privacy Laws”). Your prior written consent will be obtained for the disclosure of Customer Data to an overseas recipient where We, or Our licensor, Genesys, feels it cannot comply with the relevant Privacy Laws or where an exception under the relevant Privacy Laws does not exist
- 9.3 **THIS SECTION IS APPLICABLE TO CUSTOMERS WHO COLLECT DATA OR PROCESS DATA OF**

**RESIDENTS OF THE EUROPEAN UNION OR THE UNITED KINGDOM. Data Processing Terms and Notice to Data Subjects.** The Customer Data will be kept secure and confidential in accordance with Section 3 (Confidentiality) of this Agreement and the security and privacy policies referenced in the Genesys Cloud Schedule. You confirm that You have notified any Data Subjects of, and that You have a lawful basis for, Our use of Customer Data to provide the Services to You, including the use of AWS for storage of Customer Data. You are responsible for entering into any required data protection agreements.

- 9.4 **Privacy.** You represent and warrant that You have obtained all consents necessary for Us to collect, access, process, store, transmit, and otherwise use Customer Data in accordance with the Agreement. You shall comply with all requirements of integrity, quality, legality and all other similar aspects in respect of Customer Data. We may, but are not obligated to, review or monitor any Customer Data. We expressly disclaim any duty to review or determine the legality, accuracy or completeness of Customer Data.
- 9.5 **Service Improvements.** We may aggregate data and information related to the performance, operation and use of the Genesys Cloud Services to create statistical analyses, to perform benchmarking, to perform research and development and to perform other similar activities (“Service Improvements”). We will not incorporate Customer Data in Service Improvements in a form that could identify You or Your customers. We will use Industry Standard techniques to anonymize Customer Data prior to performing Service Improvements unless otherwise consented to by You. Customer Data will, at all times, be subject to the security controls set forth in this Agreement. We retain all intellectual property rights in Service Improvements and may make them publicly available.

**SECTION TEN – GENERAL**

- 10.1 **Assignment.** Neither party may assign its rights or obligations under the Agreement, either in whole or in part, except (1) with respect to a sale of substantially all of the assets of its business, merger, or change in the party’s ownership, (2) to an Affiliate or (3) with the prior written consent of the other party, which shall not be unreasonably withheld. Without limiting the preceding sentence, the rights and liabilities of the parties hereto shall bind and inure to the benefit of their respective successors and assigns. You understand and agree that third parties may provide products and services to You in connection with the Agreement. You agree that any such third parties may directly invoice you for services rendered and products delivered, and You agree to pay such invoices in accordance with the Agreement.
- 10.2 **THIS SECTION IS ONLY APPLICABLE TO CUSTOMERS IN THE UNITED STATES OF AMERICA ONLY. United States Government Usage.** This is a commercial item agreement. If the Services are acquired by or on behalf of the United States government, a state or local government in the United States, or a prime contractor or subcontractor (of any tier) of the foregoing, such government customers and users shall obtain only those commercial license rights set forth in the Agreement.
- 10.3 **Compliance with Laws.** Each party will comply with all Laws, as applicable to a party and, in the case of Customer, applicable to the Materials and their use. In no event will We be responsible for providing, implementing, configuring, or coding the Materials in a manner that complies with any Laws that apply to Your business or industry, including without limitation, the Communications Act of 2003 as implemented by OFCOM, the Australia Telecommunications Act 1997 (Cth) and Acts related to telecommunications and the relevant industry codes approved by the Australian Communications and Media Authority, the UK Bribery Act, the US Foreign Corrupt Practices Act, the FTC or FCC regulations or the US Telephone Consumer Protection Act of 1991 (**collectively “Customer Specific Laws”**). You will comply with Customer Specific Laws, and in no event will We, Our business partners, licensors or suppliers be liable for any claim or action arising from or related to Your failure to comply with any Customer Specific Laws, it being understood that You are solely liable for any such failure(s) and resulting claims or actions.
- 10.4 **Cumulative Remedies, Force Majeure and Injunctive Relief.** All remedies available to Us will be cumulative and the specification of a remedy will not preclude Us from pursuing other remedies available at law, or in equity. Except for payment obligations, neither party will be responsible for acts of Force Majeure. Nothing in this Agreement will prevent Us from seeking immediate injunctive relief against You in the courts having jurisdiction over You.
- 10.5 **Governing Law.** If You are contracting with Supplier in the United States or Russia, this Agreement shall be



governed by the laws of the State of California. If You are contracting with Supplier in Canada, this Agreement shall be governed by the Laws of Ontario. If You are contracting with Supplier in Brazil, this Agreement will be governed by the laws of the state of Sao Paulo. If You are contracting with Supplier in Japan, this Agreement shall be governed by the laws of Japan. If You are contracting with Supplier in Australia, this Agreement shall be governed by the laws of the state of New South Wales, Australia. If You are contracting with Supplier in any region other than those listed above, this Agreement shall be governed by laws of England and Wales. The courts of the country or state whose law applies to the Agreement shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims). Regardless of the governing law and jurisdiction applicable to this EUA, the UN Convention for the International Sale of Goods shall not apply to the Agreement in whole or in part. In any dispute under the Agreement, the prevailing party shall be entitled to recover its cost of enforcing its claim, including but not limited to attorney fees.

- 10.6 Independent Contractors.** The parties are acting as independent contractors. Nothing in the Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.
- 10.7 Third party beneficiaries.** The extent permitted by applicable law, both parties acknowledge that Genesys Cloud Services, Inc and its Affiliates are intended third-party beneficiaries of this EUA and that no other third-party rights are conferred by this EUA.
- 10.8 Notices.** You may receive notices from Supplier or directly from the Genesys Cloud Service. Notice(s) of website modifications described in Section 10.12 may be made by (i) a posted notice on the Genesys corporate website; or (ii) sending a message to the email address then associated with Your account.
- 10.9 Waiver.** No provision of the Agreement may be waived unless such waiver is in writing and signed by the party against which the waiver is to be effective. Either party's failure to act with respect to a breach by the other party of this Agreement does not constitute a waiver of its rights with respect to subsequent or similar breaches.
- 10.10 Severance.** If any provision of this Agreement is deemed invalid, illegal, or unenforceable, it will be considered stricken from this Agreement, and the validity, legality and enforceability of the remaining provisions will not in any way be affected or impaired thereby.
- 10.11 Complete Agreement; Amendment.** The Agreement constitutes the complete agreement between the parties and supersedes all prior agreements (including any prior non-disclosure agreements) and representations, written or oral, concerning the subject matter of the Agreement.
- 10.12 Modifications.** Websites referenced in the Agreement may be modified at any time by posting a revised version on the applicable websites or by otherwise notifying You in accordance with the provisions in Section 10.8 (Notices). The modified terms will become effective upon posting or, if You are notified by email, as stated in the email message. By continuing to use the Materials after the effective date of any modifications to the Agreement, You agree to be bound by the modified terms. If such modification materially decreases any of Our obligations or the functionality of the Genesys Cloud Services, You may terminate this Agreement by providing Us with written notice within thirty (30) days of the effective date of the applicable modification. Any such termination shall be effective thirty (30) days after We receive written notice from You.
- 10.13 Compliance.**
- 10.13.1 THE FOLLOWING SECTION IS APPLICABLE TO CUSTOMERS IN ANY REGION OTHER THAN EUROPE, MIDDLE EAST, AFRICA, OR AUSTRALIA.** You represent and warrant that (i) neither You, nor any Affiliate, are on any government-issued list of restricted persons or entities including the U.S. Commerce Department Entity List, Denied Persons List or Unverified List, the U.S. Treasury Department Specially Designated Nationals and Blocked Persons List, and the U.S. State Department Debarred Parties List; and (ii) You will not export or re-export, directly or indirectly, any services, products, or Materials or Confidential Information of any kind provided by Us to any countries outside the United States except as permitted under the U.S. Commerce Department's Export Administration Regulations.
- 10.13.2 THE FOLLOWING SECTION IS APPLICABLE ONLY TO CUSTOMERS IN EUROPE, MIDDLE EAST, AND AFRICA:** You represent and warrant that (i) neither You, nor any Affiliate, are on any government-issued list of restricted persons or entities including the U.S. Commerce Department Entity List,

Denied Persons List or Unverified List, the U.S. Treasury Department Specially Designated Nationals and Blocked Persons List, and the U.S. State Department Debarred Parties List; and (ii) You will not export or re-export, directly or indirectly, any services, products, or Materials or Confidential Information of any kind provided by Us to any countries outside the United States except as permitted under the U.S. Commerce Department’s Export Administration Regulations. The products contain Commercial Computer Software under Federal Government Acquisition Regulations and agency supplements to them and are provided to the Federal Government and its agencies only under the Restricted Rights Provision of the Federal Acquisition Regulations applicable to commercial computer software developed at private expense and not in the public domain.

**10.13.3 THE FOLLOWING SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA.** You represent and warrant that (a) neither You, any Affiliate nor any of Your Users are on any government-issued list of restricted persons or entities including the Consolidated List, Commerce Department Entity List, Denied Persons List or Unverified List, the Treasury Department Specially Designated Nationals and Blocked Persons List, and the State Department Debarred Parties List or under any relevant Australian law; and (b) You will not export or re-export, directly or indirectly, any services, products, or Materials of any kind provided by Company to any countries outside the United States except as permitted under the U.S. Commerce Department’s Export Administration Regulations and Australia except as permitted by the relevant Acts (including the Defence Trade Controls Act 2012 (Cth)).

**10.14 Execution; Digitized Copies.** The parties agree that this Agreement may be executed by any means of signature, including electronic commerce or transmission, including facsimile, email, or acknowledgement through a webpage. The Agreement may be executed in counterparts, each of which is deemed an original, but which together constitute one contract. Signed digitized copies of the Agreement and other associated documents, including attachments and amendments shall legally bind the parties to the same extent as original documents.

**10.15 Subcontracting.** We may subcontract certain portions of the Services under this Agreement to third parties, provided that We shall be responsible for the performance of such subcontractors.

**10.16 Anti-Corruption and Bribery Act Compliance.** In connection with any actions or activities associated with this Agreement or in connection with the relationship between the Parties, neither Party will engage in any unlawful trade practices or any other practices that are in violation of the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act of 2010, or any other law that prohibits bribery or similar activity. Each Party will ensure that neither it nor its Affiliates, subcontractors and agents: either directly or indirectly, seek, receive, accept, give, offer, agree or promise to give any money, facilitation payment, or other thing of value from or to anyone (including but not limited to government or corporate officials or agents) as an improper inducement or reward for or otherwise on account of favorable action or forbearance from action or the exercise of influence; or fail to establish appropriate safeguards to protect against such prohibited actions. Each Party will, upon request from the other Party, provide evidence of the steps being taken to avoid prohibited actions, including the establishment of policies, practices, and/or business controls with respect to these laws. To the extent permitted by the relevant authority, each Party will promptly inform the other Party of any official investigation with regard to alleged breaches of the above laws that are related in any way to this Agreement.

*IN WITNESS WHEREOF*, the parties have caused this Agreement to be executed as set forth below.

<b>[Customer]</b>	<b>[Supplier]</b>
_____	_____
By	By:
_____	_____
Name	Name
_____	_____
Title	Title
_____	_____
Date	Date

## GENESYS CLOUD SCHEDULE

This Genesys Cloud Schedule contains terms and conditions that govern Your access to and use of the Genesys Cloud Services.

1. **Subscription Services.** We grant You a right to use the Genesys Cloud Services in accordance with the Agreement and this Genesys Cloud Schedule and the applicable product descriptions found in the Services Order.
  - 1.1 **Data Center Services.** The software used to provide the Genesys Cloud Service is located on servers that are controlled by Amazon Web Service (“AWS”). You may access and use the software but have no right to receive a copy of the object code or source code to the software.
  - 1.2 **Acceptable Use.** You shall comply with the AWS Acceptable Use Policy found at <https://aws.amazon.com/aup/>, which is incorporated in the Agreement by this reference.
  - 1.3 **Third-Party Products.** If identified in a Services Order, You may purchase certain third-party hardware and software. The terms and conditions governing the use of any such third-party products will be the terms of the shrink-wrap, click-wrap or other third-party license included with such products. It is your responsibility to prepare and maintain the location where the hardware is installed so as to conform to any utility, climate control, wiring, networking and communication interface specifications, to perform all regular maintenance
  - 1.4 **AppFoundry.** In the event You, or Supplier on your behalf, purchases third party products and services through the Genesys AppFoundry website, You will be required to accept the supplier’s terms and conditions through the AppFoundry website prior to activating Your license to the AppFoundry product. Your use of the AppFoundry products is subject to such supplier terms and conditions, and not the terms and conditions of this Agreement. Neither We, nor Our licensor, Genesys, is a party to the terms and conditions governing AppFoundry products, and all claims with respect to such AppFoundry products will be made with the relevant supplier. By activating an AppFoundry product, You are granting Us permission to share Your Genesys Cloud Services configuration and user information with the AppFoundry supplier, only to the extent such information is required by the AppFoundry supplier in order to provide the product.
2. **Security and Privacy.** Security and privacy policies for the Genesys Cloud Service addressing use of Customer Data, which are incorporated by reference and may be updated from time to time in accordance with Section 10.12 of the Agreement, are located at <https://help.mypurecloud.com/articles/purecloud-security-compliance/>.
3. **Provision of Genesys Cloud Service.** The Genesys Cloud Service will be made available 24 hours a day, 7 days a week, except for: (i) occasional planned downtime at non-peak hours (for which You will be provided advance notice); or (ii) any unavailability caused by circumstances beyond Our reasonable control, including failure or delay of Your Internet connection, misconfiguration by You or any third party, issues on Your network, or telecommunications services contracted by or for You, or (iii) unavailability as a result of the actions of AWS, including (a) any maintenance or planned downtime of the AWS services, (b) any fault or failure of the AWS services, or (c) AWS either terminating or suspending Our or Your use of AWS services.
4. **Term and Payments.**
  - 4.1 **Term.** This Agreement governs use of the Genesys Cloud Services starting on the Effective Date and continues until the end of the term of the applicable Services Order for Genesys Cloud Services. The Initial Subscription Term shall begin after a period specified in the Services Order (if applicable) that is intended to allow You to implement the Genesys Cloud Services (“**Ramp Period**”). If the Ramp Period is applicable under the Services Order, the Ramp Period shall begin upon Our acceptance of the order and shall be one hundred twenty (120) days if not otherwise specified in the Services Order. The Initial Subscription Term shall begin upon the end of such Ramp Period. At the end of the Initial Subscription Term and each renewal Subscription Term, Services Orders for Genesys Cloud Services shall (other than pricing) automatically renew on the same term and commitment structure described in Section 4.2 below, as specified in the previous Services Order, unless: (i) either party provides the other party written notice of its intent to not renew at least 30 days prior to expiration of the then-current Subscription Term (“**Non-renewal Notice Date**”); (ii) the expiring Services Order provides for a different automatic renewal period; or (iii) the parties agree in writing to renew for a term of different

duration. However, if a written agreement for a different renewal term duration occurs after the Non-renewal Notice Date, the new renewal term duration may only be greater than the renewal term duration that would have been applicable had the Services Order automatically renewed as described in this Section. If neither party has notified the other of non-renewal by the Non-renewal Notice Date, the parties will not be permitted to cancel the automatically renewing Subscription Term without the other party's written agreement. Pricing for any renewal period, including auto-renewals as described in this Section, shall be at the then current list pricing, unless otherwise agreed upon in a Services Order.

4.2 **Payment Structure.** You must pay the fees listed on the relevant Services Order. Subscription payments will be structured differently based on the term You select from the three options below and the commitment structure will be set forth in the Services Order.

4.2.1 **Monthly Term.** The actual monthly fees will be calculated based on usage and invoiced to You in arrears on a monthly basis. Subscription prices for the monthly term are subject to changes in Our then current pricing. During the Ramp Period, no monthly minimum shall apply. After the Ramp Period, there will be a monthly minimum that is set forth in the Services Order.

4.2.2 **Annual Term**

4.2.2.1 **Annual Pre-Payment.** You will be billed in advance for twelve months of subscription fees. This payment covers the minimum commitments for the Subscription Term, beginning upon the end of the Ramp Period. During the Ramp Period, You will be billed in arrears for actual usage at the pro-rated Annual Subscription rates set forth in the Services Order. After the Ramp Period, if actual usage in a month exceeds the Annual Subscription amount set forth in the Services Order (prorated for a one-month period), You will be charged for such excess usage at the Subscription Overage fee listed in the Services Order, which will be billed monthly in arrears. Any prepaid amount is non-refundable.

4.2.2.2 **Annual Term; Monthly Payment.** During the Ramp Period, no minimum commitments will apply, and You will be billed for actual usage at the monthly subscription rates set forth in the Services Order. Your monthly subscription fees will be set forth in the Services Order. After the Ramp Period, the monthly subscription represents a minimum billing amount, which will be billed in advance of each month Any usage above the monthly subscription will be charged at the subscription overage fee listed in the Services Order, which will be billed monthly in arrears.