

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 Cloud Services (as defined below) 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 (“Customer”, “You,” or “Your”). The Supplier warrants that it is a member of the Genesys Partner Program with authority to grant to Customer a right of access to the Cloud Services (as defined below), subject to the terms of this Agreement.

Region-specific and Country-specific Provisions. Unless otherwise indicated in the heading of the applicable section, all sections are applicable to Customer and Customer’s Affiliates regardless of the country or region from which it accesses the Cloud Services. Sections marked as country or region-specific shall be applicable to Customer and Customer’s Affiliates when accessing the Cloud Services from the referenced region or country.

This Agreement takes effect when both parties have executed the Services Order (the “Effective Date”). The person signing or legally agreeing to this Agreement represents to Supplier that they are lawfully able to enter into contracts that bind the entity they represent and that they have legal authority to do so.

TERMS AND CONDITIONS

1. DEFINITIONS

Affiliate: a business entity that: (i) Controls the subject party; (ii) is Controlled by such party; or (iii) is under common Control with such party but only during the time that such Control exists. “**Control(led)**” is the ability to determine the management policies of an entity through equity ownership of a majority of interests of such entity.

AWS Region: as defined and listed at https://aws.amazon.com/about-aws/global-infrastructure/regions_az/.

Cloud Services: Genesys-operated cloud offerings that are based on Genesys’ proprietary software deployed in a Genesys-managed cloud services environment, and the support for such offerings, the specific features and functionality of which are described in the Documentation and identified on a Services Order as being part of the Cloud Services. Cloud Services exclude Third Party Products.

Confidential Information: proprietary or other information which can reasonably be considered confidential due to its nature, or is marked as confidential, and any third-party confidential information, provided by one party (“**Discloser**”) to the other party hereto (“**Recipient**”).

Customer Data: Customer’s Confidential Information that is inputted and stored in the Cloud Services. Customer Data does not include the anonymized data incorporated into Service Improvements as defined in Section 10.2.

Customization: any alteration, derivation, or modification of the Cloud Services, whether developed by Us, Genesys, Customer or any third party or by using Genesys tools, methods or training.

Documentation: the applicable technical instructions describing the operation of the Cloud Services found at <https://help.mypurecloud.com/>.

Services Order: the document by which Customer orders Cloud Services pursuant to this Agreement.

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

Third Party Product: any software or service proprietary to an entity other than Genesys or its Affiliates that is sold or licensed separately and that may integrate or interoperate with the Cloud Services, including free and open source software, offerings accessible through Genesys’ online marketplace located at <http://appfoundry.genesys.com>, or the provision of Genesys Cloud Voice as described at <https://help.mypurecloud.com/articles/about-genesys-cloud-voice/>.

2. ACCESS RIGHTS TO, SUPPORT AND SECURITY OF THE CLOUD SERVICES

2.1 Access Rights. Subject to the terms and conditions of this Agreement, Supplier grants Customer a non-exclusive, non-transferable, revocable, worldwide right to authorize individuals within Customer’s organization, its Affiliates and contractors to use and access the Cloud Services and Documentation solely for Customer’s internal business purposes during the Subscription Term. Customer is responsible for its Affiliates’ and its contractors’ compliance with the terms of this Agreement and use of the Cloud Services and Documentation. Customer has no right to receive a copy of the object code or source code versions of the Cloud Services.

2.2 Support and Security. Supplier will provide support for the Cloud Services as set forth in a separate agreement. The Service Level Agreement applicable to the Cloud Services is set forth at <https://help.mypurecloud.com/articles/service-level-agreements/> (Genesys Cloud Service Level Agreement), and security for the Cloud Services will be provided in accordance with the terms at <https://help.mypurecloud.com/articles/genesys-cloud-security-policy/>, which terms are incorporated herein by reference. Genesys reserves the right to make changes to the Cloud Service Level Agreement and/or security terms for the Cloud Services during the

Subscription Term. If, however, such a change results in the material degradation of the Cloud Services or the level of protection of Customer Data and no workaround has been provided by Our licensor, Genesys, then Customer may terminate this Agreement by providing Supplier with written notice within 30 days from the date of notification of such change.

2.3 Additional Terms. Customer's use of any Third Party Products will be subject to the terms of the shrink-wrap, click-wrap or other accompanying license included or provided with such Third Party Products. Neither Supplier, nor Our licensor, Genesys, shall have any liability or additional obligations to Customer in connection with Third Party Products. Genesys' provision of professional services and/or training courses are subject to the terms and conditions located at <https://help.mypurecloud.com/articles/professional-services-terms-and-conditions/> and <https://beyond.genesys.com/explore/terms-and-conditions/>, respectively, which are incorporated by reference herein. If Customer purchases Pointillist Services, as described at <https://www.genesys.com/pointillist>, the terms and conditions located at <https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions/> will apply.

2.4 Suspension. We, and Our licensor, Genesys, reserve the right to immediately suspend the Cloud Services, or a portion thereof, or to reject or cancel the transmission of any information through the Cloud Services based upon (i) reasonable belief that Customer's use of the Cloud Services is in violation of laws, or (ii) an imminent compromise to the security or integrity of the network. As practicable depending on the circumstances, We, or Our licensor, Genesys, will provide notice of the suspension and keep You reasonably informed of efforts to restore the Cloud Services to Customer. Subject to Section 5.2(ii), We may also suspend the Cloud Services for Customer's failure to pay any amounts when due after providing notice of the suspension at least 30 days in advance.

3. RIGHTS AND LIMITATIONS OF USE

3.1 Proprietary Rights. All intellectual property rights in the Cloud Services and the Documentation, and all updates, upgrades, enhancements, new versions, releases, corrections, copies, translations, adaptations and Customizations, are and shall remain the exclusive property of Genesys or its Affiliates, business partners, licensors or suppliers, as applicable, whether or not specifically recognized or perfected under applicable laws. All intellectual property rights in and to Customer Data are and shall remain Customer's sole property, provided, however, that Customer grants Supplier, Genesys, its Affiliates and contractors the right to access, process, store, transmit, and otherwise make use of the Customer Data and program code created or used by Customer with the Cloud Services to ensure its proper operation, fulfil Supplier's and Genesys' obligations, or as otherwise consistent with this Agreement. Genesys will not rent or sell Customer Data.

3.2 Use Restrictions. Customer will not, and will not permit or authorize any third party to, (i) sell, rent, lease, transfer, sublicense, share or otherwise make the Cloud Services available to any third party, except as expressly authorized by this Agreement; (ii) create any derivative works, functionally equivalent product(s) or translations of the Cloud Services, or otherwise use the Cloud Services or Documentation other than as expressly permitted by this Agreement; (iii) copy any feature, design or graphic in, or disassemble, reverse engineer or decompile, the Cloud Services; (iv) access or use the Cloud Services or Documentation to compete with Genesys or to assist a third party to do so; (v) remove or modify any proprietary markings or restrictive legends placed on the Cloud Services or Documentation; (vi) take any action that jeopardizes Genesys' rights or that of its Affiliates, business partners, licensors or suppliers in the Cloud Services and Documentation; (vii) violate any laws; (viii) use the Cloud Services in a manner that is defamatory, harassing, hateful, infringing or otherwise causes damage or injury to any person or property, including to Supplier or Genesys and its Affiliates, business partners, licensors or suppliers; (ix) use the Cloud Services or Documentation for performance, benchmarking or comparison testing or analysis, or disclose to any third party or otherwise disseminate any results thereof, without Genesys' prior written consent; (x) use the Cloud Services or Documentation to provide or serve as outsourcing, service bureau, hosting, application service provider or online services to third parties; (xi) transmit viruses or other deleterious code; (xii) perform unauthorized penetration testing, vulnerability scans, or automated testing; or (xiii) damage, disable, overburden, including load testing, or impair the Cloud Services or any other party's use of the Cloud Services. Customer is liable for the use of the Cloud Services and Documentation by its Affiliates, personnel, third party service providers or any other third party acting on its behalf and shall ensure their compliance with this Agreement.

3.3 Similar Materials and Services. Subject to the confidentiality provisions of this Agreement, nothing in this Agreement precludes or limits Supplier, Our 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. Supplier and Our 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 3.3, neither Supplier nor Genesys claims any rights to Customer Confidential Information.

3.4 Feedback. To the extent not already owned by Our licensor, Genesys, Customer hereby grants Genesys a perpetual, exclusive, royalty-free, irrevocable, worldwide license to use or disclose any suggestions, enhancement requests, recommendations, proposals, ideas or other feedback Customer provides to Supplier or Genesys concerning the Cloud Services, and create derivative works thereof, without restriction, compensation, obligation or liability of any kind to Customer or to any third party.

3.5 Data Center Services. The software used to provide the Cloud Services is located on servers that are controlled by Amazon Web Services ("AWS"). Customer shall comply with the AWS Acceptable Use Policy found at <https://aws.amazon.com/aup/> ("AWS AUP"), which is incorporated by reference herein.

3.6 THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA ONLY Emergency Services. Notwithstanding

Sections 7.1 and 7.5 of the Genesys Security Terms for Cloud Services, the Cloud Services permit calls to be made to Australian 000 services or other emergency services. Customer may be required to provide location information to emergency services. Supplier and Our licensor, Genesys, will comply with all applicable laws in relation to Australian emergency calls (for example, 000).

4. CONFIDENTIALITY

4.1 **Confidentiality.** Recipient will safeguard the confidentiality of Discloser's Confidential Information and will take, at a minimum, the precautions Recipient takes to protect its own Confidential Information but, in any event, no less than reasonable care. 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 this Agreement (provided Recipient shall be liable for such parties' compliance with the terms hereof), and (iii) not sell, transfer, disclose or otherwise make Discloser's Confidential Information available to any third party without Discloser's prior written consent. For the purposes of this Agreement, Affiliates, their employees and consultants of either party shall not be deemed third parties; provided such Affiliates, employees and consultants reasonably need to know such Confidential Information and are bound to protect the confidentiality of Confidential Information in the possession of the Recipient either by their employment agreement or otherwise to an extent not less stringent than the obligations under this Agreement. If Recipient is required to disclose Discloser's Confidential Information to comply with a governmental or judicial order, Recipient will promptly notify Discloser of such a request, unless legally prohibited from doing so, 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 may make the required disclosure if it is, upon the advice of counsel, compelled to disclose all or a portion of Discloser's Confidential Information.

4.2 **Exceptions.** 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) was 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. Genesys' Confidential Information includes the Cloud Services, Documentation, and other technical information relating thereto.

4.3 **Return of Confidential Information.** The Recipient will return any tangible materials containing Confidential Information, and any copies or reproductions thereof, to the Discloser within 30 days after the Discloser's written request; provided, however, the Recipient shall be permitted to retain copy of such Confidential Information for the purpose of performing any continuing obligations under this Agreement (including any Services Order), for archival purposes or for compliance with legal retention obligations. Any Confidential Information retained by the Recipient shall be maintained subject to confidentiality obligations pursuant to the terms of this Section. 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 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.

5. TERM AND TERMINATION

5.1 **Term.** The term of this Agreement will start on the Effective Date and continue as set forth in the Services Order ("**Term**").

5.2 **Termination.** Either party may terminate this Agreement or a Services Order upon written notice if the other party (i) becomes insolvent, is subject to an assignment for the benefit of creditors, petition in bankruptcy, appoints a receiver, or acquiescence in the appointment of a receiver, trustee or liquidator (or the equivalent of any such event in the jurisdiction of such other party), or (ii) breaches a material term of this Agreement and, if susceptible to cure, fails to cure such breach within 30 days after initial notice of such breach. The following constitute examples of Customer's material breaches: (a) violation of the AWS AUP, if Customer fails to cure the violation within 48 hours after Supplier or Our licensor, provides notice, (b) failure to pay any amounts due, and (c) violation of Customer's proprietary rights obligations. If, during the cure period referenced in this Section, Supplier, or Our licensor, Genesys, document an effort to promptly cure the breach, then, notwithstanding anything herein to the contrary, Customer will not terminate this Agreement or the applicable Services Order(s) while such good faith efforts are continuing. Efforts to cure the breach may not exceed 120 days from Customer's notice. Termination of the Agreement will terminate all Service Orders thereunder; however termination of a Service Order will not automatically terminate the Agreement.

5.3 **Effects of Termination.**

5.3.1 Upon the effective date of termination or expiration of this Agreement or a Services Order, all rights granted hereunder shall terminate and Customer must (i) stop using the Cloud Services and Documentation, and (ii) return or destroy from all computing and storage equipment all Confidential Information provided by Supplier related to this Agreement that is in its possession or control, and all copies thereof, and verify such destruction or deletion by providing Supplier a statement signed by Customer's duly authorized representative.

5.3.2 Within 30 days of Customer's termination of this Agreement or a Services Order as provided in Section 5.2, Supplier

will refund Customer a pro rata portion of any prepaid but unused fees corresponding to the remainder of the Subscription Term. If Supplier terminates this Agreement or a Services Order as provided in Section 5.2 Customer will pay Supplier, within 30 days of such termination, any unpaid charges incurred up to the effective date of termination and any fees payable under the applicable Services Order(s) in effect at the time of termination.

5.3.3 If Customer requires additional time to retrieve its Customer Data beyond the date of termination, Customer may request, and Supplier will grant, a 30-day extension to the Term of the Agreement or the applicable Services Order; provided such request is made on or prior to the termination date. During the extended period, Customer will be charged for its usage of the Cloud Services. The Cloud Services will be terminated at the end of the extension period, unless Customer requests additional extension period(s) prior to the effective termination date. Except as otherwise provided herein, neither party shall have further obligations under this Agreement after the effective termination date, or, if applicable, the 30-day extension, except that the parties shall remain bound by the obligations which, by their nature, are intended to survive termination.

6. WARRANTIES

6.1 **Cloud Services Warranty.** Subject to Section 7.4 (General Exclusions), Supplier warrants to Customer that, during the Subscription Term, the Cloud Services will materially conform to the then-current description set forth in the Documentation. If Customer becomes aware of a warranty breach, Customer must notify Supplier in writing, upon which Supplier, or Our licensor, Genesys, will, at its option, either: (i) modify the Cloud Services to materially conform to the current description; or (ii) provide a workaround solution that will reasonably meet Customer's requirements. If neither option is achieved or achievable within a reasonable period of time after Customer's written notification to Supplier, either party may terminate the affected Cloud Services by providing the other party 30 days' written notice of such termination and an opportunity to cure within such 30 days, after which termination will become effective and Supplier will refund any pre-paid, unused fees to the Customer. Except as expressly provided in this Agreement, the remedies provided in this Section constitute Customer's sole and exclusive remedy for breach of the warranty described herein.

6.2 **Disclaimer.** EXCEPT FOR THE WARRANTIES EXPRESSLY PROVIDED IN THIS SECTION, THE CLOUD SERVICES, DOCUMENTATION, AND SUPPORT ARE PROVIDED "AS IS" AND WE DO NOT MAKE, AND HEREBY DISCLAIM ON BEHALF OF OURSELVES, OUR LICENSOR, GENESYS, AND ITS AFFILIATES, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COMPATIBILITY, SECURITY, TIMELINESS, COMPLETENESS OR ACCURACY. WITHOUT LIMITING THE FOREGOING, SUPPLIER AND OUR LICENSOR, GENESYS, DO NOT WARRANT THAT USE OF THE CLOUD SERVICES WILL BE UNINTERRUPTED OR ERROR FREE OR THAT ALL DEFECTS WILL BE CORRECTED. TO THE EXTENT THAT A WARRANTY CANNOT BE DISCLAIMED AS A MATTER OF LAW, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER APPLICABLE LAW.

6.3 **THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA ONLY: Australian Consumer Law.** If a party is a consumer for the purposes of the Competition and Consumer Act 2010 (Cth) (Australian Consumer Law), then Supplier's services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, Customer is entitled to: (i) cancel its service with Supplier; and (ii) a refund for the unused portion of the services, or to compensation for its reduced value. Customer is also entitled to be fairly compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, Customer is entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel its service contract and obtain a refund for the unused portion of the services.

7. LIMITATION OF LIABILITY

7.1 **Unlimited Liability.** THE LIABILITY CAP SET FORTH IN SECTION 7.2 AND LIABILITY EXCLUSIONS IN SECTION 7.3 SHALL NOT APPLY TO ANY LIABILITY RESULTING FROM: (I) GENESYS' INDEMNIFICATION OBLIGATIONS FOR AN IP CLAIM AS DEFINED IN SECTION 8.1; (II) CUSTOMER'S INDEMNIFICATION OBLIGATIONS SET FORTH IN THIS AGREEMENT; (III) EITHER PARTY'S BREACH OF SECTION 4 (CONFIDENTIALITY) EXCEPT FOR BREACHES INVOLVING CUSTOMER DATA, INCLUDING SECURITY INCIDENT(S), WHICH WILL BE SUBJECT TO SECTION 7.2 (LIABILITY CAP); (IV) ANY FAILURE BY CUSTOMER TO PAY ANY FEES DUE UNDER THIS AGREEMENT, INCLUDING ANY INTEREST AND/OR COLLECTION COSTS; (V) BREACH OF CUSTOMER'S OBLIGATIONS UNDER SECTION 3.1 (PROPRIETARY RIGHTS) OR SECTION 3.2 (USE RESTRICTIONS); (VI) DEATH OR BODILY INJURY; (VII) FRAUD OR FRAUDULENT MISREPRESENTATION; OR (VIII) ANY OTHER LIABILITY WHICH CANNOT BE EXCLUDED BY OPERATION OF LAW, IN WHICH EVENT THE LIMITATION WILL BE THE MINIMUM AMOUNT REQUIRED BY LAW.

7.2 **Liability Cap.** SUBJECT TO SECTIONS 7.1 AND 7.3, THE MAXIMUM AGGREGATE LIABILITY OF EITHER PARTY AND ITS RESPECTIVE AFFILIATES TO THE OTHER PARTY OR ANY THIRD PARTY, COLLECTIVELY, FOR ANY AND ALL LIABILITY EVENTS IN EACH LIABILITY PERIOD (AS DEFINED BELOW) WILL NOT EXCEED AN AMOUNT EQUAL TO THE FEES PAID AND PAYABLE BY CUSTOMER IN THE GIVEN LIABILITY PERIOD. "**LIABILITY PERIOD**" MEANS EACH 12 MONTH PERIOD COMMENCING ON THE EFFECTIVE DATE AND ON EACH ANNIVERSARY THEREAFTER. A LIABILITY EVENT (AS DEFINED BELOW) GIVING RISE TO A NUMBER OF SEPARATE LIABILITIES, CLAIMS OR CAUSES OF ACTION, AND/OR A SERIES OF CONNECTED LIABILITY EVENTS, WILL BE CONSIDERED A SINGLE LIABILITY EVENT AND DEEMED TO HAVE OCCURRED IN THE LIABILITY PERIOD IN WHICH THE FIRST LIABILITY EVENT OCCURRED. "**LIABILITY EVENT**"

MEANS ANY INCIDENT, EVENT, STATEMENT, ACT OR OMISSION GIVING RISE TO ANY LIABILITIES, CLAIMS OR CAUSES OF ACTION UNDER OR IN CONNECTION WITH THE AGREEMENT, INCLUDING CONTRACT, WARRANTY, TORT (SUCH AS NEGLIGENCE), STRICT LIABILITY, MISREPRESENTATION, BREACH OF STATUTORY DUTY OR OTHERWISE. A LIABILITY EVENT THAT OCCURS: (I) PRECEDING THE EXECUTION OF THIS AGREEMENT, SHALL BE DEEMED TO HAVE OCCURRED DURING THE FIRST LIABILITY PERIOD; AND (II) SUBSEQUENT TO THE TERMINATION OR EXPIRATION OF THIS AGREEMENT, SHALL BE DEEMED TO HAVE OCCURRED DURING THE FINAL LIABILITY PERIOD IN WHICH THE AGREEMENT REMAINED IN FORCE.

7.3 Liability Exclusions. SUBJECT TO SECTION 7.1, NEITHER PARTY NOR ITS RESPECTIVE AFFILIATES WILL BE LIABLE TO THE OTHER PARTY FOR ANY: (I) INDIRECT AND/OR CONSEQUENTIAL LOSS; (II) SPECIAL, INCIDENTAL, EXEMPLARY OR PUNITIVE DAMAGES; (III) LOSS OF GOODWILL (INCLUDING PECUNIARY LOSSES ARISING FROM LOSS OF GOODWILL); (IV) LOSS OF PROFITS OR REVENUE; (V) LOSS OF CONTRACT, SALES AND/OR BUSINESS; (VI) LOSS OF SAVINGS, INCLUDING ANTICIPATED SAVINGS; (VII) LOSSES RELATED TO A DISRUPTION OR WORK STOPPAGE, COVER DAMAGES (INCLUDING THE COST OF PROCURING AN ALTERNATIVE VENDOR, SOFTWARE OR SERVICE); (VIII) WASTED EXPENDITURE; OR (IX) LOSS OR CORRUPTION OF DATA, EXCEPT THOSE THAT ARISE FOLLOWING A BREACH BY GENESYS OF SECTION 10.1 (CUSTOMER DATA) OR THE GENESYS SECURITY POLICY.

7.4 General Exclusions. SUPPLIER, AND OUR LICENSOR, GENESYS, SHALL HAVE NO OBLIGATIONS, INCLUDING ANY DEFENSE OBLIGATIONS, OR ANY OTHER LIABILITY(IES), TO THE EXTENT ANY WARRANTY OR INDEMNITY CLAIM ARISES FROM: (I) CUSTOMER'S USE OF THE CLOUD SERVICES IN COMBINATION WITH OTHER PROGRAMS, HARDWARE, DATA OR SPECIFICATIONS, WHETHER SUPPLIED BY SUPPLIER, OR OUR LICENSOR, GENESYS; (II) CUSTOMER'S NON-COMPLIANCE WITH THIS AGREEMENT OR THE DOCUMENTATION; (III) THE DEVELOPMENT OR USE OF ANY CUSTOMIZATIONS (OTHER THAN A CUSTOMIZATION UNDERTAKEN AND PERFORMED BY GENESYS) REGARDLESS OF WHETHER EXECUTED USING GENESYS TOOLS, TRAINING, OR METHODS DOCUMENTED BY SUPPLIER, OR OUR LICENSOR GENESYS, ITS CONTRACTORS OR AGENTS; (IV) OUR, OR OUR LICENSOR, GENESYS' COMPLIANCE WITH CUSTOMER'S REQUESTS OR INSTRUCTIONS; (V) CUSTOMER'S BUSINESS METHOD(S) OR PROCESS(ES); (VI) CUSTOMER'S CONTENT CREATED OR USED WITH THE CLOUD SERVICES; OR (VII) ANY THIRD PARTY PRODUCT.

7.5 Risk Allocation. THE LIMITATIONS OF LIABILITY AND EXCLUSIONS CONTAINED IN THIS AGREEMENT WILL APPLY REGARDLESS OF (I) WHETHER ANY RESULTING DAMAGES ARE FORESEEABLE AND THE LEGAL THEORY ASSERTED, AND (II) THE SUCCESS OR EFFECTIVENESS (OR LACK THEREOF) OF ANY REMEDIES PROVIDED HEREIN. THESE LIMITATIONS AND EXCLUSIONS ARE REFLECTED IN THE PRICING FOR THE CLOUD SERVICES MADE AVAILABLE HEREUNDER, THEY REPRESENT AN AGREED-UPON ALLOCATION OF RISK BETWEEN THE PARTIES AND ARE AN ESSENTIAL PART OF THIS AGREEMENT. NEITHER SUPPLIER NOR GENESYS WILL BE LIABLE FOR ANY DAMAGES CAUSED BY THE CLOUD SERVICES OR OTHER GOODS OR SERVICES PROVIDED FREE OF CHARGE.

8. INDEMNIFICATION

8.1 Supplier IP Indemnification. Supplier, or Our licensor Genesys, will defend Customer from and against any third party claims alleging that the Cloud Services, in its unaltered state, infringes or misappropriates such third party's valid and enforceable patents, copyrights or trade secret rights ("**IP Claim**"), and will indemnify Customer from damages finally awarded against Customer with respect to such IP Claims. Supplier or Our licensor Genesys may at any time and at its option and expense: (i) obtain for Customer a license to continue using the Cloud Services, (ii) modify the Cloud Services so as to avoid infringement while preserving substantially equivalent functionality, or (iii) terminate this Agreement or the applicable Services Order, and the rights granted thereunder, and refund Customer any prepaid, unused fees covering the remainder of the Subscription Term of the applicable Services Order. This Section states Our, and Our licensor, Genesys', entire liability and Customer's sole and exclusive remedy with respect to any infringement or claims of infringement of any third-party intellectual property rights related to the Cloud Services.

8.2 Customer's Indemnification. Customer will defend Supplier, or Our licensor, Genesys, and its Affiliates from and against any claims: (i) alleging that Customer's content, Customer Data, methods or processes of doing or conducting business infringes or misappropriates a third party's intellectual property rights, (ii) arising from Customer's noncompliance with Section 3.1 (Proprietary Rights) or Section 3.2 (Use Restrictions), or (iii) arising under Section 7.4 (General Exclusions), and will indemnify Genesys and its Affiliates from any damages finally awarded with respect to such claims.

8.3 Indemnification Procedures. A party entitled to indemnification ("**Indemnified Party**") will promptly notify the other party ("**Indemnifying Party**") in writing of any claim and provide reasonable assistance to the Indemnifying Party with respect to handling such claim, at the Indemnifying Party's expense. 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 has the right, at its sole discretion, 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 any such claim using counsel of its choice, at its own expense.

9. COMPLIANCE WITH LAWS. Each party will comply with laws and regulations as applicable to such party, including all applicable anti-corruption and anti-bribery laws. Neither party will be responsible for the other party's compliance with the laws applicable to the other party. Customer represents and warrants that (i) neither Customer nor any of the authorized users within

Your organization 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, and (ii) it will not export or re-export, directly or indirectly, any Cloud Services, Documentation, or Confidential Information provided by Supplier or Our licensor, Genesys, to any countries outside the United States except as permitted under the export control and sanctions laws and regulations of the United States and other countries that may prohibit or restrict access by certain persons or from certain countries or territories. 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 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. 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.

10. CUSTOMER DATA

10.1 Customer Data. Customer Data will reside in the AWS Region selected by Customer throughout the Subscription Term of the relevant Services Order. Neither Supplier, nor Our licensor, Genesys, will change the AWS Region without Customer's prior written consent. Customer Data may be disclosed or temporarily transferred outside the selected AWS Region solely for the purposes of providing services, including maintenance, support and/or responding to a troubleshooting request, provided however, Supplier, and Our licensor, Genesys, must always comply with its obligations under applicable privacy legislation. Customer Data will be processed in accordance with data processing terms, if applicable and agreed between the parties. Customer represents and warrants that it has obtained all the consents necessary for Supplier, and Our licensor, Genesys, to collect, access, process, store, transmit, and otherwise use Customer Data in accordance with this Agreement. Customer shall comply with all requirements of integrity, quality, legality and other similar aspects in respect of Customer Data. Supplier, and Our licensor, Genesys, expressly disclaims any duty to review or determine the legality, accuracy or completeness of Customer Data.

10.2 Service Improvements. Genesys may aggregate data and information related to the performance, operation and use of services to conduct statistical analyses, benchmarking, research, development and other similar activities ("Service Improvements"). Genesys will not incorporate Customer Data in Service Improvements in a form that could identify Customer or Customer's customers and will use industry standard techniques to anonymize Customer Data prior to performing Service Improvements, unless otherwise consented to by Customer. Genesys retains all intellectual property rights in Service Improvements and may make them publicly available.

10.3 THIS SECTION IS APPLICABLE TO CUSTOMERS IN AUSTRALIA AND NEW ZEALAND: Privacy Program. Supplier, and Our licensor, Genesys, will: (i) keep secure, manage and protect Customer Data in the possession or control of Supplier or Our licensor, Genesys, from time to time in accordance with its privacy program and as applicable, the Privacy Act of 1988 (Cth) or the Privacy Act 2020 (NZ); (ii) take all reasonable technical and organizational measures (including encryption systems, anti-virus, security patches, updates, and upgrades) to avoid unauthorized or unlawful use, disclosure, accidental loss, destruction or damage of the Customer Data; (iii) only use the Customer Data for the purposes of performing its obligations under the Agreement or otherwise as instruction by Customer from time to time; and (iv) restrict access to the Customer Data to Supplier, and Our licensor, Genesys, personnel, authorized subcontractors or Related Bodies Corporate who have a need-to-know the Customer Data for the performance of Supplier's, or Our licensor, Genesys', obligations under the Agreement. For purposes of this provision, "Related Body Corporate" means a related body corporate as that expression is defined in the Corporations Act of 2001.

10.4 THIS SECTION IS APPLICABLE IN THE EUROPEAN UNION AND THE UNITED KINGDOM: 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. Customer Data will be processed in accordance with the Data Processing Terms agreed between Us. We will keep the Customer Data secure and confidential in accordance with the Data Processing Schedule, Section 4 (Confidentiality) of this Agreement and Our security and privacy policies. Customer confirms that You have notified any Data Subjects of, and that You have a lawful basis or, Our use of Customer Data to provide the Services to You, including Our use of AWS for storage of Customer Data in accordance with the AWS Customer Agreement.

11. GENERAL

11.1 Marketing. Genesys may use Customer's name and logo in marketing materials in reference to Customer's use of the Cloud Services, subject to Customer's prior written approval of the content.

11.2 Assignment. Neither party may assign its rights or obligations under this Agreement, either in whole or in part, except (i) with respect to a sale of substantially all of its assets, merger or change in the party's ownership, except, in the case of Customer, to a competitor of Genesys (ii) to an Affiliate, or (iii) with the prior written consent of the other party, which shall not be unreasonably withheld. The rights and liabilities of the parties hereto shall bind and inure to the benefit of their respective permitted successors and assigns.

11.3 United States Government Usage. The Cloud Services and Documentation are defined as "commercial items" under the Federal Acquisition Regulations and their use hereunder by the U.S. Government constitutes acknowledgment by the U.S. Government of Supplier's and Our licensor Genesys' proprietary rights therein and thereto. If the Cloud Services are licensed by or

on behalf of the U.S. Government or a state or local government in the United States, such government users shall obtain only the commercial license rights set forth in this Agreement, consistent with FAR 12.212.

11.4 **Subcontracting.** Supplier, or Our licensor, Genesys, may subcontract certain services under this Agreement to third parties. Supplier and Our licensor, Genesys, shall be responsible for the performance of such subcontractors hereunder.

11.5 **Force Majeure.** Except for payment obligations, neither party will be responsible for any delay or failure to comply with its obligations under this Agreement resulting from acts beyond the reasonable control of such party, including acts of God, denial of service attacks, strikes, lockouts, riots, war, terrorism, pandemics, fire, communication line failures, power failures, earthquakes or other disasters, natural or man-made.

11.6 **Cumulative Remedies.** Except as otherwise provided herein, all remedies herein are cumulative, and the specification of a remedy will not preclude either party from pursuing other remedies available at law or in equity.

11.7 **Governing Law.** If Customer is contracting with Supplier in the United States or Russia, this Agreement shall be governed by the laws of the State of California. If Customer is contracting with Supplier in Canada, this Agreement shall be governed by the Laws of Ontario. If Customer is contracting with Supplier in Brazil, this Agreement will be governed by the laws of the state of Sao Paulo. If Customer is contracting with Supplier in Japan, this Agreement shall be governed by the laws of Japan. If Customer is contracting with Supplier in Australia, this Agreement shall be governed by the laws of the state of New South Wales, Australia. If Customer is contracting with Supplier in any region other than those listed above, this Agreement shall be governed by laws of England and Wales. The parties agree to submit to the personal and exclusive jurisdiction and venue of such courts 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 this Agreement in whole or in part. The prevailing party to any dispute shall be entitled to recover its cost of enforcing a claim, including but not limited to attorneys' fees.

11.8 **Notices.** All notices under this Agreement shall be in writing and deemed to have been given when (i) personally delivered, (ii) sent by registered mail, postage prepaid (which shall be deemed to have been received on the third business day following the date on which it is mailed), or (iii) sent overnight by a commercial overnight courier that provides a receipt (which shall be deemed to be received on the next business day after mailing).

11.9 **Waiver.** No provision of this Agreement may be waived unless such waiver is in writing and signed by the party against which the waiver is to be effective. A party's failure to act with respect to a breach of this Agreement by the other party does not constitute a waiver of its rights with respect to subsequent or similar breaches.

11.10 **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.

11.11 **Complete Agreement.** This Agreement constitutes the complete agreement between the parties and supersedes all prior agreements and representations, written or oral, concerning the subject matter hereof. Use of any purchase order or other document Customer provides in connection with this Agreement will be for administrative convenience only and all terms and conditions stated therein will be void and of no effect. Except as expressly provided herein, each party acknowledges and agrees that it is not relying upon any other statements, representations, warranties, promises, assurances, the delivery of future functionality or features, or the like. This Agreement may not otherwise be modified or amended except in writing signed by a duly authorized representative of each party, except that Genesys may modify any information on the links referenced in this Agreement at any time by posting a revised version on the applicable website. The modified terms will become effective upon posting. By continuing to use the Cloud Services after the effective date of any such modifications, Customer agrees to be bound by the modified terms.