

**ADDENDUM TO THE GENESYS CLOUD SERVICES AGREEMENT**  
**For the Genesys Cloud Analytics Add-on (A3S)**

**1. PREAMBLE**

- 1.1. This Addendum to the Genesys Cloud Services Agreement (“Addendum”) incorporates by reference the Genesys Cloud Services Agreement (“**Agreement**”) between Customer and Genesys and, collectively, these agreements compose the terms and conditions for the Customer’s purchase of Genesys Cloud Analytics Add-on Services (“**A3S**”).
- 1.2. Any capitalized terms used in this Addendum which are not otherwise defined herein are as defined in the Agreement. For the avoidance of doubt and unless otherwise specified in this Addendum, any reference to “Genesys Cloud Services”, “Services” and “Cloud Services” in the body of the Agreement shall be taken to include A3S, and any references to “Documentation” shall include (where appropriate) “A3S Documentation” (as defined below).
- 1.3. Except as amended herein, all other terms of the Agreement shall remain in full force and effect. In relation to A3S only, the order of precedence of the documents forming the Agreement is as follows: 1) this A3S Addendum, 2) Agreement, 3) Services Order.

**2. DEFINITIONS**

The following definitions are added to the Agreement for the purposes of A3S:

**A3S:** a Genesys software-as-a-service offering that provides automated data integration, a cloud-scale analytical data warehouse (Historical), real-time event bridge data delivered in a dashboard tool (Real-time), and preconfigured reporting and analytics dashboards, as described in the then-current A3S Documentation, but specifically excluding related Professional Services.

**A3S Documentation:** the then-current technical instructions and product description for A3S, as updated from time to time, located at <https://help.mypurecloud.com/articles/genesys-cloud-add-ons/> or such other website as Genesys may notify to Customer from time to time.

**User(s):** individuals who are authorized by the Customer to use A3S, and who have been supplied user identifications and passwords by the Customer (or by Genesys at the Customer’s request). Users consist of any employees of the Customer or its Affiliates and any independent contractors of the Customer or its Affiliates who access A3S on Customer’s behalf.

**3. ADDITIONAL TERMS FOR A3S**

For the purposes of A3S only, the following clauses are inserted into the Agreement:

- 2.1A A3S Access Rights.** Subject to the terms and conditions of this Agreement, Genesys grants Customer a non-exclusive, non-transferable, revocable, worldwide right to authorize Users to use and access A3S and the A3S Documentation solely for Customer’s internal business purposes during the Subscription Term. Customer has no right to receive a copy of the object code or source code versions of A3S.
- 2.2A A3S Support.** The definition of “Uptime” in the Genesys Cloud Service Level Agreement specifically excludes A3S, and no service credits shall be available in respect of any downtime of A3S.
- 2.2B** Genesys reserves the right to make changes to the support and/or security terms for the A3S during the Subscription Term. If, however, such a change results in the material degradation of the level of support for A3S or the level of protection of Customer Data hosted in A3S, and no workaround has been provided by Genesys, then Customer may terminate its subscription to A3S by providing Genesys with written notice within 30 days from the date of notification of such change.