

**ACCEPTABLE USE POLICY**  
version September 2023

**PLEASE REVIEW THIS ACCEPTABLE USE POLICY CAREFULLY**

THESE TERMS ARE BETWEEN THE CUSTOMER AND AVAYA LLC A DELAWARE USA LIMITED LIABILITY CORPORATION WITH AN ADDRESS AT 350 MT. KEMBLE AVENUE MORRISTOWN, NJ 079604 OR THE APPROPRIATE AVAYA AFFILIATE OR PERMITTED ASSIGNEE PROVIDING THE AVAYA'S SERVICES TO THE CUSTOMER ("AVAYA").

This Acceptable Use Policy ("AUP") describes actions that Avaya prohibits when any party uses Avaya's services ("Services"). This AUP is incorporated by reference and governed by the terms and conditions applicable to Customer's use of Avaya's Services. This AUP is applicable to Customer whether or not Customer has agreed to such terms and conditions, and Customer may not use the Services without agreeing to this AUP. Customer's use of Avaya's Services shall be deemed to be Customer's acceptance of this AUP.

THIS AUP IS SUBJECT TO CHANGE FROM TIME TO TIME IN AVAYA'S SOLE DISCRETION WITH SUCH CHANGES BEING EFFECTIVE UPON POSTING AT <http://support.avaya.com/LicenseInfo> (OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA). ANY USE OF THE SERVICES AFTER SUCH MODIFICATION SHALL CONSTITUTE ACCEPTANCE OF SUCH MODIFICATION. "CUSTOMER" MEANS AN AVAYA CUSTOMER AND ITS CUSTOMERS AND/OR END USERS.

**I. Restricted Actions**

**A.** Customer agrees not to do any of the following, or allow others to do any of the following:

- (1) use the Service in a manner that is actually or potentially libelous, defamatory, threatening, harmful, harassing, indecent, obscene, in violation of any third party intellectual property rights or privacy rights of any person, or otherwise unlawful under any applicable law or regulation (including, without limitation, laws and regulations regarding the transmission of data or software);
- (2) misrepresent an affiliation with, or otherwise impersonate, any person or organization or otherwise attempt to mislead others as to the identity of the sender or the origin of any communication using the Services;
- (3) upload or otherwise transmit files that contain malware (including, but not limited to, viruses, Trojan horses, worms, time bombs, and spyware) or corrupted data;
- (4) download a file or software or include in the Service any content, software, files or links that Customer knows, or has reason to believe, cannot be distributed legally over the Service;
- (5) post "spam," transmit unsolicited messages, calls, advertising, telemarketing, chain letters, bulk email, or texts or engage in other similar activities, including, without limitation, any activities that violate anti-spamming laws and regulations, including, but not limited to, the CAN-SPAM Act, the Telephone Consumer Protection Act, Truth in Caller ID Act, and the Do-Not Call Implementation Act, or use the Services in any manner that violates the Mobile Marketing Association guidelines and/or best practices, carrier guidelines, any other industry standard;
- (6) transmit information that has been obtained through internet harvesting methods or any other unlawful electronic collection of addresses or any other public or private source;
- (7) provide and/or transmit information through the Services (whether visual, written or audible) that are not complete, accurate and updated for any opt-outs, as applicable and required by law;
- (8) advocate illegal activity or discuss an intent to commit an illegal act;
- (9) seek to exploit or harm children by exposing them to inappropriate content, asking for personal information, or otherwise;
- (10) access or attempt to access the Service by any means other than an interface provided by Avaya or bypass or attempt to bypass the measures Avaya may use to prevent or restrict access to the Service, including but not limited to any automated means such as the use of scripts or web crawlers or use the Services in any other manner that poses a security or service risk to Avaya or its users;
- (11) engage in any other conduct that (a) prevents, restricts or inhibits anyone's use or enjoyment of the Service or which, as determined by Avaya, may harm Avaya or users of the Service or expose them to liability, damages or danger; (b) interferes with, disrupts, disables, damages, or overburdens the Service or associated servers, networks, or software, or (c) damages any Avaya or third party property or information, including, without limitation, Avaya's Confidential Information, Avaya's Intellectual Property and Other Users' Content;
- (12) reproduce, duplicate, copy, transfer, modify, create derivative works of, license, sell, trade, or resell the Service, any deliverables provided by Avaya related to the Service or any other Avaya Intellectual Property, unless Avaya expressly agrees otherwise in writing;
- (13) reverse engineer, disassemble, decompile, or otherwise attempt to derive source code from the Service and/or software (if any);
- (14) transfer Customer's subscription to the Service to any other company or entity without the prior written consent of Company;

- (15) use any trademark, service mark, trade name, or logo of any company or organization in conjunction with the Service in a manner that is likely or intended to cause confusion about the owner or authorized user of such mark, name, or logo;
- (16) re-classify or re-originate traffic or take any other action to make traffic appear as if it: (a) is anything other than the type of traffic delivered to such party (including but not limited to making TDM originated traffic appear to be IP originated) or (b) originated from a place or on a type of equipment different from the place or type of equipment from where it, in fact, originated;
- (17) modify, alter, or delete in any manner calling party number information, originating point codes, or any other signaling information or call detail in connection with the transport and termination of traffic to the called party;
- (18) launch or facilitate, whether intentionally or unintentionally, a denial of service attack on any of the Services or any other conduct that adversely impacts the availability, reliability, or stability of the Services (e.g. penetration tests, vulnerability scans, ethical hacks, and port scans);
- (19) submit any false or inaccurate data on any order form, contract or online application, including the fraudulent use of credit cards; or
- (20) use the Service, or any component of the Services, in any manner not authorized by Avaya.

**B. Improper and/or inappropriate uses of the Services also include, but are not limited to:**

- continuous or extensive chat line or conference call participation, use of free conference calling or similar services that Avaya in its sole discretion deems to participate in traffic stimulation practices or schemes that result in excessive charges;
- long duration calls (defined as calls to the same number in excess of four continuous or cumulative hours within a 24 hour period) and/or calls placed to specific numbers / destinations for the purpose of generating charges or fees for or with a third party; or
- use of call Services in a manner which does not consist of uninterrupted live human voice dialog by and between natural human beings.

**II. IN ADDITION, CUSTOMER HAS READ, UNDERSTOOD, AND AGREES TO THE FOLLOWING:**

**A. CUSTOMER IS RESPONSIBLE FOR ENSURING THAT CUSTOMER NETWORKS AND SYSTEMS ARE ADEQUATELY SECURED AGAINST UNAUTHORIZED INTRUSION OR ATTACK AND REGULARLY BACKING UP CUSTOMER DATA AND FILES IN ACCORDANCE WITH GOOD COMPUTING PRACTICES.**

EXCEPT AS MAY BE EXPRESSLY SET FORTH IN THE SERVICE DESCRIPTION OR APPLICABLE TERMS OF SERVICE: (I) CUSTOMER SHALL INFORM ANY USER USING THE SERVICE THAT THE SERVICE IS NOT DESIGNED FOR, NOR SHOULD BE RELIED UPON FOR ANY TYPE OF EMERGENCY CALL; AND (II) THIRD PARTY EMERGENCY SERVICES, INCLUDING, BUT NOT LIMITED TO 911 AND E911 SERVICE, USED WITH OR OTHERWISE MADE ACCESSIBLE USING THE SERVICE MAY FUNCTION DIFFERENTLY OR MAY BE LIMITED OR UNAVAILABLE, AND AVAYA, ITS AFFILIATES AND SUBCONTRACTORS AND SUPPLIERS ARE NOT LIABLE IN ANY WAY FOR ANY SUCH CALLS. IT IS HIGHLY RECOMMENDED THAT ANY USER OF THE SERVICE HAVE AN ALTERNATIVE MEANS OF ACCESSING EMERGENCY SERVICES.

**B. CUSTOMER IS RESPONSIBLE FOR USE OF THE SERVICE BY ITS PERSONNEL, EMPLOYEES, SUBCONTRACTORS, OR ANY OTHER PERSON USING THE SERVICE VIA CUSTOMER'S SUBSCRIPTION TO THE SERVICE, WHETHER OR NOT KNOWN OR APPROVED BY CUSTOMER ("END USERS"), AND ANY SUCH USE, INCLUDING ANY TRAFFIC ORIGINATING FROM CUSTOMER OR CUSTOMER'S APPLICATIONS OR USING CUSTOMER'S ACCOUNT CREDENTIALS, SHALL BE DEEMED A USE BY CUSTOMER. IF CUSTOMER BECOMES AWARE THAT ANY USE OF THE SERVICE BY AN END USER VIOLATES THE AGREEMENT, CUSTOMER MUST PROMPTLY SUSPEND THE END USER'S ACCESS TO THE SERVICE OFFERING. IF CUSTOMER BELIEVES ITS ACCOUNT CREDENTIALS HAVE BEEN COMPROMISED, CUSTOMER MUST NOTIFY AVAYA AS SOON AS POSSIBLE. AVAYA MAY INVESTIGATE COMPLAINTS OR SUSPECTED VIOLATIONS OF THE AUP AND, IF AVAYA REASONABLY DETERMINES THERE IS A VIOLATION, AVAYA MAY, WITHOUT ANY LIABILITY OR PENALTY TO AVAYA, TAKE ACTION, IN AVAYA'S SOLE DISCRETION, TO REMEDY THE VIOLATION INCLUDING REMOVING CUSTOMER DATA OR RESTRICTING, SUSPENDING OR TERMINATING CUSTOMER'S ACCESS TO THE SERVICE. WHERE AVAYA REASONABLY BELIEVES THAT SUCH VIOLATION WOULD EXPOSE AVAYA TO CIVIL, REGULATORY OR CRIMINAL LIABILITY OR OTHERWISE CREATE A SECURITY RISK, AVAYA MAY TAKE ACTION IMMEDIATELY WITHOUT PRIOR NOTICE TO CUSTOMER.**

**C. IF CUSTOMER USES OR ACCESSES THE SERVICE, CUSTOMER ACCEPTS THE RESPONSIBILITY ON BEHALF OF ITSELF AND ITS END USERS USING THE SERVICE TO COMPLY WITH ALL APPLICABLE LAWS AND REGULATIONS, INCLUDING, BUT NOT LIMITED TO, THE TELEPHONE CONSUMER PROTECTION ACT AND ITS ASSOCIATED REGULATIONS PROMULGATED BY THE FEDERAL COMMUNICATIONS COMMISSION, AND APPLICABLE STATE OR COUNTRY TELEMARKETING LAWS AND REGULATIONS AS WELL AS APPLICABLE CALL RECORDING AND OTHER RECORDING AND MONITORING LAWS. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT IT IS FULLY RESPONSIBLE FOR MAKING OR INITIATING CALLS USING THE SERVICE AND THAT AVAYA PLAYS NO ROLE IN PURCHASING CALL LISTS FOR CUSTOMER OR DETERMINING WHEN OR WHETHER CUSTOMER CALLS A NUMBER. CUSTOMER FURTHER ACKNOWLEDGES THAT AVAYA DOES NOT DRAFT OR EDIT THE CONTENT OF ANY MESSAGE DELIVERED BY CUSTOMER DURING A CALL MADE USING AVAYA'S SERVICE. AVAYA SHALL HAVE NO**

LIABILITY TO CUSTOMER OR ANY OTHER THIRD PARTY IF CUSTOMER FAILS TO COMPLY WITH APPLICABLE LAWS AND REGULATIONS.

**D. HIGH RISK ACTIVITIES.** CUSTOMER ACKNOWLEDGES THAT THE SERVICE IS NOT DESIGNED, MANUFACTURED, OR INTENDED FOR ANY USE IN ANY ENVIRONMENT THAT REQUIRES FAIL-SAFE PERFORMANCE IN WHICH THE FAILURE OF THE SERVICE COULD LEAD TO DEATH, PERSONAL INJURY, OR SIGNIFICANT PROPERTY DAMAGE (“HIGH RISK ACTIVITIES”). CUSTOMER ASSUMES THE RISK FOR USE OF THE SERVICE IN ANY HIGH RISK ACTIVITIES.

**E. TO THE EXTENT THAT THE SERVICE OFFERS BIOMETRIC FUNCTIONALITY THAT CAPTURES AND PROCESSES BIOMETRIC IDENTIFIERS, WHICH MAY INCLUDE RETINA OR IRIS SCAN, FINGERPRINT, VOICEPRINT, OR SCAN OF HAND OR FACE GEOMETRY OF CUSTOMER’S USERS, AS FURTHER DETAILED IN THE APPLICABLE SERVICE DESCRIPTION, CUSTOMER IS RESPONSIBLE FOR COMPLYING WITH THE THEN CURRENT TERMS AND CONDITIONS SET FORTH IN THE AVAYA BIOMETRIC DATA PROCESSING TERMS, FOUND AT [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) (OR A SUCCESSOR SITE PROPERLY NOTICED) WHICH MAY BE UPDATED FROM TIME TO TIME. CUSTOMER’S USE OF THE SERVICE SHALL BE DEEMED TO BE CUSTOMER’S ACCEPTANCE OF THE AVAYA BIOMETRIC DATA PROCESSING TERMS AND CUSTOMER MAY NOT USE THE SERVICE WITHOUT AGREEING TO SAME. THE BIOMETRIC FUNCTIONALITY IS THE SERVICE MAY USE ALGORITHMS AND OTHER TECHNOLOGIES TO CAPTURE AND PROCESS CUSTOMERS USER’S BIOMETRIC IDENTIFIERS. THESE BIOMETRIC IDENTIFIERS MAY BE CONSIDERED BIOMETRIC DATA UNDER APPLICABLE BIOMETRIC PRIVACY LAWS.**

**F. ADDITIONALLY, CUSTOMER (“INDEMNITOR”) AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS AVAYA AND ANY OF AVAYA’S AFFILIATES, SUBSIDIARIES, DIRECTORS, OFFICERS, EMPLOYEES, REPRESENTATIVES, AND AGENTS (COLLECTIVELY, THE “INDEMNITEE”) FROM AND AGAINST ANY CLAIM (INCLUDING BUT NOT LIMITED TO ANY CLASS ACTION LITIGATION) DEMAND, CAUSE OF ACTION, LOSS, SETTLEMENT, FINES, FEES, PENALTIES, REGULATORY INVESTIGATION OR ENFORCEMENT ACTION, JUDGMENT, LIABILITY, AND EXPENSES RELATED THERETO (INCLUDING BUT NOT LIMITED TO REASONABLE FEES AND DISBURSEMENTS OF ATTORNEYS AND OTHER PROFESSIONAL ADVISORS) RESULTING FROM, ARISING OUT OF OR RELATING TO: (I) CUSTOMER’S VIOLATION OF ANY OF ITS OBLIGATIONS UNDER THIS SECTION; AND (II) ANY VIOLATION OF BIOMETRIC LAWS AND ANY OTHER ACT OR OMISSION BY CUSTOMER OR ITS VENDORS OR SUBCONTRACTORS THAT CAUSES AVAYA TO VIOLATE ANY BIOMETRIC LAWS.**