



TermScout Certified Contract



Avaya: Software License and Services Agreement

This contract has been carefully reviewed and certified **Balanced** by **TermScout**, an independent contract rating company.

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Software License & Services Agreement General Terms Singapore

This Software License and Service Agreement (the "SLSA"), together with the applicable Order Specific Terms (defined below and capitalized terms not defined have the meanings set forth in Section 15) and the offer documentation that are incorporated herein by reference, govern the purchase, provision, and use of the Services and Products.

ORDER SPECIFIC TERMS

The terms for the offers listed below ("**Order Specific Terms**") found at <https://support.avaya.com/TermsOfSale> (or a successor site that is properly noticed) apply to the Order with respect to the Products and Services included in the Order:

- **Products and Subscription Licenses**
- **Professional Services**
- **Support & Managed Services**
- **Cloud Services**

1. ORDERS, INVOICING, PAYMENT AND TAXES

- 1.1 Orders.** All Orders accepted by Avaya [Affiliate] are subject to the terms of this SLSA, including those which do not reference this SLSA. All other terms and conditions contained in any purchase order or other document presented or developed by Customer and not expressly referenced in this SLSA have no effect.
- 1.2 Invoicing and Payment.** Unless specified otherwise in this SLSA or otherwise agreed to in writing,
- Avaya will invoice Customer for Products on the Delivery Date. Avaya will invoice Customer for Services in advance, unless otherwise specified in the offer description referenced in the applicable Order Specific Terms.
 - Avaya will invoice to, and process associated payments from, Customer via Avaya's electronic bill application, unless otherwise requested in writing in advance by Customer.
 - Payment is due within 30 days from the date of Avaya's invoice other than with respect solely to those portions that are disputed by Customer and noticed by Customer to Avaya within 15 days from the date of Avaya's invoice. In such case, Customer is not required to pay any reasonably disputed amounts pending the resolution of the dispute, except that if Customer is ultimately found liable for the disputed amounts, Avaya reserves the right to recover from Customer, interest rate of the lesser of 1.5% per month or the maximum rate allowed by applicable law in relation to the disputed amount.
 - Avaya will quote prices in the currency of the price list used for quoting and will invoice Customer in the currency of the applicable quote.
 - If a different invoicing or payment method is agreed between Avaya and Customer, Customer will pay all [incremental] bank charges, taxes, duties, levies and other costs and commissions associated with such other methods of invoicing and payment.
 - If a payment is not timely received from Customer, Avaya may suspend performance of its obligations, including licenses and performance of orders until all such overdue amounts are paid in full. In addition, late payments will be subject to an incremental fee equal to the lesser of 1.5% per month or the maximum rate allowed by applicable law that must be paid in order for overdue amounts to be deemed paid in full.
 - No charges for unsolicited services: Avaya is committed to providing clear and accurate bills to Customer. Customer will not be liable to pay for any Service that Customer did not consent to receiving.
- 1.3** Customer will reimburse Avaya for reasonable attorneys' fees and any other costs associated with collecting delinquent payments.
- 1.4 Taxes.** Unless Customer provides Avaya with a current tax exemption certificate, Customer is responsible for paying all legally required taxes, including without limitation any withholding, sales, excise or other taxes and fees which may be levied upon the sale, movement, transfer of ownership, license, installation or use of the Products or upon the Services, except for any income tax assessed upon Avaya.

2. LICENSE INFORMATION

Any Software licenses (including Subscription Licenses) granted by Avaya to the Customer under this SLSA shall be in accordance with the then-current terms and conditions set forth in the Avaya Global Software License Terms, found at <http://support.avaya.com/LicenseInfo> (or a successor site properly noticed) which may be updated from time to time and will apply prospectively (the "EULA").

3. WARRANTY AND DISCLAIMER OF OTHER WARRANTIES

- 3.1 Warranties.** Warranties for Products and Services provided to Customer shall be set forth in the Order Specific Terms.
- 3.2 EXCEPT AS REFERENCED AND LIMITED IN THIS SLSA, NEITHER AVAYA NOR ITS LICENSORS OR SUPPLIERS MAKE ANY EXPRESS REPRESENTATIONS OR WARRANTIES ABOUT ANY MATTER UNDER THIS SLSA. AVAYA DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF PRODUCTS, SERVICES OR DELIVERABLES, THAT THE PRODUCTS AND SERVICES WILL PREVENT TOLL FRAUD, THAT SERVICES WILL DETECT ALL SECURITY THREATS AND VULNERABILITIES, OR THAT SERVICES WILL RENDER CUSTOMER'S NETWORK OR PARTICULAR NETWORK ELEMENTS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AVAYA DISCLAIMS ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON- INFRINGEMENT. THE WARRANTY REMEDIES EXPRESSLY PROVIDED IN THE APPLICABLE ORDER SPECIFIC TERMS TO THIS SLSA WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.**
- 3.3 Avaya provides Third-Party Products and Third-Party Services on an "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND. However, such Third-Party Products or Third-Party Services may carry warranties from their manufacturers or providers, and Avaya will pass through to Customer any such warranties to the extent authorized. Exercise of such warranties will be directly between Customer and the relevant Third Party.**

4. CUSTOMER RESPONSIBILITIES

- 4.1 Cooperation.** Customer agrees to:
- Cooperate with Avaya as reasonably necessary for Avaya's delivery of Products and performance of Services in a timely manner.
 - Provide Avaya with interface and other information regarding access to third party products or services in Customer's network and necessary third party consents and licenses to enable Avaya's performance under this SLSA.
 - Adequately secure its networks and systems against unauthorized intrusion or attack.
 - Properly use, safeguard, and return to Avaya any Avaya Tools (items that Avaya lends or makes available to Customer for purposes of the Order (e.g., Secure Access Link, etc.)). It being understood that Avaya Tools are not Products.
- 4.2** Customer acknowledges that its cooperation hereunder is essential to Avaya's performance of the Services. Avaya is not liable for any delay or deficiency in performing the Services as a result of Customer not meeting their responsibilities.

5. IP OWNERSHIP

- 5.1 Avaya Intellectual Property.** Avaya, its Affiliates, licensors and suppliers own all rights, title and interest in and to any intellectual property in the Products, the Services, any and all Deliverables provided to Customer hereunder as well as any know-how, derivative works, inventions, processes, databases, Documentation, training materials, and any other intellectual property and any tangible embodiments of it (collectively, "Avaya Intellectual Property"). Customer shall not copy, modify, rent, lease, sell, loan, distribute, or create derivative works of any Avaya Intellectual Property. Customer shall receive a license to use Deliverables as described in the applicable Order Specific Terms.
- 5.2 Marks.** Nothing herein grants Customer any right to use any trade names, trademarks, service marks, logos, domain names, trade dress, or other distinctive brand features of Avaya or its subcontractors or suppliers. Customer shall not remove, obscure, or alter any proprietary rights notices, such as copyright or trademark notices, attached to or contained within Avaya Intellectual Property, Services or Software

6. INDEMNIFICATION

- 6.1 Defense and Indemnity.** Subject to Sections 6.2, 6.3, and 6.4 below, Avaya will defend and indemnify Customer for any judgments, settlements and court awarded attorneys' fees resulting from a Claim, provided Customer:
- Promptly notifies Avaya of the Claim in writing upon becoming aware of a potential Claim
 - Gives Avaya sole authority and control of the defense and settlement of the Claim
 - Provides information and assistance reasonably requested by Avaya to defend against or settle the Claim.
- 6.2 Remedial Measures.** If a Product becomes, or its use reasonably may become, the subject of a Claim, Avaya may opt to: (i) procure for Customer the right to continue use of the Product; (ii) replace or modify the Product; or (iii) refund to Customer a pro-rated portion of the applicable fees for the Product based on a linear depreciation monthly over a 5 year useful life or any prepaid fees, in which case Customer will cease all use of the Product and return the applicable Product to Avaya.
- 6.3 Exceptions.** Avaya will have no defense or indemnity obligation for any Claim based on: (i) a Product that has been modified by someone other than Avaya; (ii) a Product or Avaya Service that has been modified by Avaya in accordance with Customer-provided specifications or instructions; (iii) use or combination of a Product or Avaya Service with Third-Party Products, open source or freeware; (iv) Third-Party Products, Third-Party Services, open source, or freeware; or (v) Customer's (a) failure to implement a remedial measure of Section 6.2 within a reasonable time after notice by Avaya; or (b) failure to allow Avaya to implement a remedial measure as set forth in Section 6.2. Customer will defend Avaya against any Claim, and will indemnify Avaya for any judgments, settlements and reasonable attorneys' fees resulting from a Claim to the extent the Claim is based on subsection (i) or (ii) above.
- 6.4 Sole Remedy.** THE FOREGOING STATES AVAYA'S ENTIRE LIABILITY, AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY INFRINGEMENT OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHTS OF ANY OTHER PARTY. THE FOREGOING ALSO IS IN LIEU OF, AND AVAYA DISCLAIMS, ALL WARRANTIES OF NON-INFRINGEMENT WITH RESPECT TO THE PRODUCT.

7. TERM AND TERMINATION

- 7.1 Termination for Breach.** Either Party may terminate the Order by giving written notice to the other Party if the other Party breaches any material term of this SLSA and fails to cure such breach within 30 days after receipt of such notice.
- 7.2 Termination for Convenience.** Customer may terminate the Order for convenience if and as set forth in the applicable Order Specific Terms or Supplemental Terms. Such termination may be subject to fees as stated in the applicable Order Specific Terms.
- 7.3 Termination or Suspension Without Prior Notice.** Avaya may terminate the Order and/or the applicable Service without prior notice provided only that such termination or suspension is in accordance with applicable law.

8. LIMITATION OF LIABILITY

- 8.1 Limitation of Liability.** THE TOTAL AGGREGATE LIABILITY OF EITHER PARTY FOR ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH THE ORDER (EXCLUDING ANY LIABILITY TO PAY THE FEES DUE FOR PRODUCTS AND SERVICES) WILL NOT EXCEED AN AMOUNT EQUAL TO THE GREATER OF THE TOTAL AMOUNT OF ALL FEES PAID OR PAYABLE UNDER THE ORDER IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE LAST EVENT GIVING RISE TO THE CLAIM OR \$100,000.00

USD.

- 8.2 Exclusion of Consequential and Related Damages.** NEITHER PARTY NOR ITS RESPECTIVE LICENSORS OR SUPPLIERS HAVE ANY LIABILITY ARISING OUT OF OR RELATED TO THIS SLSA FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, STATUTORY, INDIRECT OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR REVENUE, LOSS OR CORRUPTION OF DATA, TOLL FRAUD, COST OF COVER, COST OF SUBSTITUTE GOODS OR COST OF SUBSTITUTE PERFORMANCE.
- 8.3 Applicability.** THE EXCLUSIONS OF LIABILITY AND THE CAP ON AGGREGATE LIABILITY IN THIS SECTION 8 WILL APPLY TO ANY DAMAGES, HOWEVER CAUSED, AND ON ANY THEORY OF LIABILITY, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, AND REGARDLESS OF WHETHER THE LIMITED REMEDIES AVAILABLE TO THE PARTIES FAIL OF THEIR ESSENTIAL PURPOSE. HOWEVER, THE EXCLUSIONS OF LIABILITY AND THE LIMIT ON AGGREGATE LIABILITY DO NOT APPLY IN CASES OF WILLFUL MISCONDUCT, PERSONAL INJURY, OR BREACHES OF AVAYA'S LICENSE RESTRICTIONS. THE LIMIT ON AGGREGATE LIABILITY WILL NOT APPLY TO EITHER PARTY'S INDEMNIFICATION OBLIGATIONS OR ITS BREACH OF SUCH OBLIGATIONS UNDER THIS SLSA.

9. CONFIDENTIALITY

- 9.1 Confidential Information.** Each party acknowledges that it may receive Confidential Information from the other party in connection with this SLSA, any Order, and during the course of the parties' general business relationship. Unless stated otherwise in this Section 9 or agreed otherwise by the parties, the receiving party shall keep in trust and confidence all Confidential Information and may use Confidential Information solely for the purpose of furtherance of the business relationship between the parties, or to exercise its rights and fulfill its obligations under this SLSA.
- 9.2 Authorized Disclosure.** The receiving party may disclose Confidential Information only to its employees, contractors, agents, directors, officers, professional legal advisors, Affiliates or subcontractors with a need to know and who are bound by confidentiality obligations at least as protective as the terms stated in this Section 9 (collectively, the "Authorized Parties"). Each party is responsible for any Authorized Party's breach of this Section 9. The receiving party may disclose Confidential Information to persons other than an Authorized Party upon the prior written consent of the disclosing party. Notwithstanding the foregoing, the receiving party is authorized to disclose Confidential Information as required by applicable law in accordance with a valid order issued by a court, government agency or relevant regulatory or listing exchange authority, provided that the receiving party, where allowed under applicable law, provides: (i) prior written notice to the disclosing party of such obligation; and (ii) the opportunity for the other party to oppose such disclosure. The confidentiality obligations of each party will survive three years following the expiration or termination of this SLSA or the Order, whichever occurs later. Upon such termination or expiration, the receiving party, upon request of the disclosing party, will cease all use of and/or destroy the disclosing party's Confidential Information (including any copies thereof) in the receiving party's possession, custody, or control, provided that the receiving party may keep archival copies due to mandatory retention laws, for regulatory purposes or to enforce its rights, subject to the confidentiality obligations as stated in this Section 9. Notwithstanding the foregoing, any trade secrets disclosed hereunder shall be held in confidence by the receiving party for: (i) as long as such Confidential Information remains the disclosing party's trade secret under applicable law; or (ii) until such Confidential Information falls under one of the exceptions to the confidentiality obligations specified in this Section.

10. GOVERNING LAW AND DISPUTE RESOLUTION

- 10.1 Governing Law.** This SLSA, including any Dispute under the Order or this SLSA, including without limitation those relating to the formation, interpretation, breach or termination of this SLSA will be governed by the laws of Singapore excluding both conflict of laws principles and United Nations Convention on Contracts for International Sale of Goods.
- 10.2 Dispute Resolution.** In the event of any Dispute, the disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this SLSA. The parties will attempt in good faith to resolve each Dispute within 30 days, or such longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority. If the parties are not able to resolve the Dispute within the period as set forth above, then either party may bring an action or proceeding before the Courts of Singapore. Each party to this SLSA consents to the exclusive jurisdiction of the Singapore Courts, for the purpose of all actions and proceedings.
- 10.3 Not Used.**
- 10.4 Not Used.**

10.5 Undisputed Invoices. Nothing in Section 10 will be construed to preclude Avaya from instituting a proceeding for payment of undisputed invoices from any court of competent jurisdiction.

10.6 Injunctive Relief. Nothing in Section 10 will be construed to preclude either party from seeking provisional remedies, including, without limitation, temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights at any time pending adjudication through the Singapore Courts.

10.7 Time Limit. Actions or Disputes between the parties must be brought in accordance with this Section within 2 years from when the facts giving rise to such action or dispute occurred. Customer shall have a maximum period of 1 year (beginning from the date of Avaya's invoice or in the event of a pre-paid service, beginning from the date the charge is deducted) to inform Avaya in writing that Customer wishes to contest any fully paid invoice. In such event, Avaya will conduct a review of Customer's written notification to contest the invoice, and will provide a written response to Customer, within 30 days of receiving the relevant notification from Customer.

11. THIRD PARTY TERMS

Third-Party Terms. Customer may elect to purchase Third-Party Products and Third-Party Services from Avaya and, in that case, Customer acknowledges and agrees to be bound by certain additional terms and conditions (as indicated by Avaya) that apply to these Third-Party Products and/or Third-Party Services ("Third-Party Terms"). In case of a conflict, the Third-Party Terms take precedence over the SLSA only for those Third-Party Products and/or Third-Party Services

12. DATA PRIVACY

12.1 DPA. Avaya respects Customer's privacy and will only use information provided to Avaya by Customer or collected by Avaya in the provision of Services in accordance with Avaya's data privacy policies and the DPA. To the extent Avaya processes Personal Data on behalf of Customer, the most current Avaya DPA, published on <http://support.avaya.com/TermsOfSale> at the time of the Order, applies and is incorporated herein by reference. The DPA is considered a Supplemental Term, if applicable.

12.2 Where Avaya has received Customer's electronic contact data (e.g. e-mail address) in connection with a Product or Service Order, Avaya may occasionally send Customer information about similar Products and Services that may be of interest to Customer. If Customer does not wish to receive such information, Customer should contact Avaya Sales or notify Avaya via email at dataprivacy@avaya.com.

13. MISCELLANEOUS

13.1 Compliance. The parties will observe all applicable laws and regulations when using the Products and Services. Avaya Products and Services are subject to applicable import and export control laws and regulations of the United States and other countries. Each party, at its own expense, will comply with applicable export and import laws and regulations, including those of the United States that prohibit or limit export to certain countries, for certain uses, or to certain end users. Each party agrees to provide the other party the information, support documents and assistance as may be reasonably required in connection with securing necessary authorizations or licenses required for the transactions contemplated by this SLSA or in connection with associated reporting or recordkeeping obligations. Customer certifies that it is not on the US Department of Commerce's Denied Parties List or affiliated lists, the US Department of Treasury's Specially Designated Nationals List or on any other export exclusion list of any other US or non US governmental agency. Customer further certifies that neither the US Bureau of Industry and Security nor another US or non-US governmental agency has issued sanctions against Customer or otherwise suspended, revoked, or denied Customer's import or export privileges. Additional information regarding Avaya's compliance with applicable export and import laws and regulations can be obtained by contacting Avaya Global Trade Compliance at globaltrade@avaya.com.

13.2 Assignment, Independent Contractor, & Subcontractors. Avaya may assign the Order to any of its Affiliated entities or to any entity to which Avaya may sell, transfer, convey, assign or lease all or substantially all of the assets or properties used in connection with its performance under this SLSA. Any other assignment of this SLSA or any rights or obligations under this SLSA without the express written consent of the other party will be invalid. Avaya may subcontract any or all of its obligations under this SLSA but will retain responsibility for the work. Avaya is an independent contractor, and no partnership, joint venture, or agency relationship exists between the parties. Each party will be responsible for paying its own employees, including employment related taxes and insurance.

13.3 Force Majeure. Neither party will be liable for any delay or failure in performance to the extent the delay or failure is caused by events beyond the party's reasonable control, including without limitation, fire, flood, Act of God, explosion, terroristic acts, hacking, malware, ransomware, business interruption or data loss caused by malicious or criminal act, war or the engagement of hostilities, strike,

embargo, labor dispute, government requirement, civil disturbances, civil or military authority, and inability to secure materials or transportation facilities.

13.4 Notices. Any required notice will be addressed to the applicable party as set forth below. Notices will be delivered by: (i) personal delivery; (ii) courier or first-class mail (with all fees or postage prepaid); (iii) an e-mail of a duly signed PDF document (with receipt confirmed). Notices will be deemed to have been given, as applicable, on the earlier of: (a) the date of receipt; (b) 2 working days after sending by courier; (c) 5 working days after first class posting; and (d) next working day after sending by facsimile or email.

For Customer: Address as set forth on the Order form

For Avaya: Avaya Singapore Pte Ltd. Attn: Law Dept. 89A Science Park Drive #01- 03/04 Singapore 118261 Email: lglnoticescomm@avaya.com

For Customer notification of cancellation or intent not to renew maintenance, managed service and subscription services, send notice to Avaya: Avaya World Services Inc., Customer Care Center - Attn: Services Termination, Email: mycontract@avaya.com. Facsimile: 800-441-6371. If the order was placed on an Avaya Affiliate, the notice of cancellation must be sent to the e-mail or address stated on the relevant order.

13.5 Reference. Neither Party may use the name, logos and trademark(s) of the other Party or to list it as a provider or recipient of Products or Services for marketing purposes, whether on websites, social media or in public announcements, without the prior consent of the other Party

13.6 Construction. The provisions concerning confidentiality, license grant to Customer, indemnity, and any other terms which, by their nature, are intended to survive termination or expiration of the Order will survive. If any term of this SLSA is found to be invalid, the remaining provisions will remain effective, and the invalid term shall be replaced with a term consistent with the purpose and intent of this SLSA. No waiver of any term, condition, or breach shall be construed as a waiver of subsequent terms, conditions, or breaches. Except as expressly contemplated in the SLSA, only written and signed modifications to this SLSA shall be enforceable. Paragraph headings are for reference only. The singular includes the plural, and vice versa. "Including" and similar words shall not be construed as terms of limitation. Each party represents that the person signing this SLSA or an associated Order on its behalf has authority to contractually bind such party to the terms and conditions of this SLSA. This SLSA or any related documents may be executed by electronic signature in lieu of a handwritten signature. This SLSA may be executed in one or more counterparts (including by facsimile), each of which when so executed shall be deemed to be an original and shall have the same force and effect as an original. This SLSA constitutes the entire understanding of the parties with respect to the subject matter of the Order and supersedes all previous and contemporaneous communications, representations or understandings, either oral or written, between the parties relating to that subject matter.

13.7 Avaya's Ethics, Compliance and Corporate Responsibility. Avaya is committed to ethical business conduct and corporate responsibility. We strive to perform in accordance with the Avaya Supplier Code of Conduct found at https://www.avaya.com/en/documents/supplier_code_conduct.pdf.

13.8 Order of Precedence.

- To the maximum extent possible, any conflict or inconsistency among the terms of the documents that collectively comprise the SLSA shall be interpreted so that such terms are consistent with and supplemental to one another and do not conflict with each other, in a manner that gives effect to all of such terms.
- If pursuant to clause (a) conflicting or inconsistent terms cannot reasonably be read as non-conflicting, consistent, and supplemental, the following order of precedence will be: (i) the Terms of Use; (ii) Order Specific Terms; (iii) these General Terms; and (iv) any SOWs or orders and any ancillary attachments to or documents referenced in a SOW or Order. In the event of any conflict between: (a) the SAS or SD and (b) a SOW, the SOW will govern.

14. COUNTRY SPECIFIC PROVISIONS

Not used.

15. DEFINITIONS

"Affiliate," "Affiliated" means an entity that is directly or indirectly controlling, controlled by, or under common control with a party to the Order. For purposes of this definition, "control" means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the terms "controlling" and "controlled" have meanings correlative to the foregoing.

"Avaya" means, as the context requires, either Avaya LLC. or the appropriate Avaya Affiliate or permitted assignee accepting an Order from or entering into a with Customer. "Claim" means a claim, action, suit or proceeding brought by a third party against a party alleging that a Product, as of its Delivery Date under the Order infringes a patent, copyright or trademark.

“**Customer**” means the entity set forth on the Order form.

“**Confidential Information**” means either party’s business and/or technical information, trade secrets, unpatented inventions or confidential intellectual property, financial information including pricing, discounts forecasting or sales data, information acquired during any location visit or remote access, and other information regardless of whether in tangible or other form if marked or otherwise expressly identified in writing as confidential or reasonably understood to be confidential under the circumstances. Information communicated verbally will qualify as Confidential Information if the receiving party knew or had a reason to know that the information being disclosed was confidential information. Confidential Information does not include information which: (i) has entered the public domain except where such entry is the result of the receiving party’s breach of this SLSA; (ii) was rightfully in the receiving party’s possession prior to disclosure under this SLSA; or (iii) was obtained by the receiving party on a non-confidential basis from a third party who has the right to disclose such information to the receiving party.

“**Deliverable**” means customized software, documentation, or other work product created in the course of a Professional Services (as defined in the Professional Services Order Specific Terms) engagement; Deliverables do not include generally available hardware and Software and are not Products.

“**Delivery Date**” means the date on which Avaya delivers to the carrier for shipment or, in the case of Software that can be enabled by Avaya remotely or delivered via electronic means, the date the Software is enabled or downloaded to the target processor.

“**Dispute**” means any dispute, claim or controversy arising out of or relating to the Order.

“**Documentation**” means information published in varying media which may include product information, subscription or service descriptions, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials.

“**Order**” means an order placed by the relevant Customer Affiliate to the relevant Avaya Affiliate that has been accepted by such Avaya Affiliate confirmed to Customer Affiliate by electronic mail or other agreed upon means of electronic communications (to addresses provided by Customer Affiliate to Avaya Affiliate) or upon shipment or delivery of Products or commencement of Services performance.

“**Products**” means hardware, licensed Software, and associated Documentation.

“**SOW**” or “**Statement of Work**” means a customer-specific document that describes the features, terms and conditions of an Avaya service being purchased by Customer.

“**SAS**” or “**Service Agreement Supplement**” has the meaning given in the applicable Order Specific Terms.

“**SD**” or “**Service Description**” has the meaning given in the applicable Order Specific

Order Specific Terms: Sale of Products and Subscription Licenses

These Order Specific Terms apply to Orders for any Products and/or Subscription Licenses. These terms are incorporated into the SLSA between Avaya and Customer. Capitalized terms not otherwise defined here or in the SLSA have the meaning in Section 5.

1. ORDERS AND CHANGES

- 1.1 Product Changes.** Prior to its delivery, Avaya may make changes to the Product, modify the drawings and specifications relating to the Product or substitute the Product for a Product of later design, provided that the changes do not have a materially adverse effect on the function of the Product. Notwithstanding the foregoing, the parties may agree to change an Order at any time and such changes may be subject to additional charges.
- 1.2 Cancellation of Product Orders.** Customer may cancel an Order for Product prior to shipping by written notice to Avaya as follows:
 - 1.2.1** within 72 hours of Order placement: subject to a cancellation fee of 5% of the purchase price
 - 1.2.2** more than 72 hours after Order placement: subject to a cancellation fee of 10% of the purchase price
 - 1.2.3** Avaya may invoice for cancellation fees immediately.
 - 1.2.4** Customer may not cancel an Order once the relevant Product(s) has been shipped or made available for download.
- 1.3 Delays to Product Orders.** Customer may request that the Delivery Date for Products be delayed by up to 75 days from the original Delivery Date. Any request for delay by Customer in excess of 75 days from the Delivery Date will entitle Avaya to cancel the Order for Products that have not yet been delivered, subject to a cancellation fee of 10% of the Product price for such cancelled Products, payable by Customer upon cancellation by Avaya. The remainder of the Order will remain in full force.
- 1.4 Termination of Subscription Licenses.** Subscription Licenses terms, termination and any applicable termination fees are set forth in the applicable Subscription License Supplement.

2. DELIVERY, TITLE, AND RISK OF LOSS

- 2.1 Delivery and Risk of Loss.** Unless otherwise agreed in an order, all deliveries of Products will be made as specified below:

Region	Shipping Term (INCOTERMS 2020)
APAC region	FCA (Avaya Named Shipping Point)
CALA Region	DDP (Avaya Named Shipping Point)
EMEA region	CIP (Avaya Named Shipping Point)
NA Region	CIP (Destination on Order or Delivery Point)

Avaya may charge Customer for shipping and handling charges in relation to the delivery of the Products, which will be reflected as a separate line item in Avaya's invoice. Risk of loss will pass to Customer on the Delivery Date.

- 2.2 Title to Hardware.** Unless hardware is sold on an as-a-Service basis title to the hardware will pass to Customer on the Delivery Date for deliveries in the United States and Canada, Avaya may, in its sole discretion and at any time, waive the requirement of payment prior to passing of title to hardware, in which case title will pass to Customer on the Delivery Date or (if later) on the date payment in full is made.
- 2.3 Title to Software does not Pass.** Software a Product is licensed to Customer as specified in Section 3. Title to Software will remain with Avaya and its licensors (provided that Customer will be entitled to retain the copies of the Software supplied for the duration of the license term that applies to the use of the Software concerned).
- 2.4 Security Interest.** Until Avaya has received payment in full from Customer for tangible Products, Customer authorizes Avaya to register Avaya's retention of title pending payment in the applicable official registers of any national or local jurisdiction to which the applicable Product is delivered or physically located. Customer will on request from Avaya (and at Avaya's expense) execute all such documents and take all actions reasonably requested by Avaya to enable Avaya to exercise its rights to security under this Section.

3. SUBSCRIPTION LICENSE

Subscription licenses are also subject to then-current Subscription License Supplement.

4. WARRANTIES

- 4.1 Warranty Scope.** Avaya warrants to Customer that during the applicable warranty period that Products will conform to and operate in accordance with the applicable Documentation in all material respects.

- 4.2 Warranty Period.** The warranty periods are as follows: (i) hardware: 12 months, beginning on the In-Service Date for Avaya-installed hardware and on the Delivery Date for all other hardware; and/or (ii) Software and Software media: 90 days, beginning on the In-Service Date for Avaya-installed Software; on the Delivery Date for all other Software and media; or the Subscription License Term Start Date as set forth in the SLS.
- 4.3 Remedies.** If a Product does not conform to the warranty above and Avaya receives from Customer during the applicable warranty period a written notice describing in reasonable detail how the Product failed to be in conformance, then Customer's sole and exclusive remedy, Avaya will, at its option: (i) repair or replace same to achieve conformance or (ii) refund to Customer the applicable fees paid for the non-conforming hardware or Software, upon return of the non-conforming hardware, Software media to Avaya in accordance with Avaya's instructions. Customer will return Products subject to a warranty claim to Avaya in accordance with Avaya's instructions. Replacement hardware may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. Returned hardware that has been replaced by Avaya will become Avaya's property. Replacement Products are warranted as above for the remainder of the original applicable Product warranty period. For Software warranty claims, Avaya will provide access to available Software corrective content and Product support knowledge base on a self-service basis.
- 4.4 Costs.** If a Product is returned within the applicable warranty period subject to a valid warranty claim, Avaya will not charge for any repair, replacement, error identification or correction, or return shipment of the non-conforming Product. If Avaya determines that the Product was operating in conformance with its applicable warranty, Avaya may charge Customer for error identification or correction efforts, repair, replacement and shipment costs at Avaya's then current time and materials rates.
- 4.5 Exclusions and Disclaimers.** The warranties do not extend to any damages, malfunctions, or non-conformities caused by: (i) Customer's use of Products in violation of the license granted under this SLSA or in a manner inconsistent with the Documentation; (ii) normal wear due to Product use, including but not limited to Product cosmetics and display scratches; (iii) use of non-Avaya furnished equipment, software, or facilities with Products (except to the extent provided in the Documentation); (iv) Customer's failure to follow Avaya's installation, operation or support instructions; (v) Customer's failure to permit Avaya timely access, remote or otherwise, to Products; or failure to implement updates provided by Avaya. Warranties do not extend to Products that have been serviced or modified by a party other than Avaya or a third party specifically authorized by Avaya to provide the service or modification.

5. DEFINITIONS

"**In-Service Date**" means the earlier date of (i) Avaya notifying Customer that the Products are installed and available for production use; or (ii) Customer begins using the Product in a production environment.

"**Subscription Licensing Supplement**" or "SLS" means the then-current Avaya offer description document for Subscription Licenses found at <http://support.avaya.com/LicenseInfo> or a successor site and incorporated herein by this reference as of the date of Avaya's acceptance of an Order.

"**Subscription License(s)**" means the software licenses ordered by Customer which are subject to a Subscription.

Order Specific Terms: Professional Services

These Professional Services Terms apply to the extent Customer purchases any Professional Services under the SLSA. These terms are part of the SLSA between Avaya and Customer. Capitalized terms have the meaning given in the Definitions.

1. SCOPE

Avaya will provide Professional Services as specified in an Order, a SOW (the "Order") describing the Professional Services to be performed. Professional Services may include installation and configuration of Products, consulting and other Professional Services where Avaya creates a Deliverable and/or completes other defined objectives or a project phase on a milestone basis, time and material basis, or other basis.

2. ACCEPTANCE

- 2.1 **T&M Services.** T&M Services are deemed accepted upon performance.
- 2.2 **Order without Acceptance Procedures.** Where the Order does not contain specific acceptance criteria and procedures, Professional Services are deemed accepted upon the earlier of either: (i) Avaya providing notice of completion to Customer; or (ii) Customer signing of an acceptance certificate.
- 2.3 **Order with Acceptance Procedures.** The Professional Services are deemed accepted upon the earlier of either: (i) the end of the acceptance period as set out in the Order, unless before the end of the acceptance period Avaya has received from Customer a rejection notice; or (ii) Customer signing of an acceptance certificate. If the Professional Services fail to conform to the agreed acceptance criteria and Avaya has received a rejection notice, then Avaya will re-perform the non-conforming Professional Services and re-submit it for acceptance as described above. If, after resubmission, the Professional Services fail to conform to the agreed acceptance criteria in any material respect, then Customer's sole and exclusive remedies will be for Customer to either: (i) terminate the non-conforming Professional Services and return all non-conforming Deliverables for a refund of fees paid under the SOW for the non-conforming Professional Services; or (ii) accept the Professional Services, subject to the warranties and remedies described in Section 6. Customer will be deemed to have accepted the applicable Professional Services, in accordance with subsection 2.2 above if Avaya has not received a written termination notice within 5 days of Avaya's resubmission for acceptance.
- 2.4 **Acceptance certificate.** Upon acceptance in accordance with this Section 2, Customer will promptly sign and return an acceptance certificate. Acceptance certificates may be provided by Customer to Avaya by electronic mail, at the email address provided by Avaya to Customer from time to time, or other agreed means of electronic communication.
- 2.5 **Production Use.** Notwithstanding any other provisions above, production use by customer will constitute acceptance for all purposes under the SLSA.

3. TRANSFER OF RISK AND LICENSE TO DELIVERABLES

- 3.1 **Transfer of Risk.** If the Professional Services include tangible items to be delivered to Customer, risk of loss and title shall pass when carrier received the Deliverable for shipment to Customer.
- 3.2 **License to Deliverables.** Subject to Customer's payment of fees for the Professional Services, Avaya grants Customer a [non-exclusive, non-transferable, limited, non-sublicensable license to use Deliverables created by Avaya and delivered to Customer. Software contained in Deliverables will be licensed subject to the Avaya Global Software License Terms found at <http://support.avaya.com/LicenseInfo> or a successor site.

4. INVOICING OF PROFESSIONAL SERVICES

- 4.1 Professional Services will be invoiced in advance, or as specified in the Order.
- 4.2 T&M services will be invoiced monthly in arrears.

5. DELAYS

Any delays in the performance of Professional Services caused by Customer may result in additional applicable charges for resource time. If such delay continues for more than 30 days, Avaya may terminate the Order and Customer agrees to pay for all Professional Services performed to date of termination and if applicable, any termination fees.

6. WARRANTY

- 6.1 Avaya warrants that Professional Services will be performed in a professional and workmanlike manner by qualified personnel, and that for a period of 30 days from the acceptance or deemed acceptance date of the Professional Services, the Professional Services will conform in all material respects to the specifications contained in the Order.
- 6.2 **Remedy.** If the Professional Services do not conform to the warranty above and Avaya receives from Customer during the applicable warranty period a written notice describing in reasonable detail how the Professional Services failed to be in conformance, Avaya will, at its option: (i) re-perform the applicable Professional Services or (ii) refund to Customer the fees for the non-conforming Professional Services. In the case of T&M Services, Customer may cancel the affected T&M Services, subject to payment of fees for T&M Services

- 6.3 already performed. THESE REMEDIES WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND WILL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES CUSTOMER MAY HAVE AGAINST AVAYA WITH RESPECT TO THE NON-CONFORMANCE OF PROFESSIONAL SERVICES.
- 6.4 **Disclaimer.** Professional Services provided to enhance network security are not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third parties to create security exposures. Neither Avaya nor its suppliers make any warranty, express or implied, that all security threats and vulnerabilities will be detected or that the Professional Services will render an end user's network or particular network elements safe from intrusions and other security breaches.

7. ORDER TERMINATION

Either party may terminate Professional Services that have not been accepted in accordance with the Order upon 45 days prior written notice. Customer will pay for Professional Services performed to the date of termination and all non-refundable or non-terminable out-of-pocket expenses Avaya incurred, and if applicable, any termination fees.

8. DEFINITIONS

"**Acceptance Period**" means the time period in which Customer may test the Deliverable which shall not exceed ten (10) business days starting with the business day immediately following the date on which the Deliverable is delivered to Customer. "**Professional Services**" means the implementation of Products and other Services described in an Order or Service Description (hereinafter "Services"). "**T&M Services**" or "**time and material Services**" are Professional Services which are billed by Avaya based upon the time spent to perform the work and for the materials used.

Order Specific Terms: Support and Managed Services

These Order Specific Terms apply to the extent Customer purchases any Managed or Support Services under the SLA. These terms are part of the SLA between Avaya and Customer. Capitalized terms have the meaning given in the Definitions.

1. ORDER AND PROVISION OF SERVICES

In return for the payment of applicable fees and subject to compliance with the terms of the SLA, these Order Specific Terms, and the applicable Service Description or Service Agreement Supplement, Avaya will provide the Support or Managed Services (collectively "Services") options selected by Customer for Supported Products at the Supported Sites set forth in the applicable Order.

2. MONITORING

Avaya may electronically monitor Supported Products for the following purposes: (i) to perform remote diagnostics and corrective actions; (ii) to determine system configuration and applicable charges; (iii) to verify compliance with applicable End User License Agreement; (iv) to assess Customer needs for additional Products or Services to address or resolve Services issues; or (v) as otherwise provided in the Service Description.

3. INCIDENT CORRECTION

Some Services options may include correction of incidents. The incident categories and the corresponding support level, if any, are further described in the applicable Service Description.

4. HELP LINE SUPPORT

Where the selected Services option includes help line support, Avaya will provide it in accordance with the coverage option (service hours, target response intervals, etc.) that Customer has selected.

5. END OF SUPPORT

Periodically, Avaya or a third party manufacturer may declare end of support for certain Supported Products. Customer may access Avaya's user support website (<http://support.avaya.com>, or such successor site) for end of support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide extended support (except for the end of support exceptions listed therein). If the Service Description does not include extended support information, Avaya will make available the description of extended support (if available) for the Products concerned at the same time as its end of support notification. For Products not subject to extended support, if Services are discontinued for a Supported Product, the Supported Product will be removed from the Order and rates will be adjusted accordingly.

6. REPLACEMENT HARDWARE

Any replacement hardware provided as part of Services may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent. It will be furnished only on an exchange basis. Returned hardware that has been replaced by Avaya will become Avaya's property. Title to Avaya-installed replacement hardware provided as part of Services will pass to Customer when installed. Title to all other hardware provided as part of Services will pass to Customer as specified in the Order Specific Terms for Sale of Products and Subscription Licenses.

7. ADDED PRODUCTS

Added Products will be added to the Order automatically for the remainder of the term at the applicable rates. Customer will inform Avaya without undue delay of any added Products not acquired from Avaya. Added Products purchased from a party other than the manufacturer, or an Avaya channel partner may be added to or declined from being added to the Supported Products at Avaya's discretion and will be subject to certification by Avaya at Avaya's then current Services rates.

8. GENERAL LIMITATIONS

Unless the applicable Service Description provides otherwise, Avaya will provide software Services only for the unaltered current release of the Software and the prior release. The following items are included in the Services only if the Service Description specifically includes them: (i) support of user-defined applications; (ii) support of Supported Products that have been modified by a party other than Avaya (except for installation of standard, self-installed Updates provided by the manufacturer); (iii) making corrections to user-defined reports; (iv) data recovery services; (v) services associated with relocation of Supported Products; (vi) correction of incidents arising from causes external to the Supported Products (such as power failures or surges); and (vi) services for Supported Products that have been misused, used in breach of (vi) services

for Supported Products that have been misused, used in breach of their license restrictions, improperly installed or configured, have had their serial numbers altered, defaced or deleted.

9. ADDITIONAL CUSTOMER RESPONSIBILITIES

- 9.1 General.** At Customer's expense, Customer will cooperate with Avaya as reasonably necessary for Avaya's performance of its obligations, including, without limitation: (i) providing Avaya with full, free and safe access to its facilities; (ii) providing telephone numbers, network addresses and passwords necessary for remote access; (iii) providing interface information for Supported Products and necessary third party consents and licenses to access them; and (iv) any other responsibilities as set out in the applicable Service Description or SOW. If Avaya provides patches or Updates as part of Services, Customer will implement them promptly.
- 9.2 Provision of Supported Products and Systems.** Customer will provide all Supported Products and Supported Sites. Customer continuously represents and warrants that: (i) Customer is either the owner of, or is authorized to access and use, each of them; and (ii) Avaya, its suppliers, and subcontractors are authorized to do the same to the extent necessary to provide the Services in a timely manner.
- 9.3 Moves of Supported Products.** Customer will notify Avaya in advance before moving Supported Products. Identical Services may not be available in all locations and in such circumstances either cancellation charges will apply, or additional charges may apply if Avaya incurs additional costs in providing Services as a result of such moves.
- 9.4 Vendor Management.** Where the applicable SAS states that Avaya provides vendor management for Customer, Customer will provide Avaya, upon request, a letter of agency or similar document, permitting Avaya to perform Vendor Management. Where the third-party vendor's consent is required for Avaya to be able to perform Vendor Management in a timely manner, Customer will obtain the written consent of the vendor and provide Avaya a copy of it upon request.
- 9.5 Third-Party Hosting.** In the event one or more network addresses to be monitored by Avaya are associated with systems owned, managed, and/or hosted by a third-party service provider, Customer will: (i) notify Avaya of the third-party service provider prior to commencement of the Services; (ii) obtain the third-party service provider's advance written consent for Avaya to perform the Services on the third-party service provider's computer systems and provide Avaya with a copy of the consent upon request; and (iii) facilitate necessary communications between Avaya and the third-party service provider in connection with the Services.
- 9.6 Access to Personal Data.** From time to time, Customer may require Avaya to access a Supported Product containing Personal Data. Where Customer instructs Avaya to access any Personal Data, or to provide Customer or a third party identified by Customer with access, Customer will: (i) notify all relevant employees and other individuals of the fact that Avaya will have access to such Personal Data in accordance with Customer's instructions, and (ii) indemnify Avaya and its officers, directors, employees, subcontractors and Affiliates against, and hold each of them

10. WARRANTY

harmless from, any and all liabilities, costs, damages, judgments and expenses (including reasonable attorneys' fees and costs) arising out of Avaya accessing or providing access in accordance with Customer's instructions

- 10.1 Warranty Scope.** Avaya warrants to Customer that, during the applicable warranty period, Services will be carried out in a professional and workmanlike manner by qualified personnel.
- 10.2 Warranty Period.** The warranty period is 30 days beginning on the day of performance of the Service.
- 10.3 Remedies.** If the Service does not conform in any material respect to the warranty above and Avaya receives from Customer during the applicable warranty period a written notice describing in reasonable detail how the Service failed to be in conformance, Customer's sole and exclusive remedy will be for Avaya to re-perform non-conforming Support Services or Managed Services or, if Avaya is unable to re-perform the Services within a reasonable period of time such that they conform in all material respects with the applicable warranty, Avaya shall refund the fees paid for the non-conforming Services.
- 10.3.1 Warranty Procedures.** Customer must provide written notice to Avaya during the applicable warranty period describing in reasonable detail how the Support Services, or Managed Services failed to be in conformance with the applicable warranty.

11. TERM

- 11.1 Support Service Term.** Unless a different term is specified in the applicable Service Description, Avaya will provide Services for an initial term of 1 year. Services will be renewed automatically for successive 1-year terms (unless a longer renewal period is specified in the applicable Service Description) applying the most similar generally available support offer and then current rates, unless either party gives the other written notice of its intent not to renew at least 30 days prior to the expiration of the applicable initial or renewal term.
- 11.2 Support Services Term.** Unless a difference term will be renewed automatically for successive 1-year terms (unless a longer renewal period is specified in the applicable Service Description) applying the most similar generally available support offer and then current rates, unless either party gives the other written notice of its intent not to renew at least 30 days prior to the expiration of the applicable initial or renewal term.
- 11.3 Managed Services.** Unless a longer initial term or different renewal terms are defined in the Order or Statement of Work, Avaya will provide Managed Services for an initial term of 3 years and such initial term will be renewed automatically for subsequent 1 year periods, applying the then-current rates, unless either party gives the other party written notice of its intent not to renew at least 90 days prior to the expiration of the applicable initial or renewal term.

12. DEFINITIONS

“**Managed Services**” means the management of Supported Products, including (where applicable) automated client notifications, configuration management, incident and problem management, service desk, and monitoring.

“**SAS**” or “**Service Agreement Supplement**” means a document that describes the features, terms and conditions of an Avaya Support Services offer.

“**SD**” or “**Service Description**” means the features, terms and conditions of an Avaya service offer as described in, as the context requires, SOWs or SASs.

“**Support Services**” means the maintenance and support of Products in accordance with the SD.

“**Supported Products**” means the Products for which the Services are to be provided, as identified in the applicable Order or SOW, together with any added Products, which may include Products made available for Customer’s use as part of Subscription Services and non-Avaya Products to the extent they are specified in the relevant Order or Service Description

“**Supported Sites**” means Customer’s location(s) to which Services are to be provided, as set out in the applicable Order or SOW.

Order Specific Terms: Cloud Terms

These Order Specific Terms and the Supplemental Terms apply to the extent Customer purchases Avaya OneCloud™ services and other services delivered from the 'cloud' under the Order, all as listed in the Matrix ("Cloud Service"). Capitalized terms not defined herein or in the SLSA have the meaning assigned in Exhibit A and, if applicable,

- Schedule 1 (Terms for the purchase of Avaya OneCloud™ CPaaS Services) are part of these Order Specific Terms; and
- Country Specific Additional Terms available at <https://support.avaya.com/TermsOfSale> (or such successor site).

1 TERMS OF SERVICE

- 1.1 Terms of Service.** Upon acceptance of an order (pursuant to Section 1.2 below), Avaya will make the Cloud Services available to Customer for the Initial Term. The Initial Term will renew for consecutive Renewal Terms where auto renew is available, unless either party gives the other 30 days (or longer period if expressly stated in the applicable SOW or Supplemental Terms) advance written notice before the end of the Initial Term or current Renewal Term of their intent not to renew. Where autorenewal is available, the Renewal Term shall be as described in the SOW or Supplemental Terms.
- 1.2 Orders.** Orders are subject to acceptance by Avaya. Accepted Orders will be governed by this SLSA. All other terms and conditions contained in any Customer purchase order or other document not expressly referenced in this SLSA will have no effect.
- 1.3 Changes to, and Discontinuation of, the Cloud Service.** From time to time Avaya may update or modify the Cloud Service, including features, functionality and Supplemental Terms, provided that: (a) the change and modification applies to all customers generally, and are not targeted to any particular customer; and (b) one-month prior notice is provided to Customer for any material changes to the Cloud Service or the Supplemental Terms and in such case, Customer has the right to discontinue using the Cloud Service and terminate the respective Service Order without penalty in case of any change to the Cloud Service or Supplemental Terms that is of material detriment to Customer, by written notice within 60 days after Avaya notifies Customer of the change.
- 1.3.1** Avaya will use commercially reasonable efforts to provide 60 days' notice prior to ending the sale of a Cloud Service, at which time the Cloud Service will no longer be available for order. Avaya will continue to provide the Cloud Service through the end of Customer's then current Cloud Service Period.
- 1.4 System Requirements.** Cloud Services are dependent upon Customer's maintenance of internet access, network access and power. Customer is responsible for maintaining all telecommunications (including mobile service and devices), broadband and computer equipment and services needed to access and use the Cloud Services, and for paying all charges associated with these services.
- 1.5 Registration.** Customer may be required to register to use the Cloud Services. Registration may include providing information (e.g., email or physical addresses, etc.) and Customer agrees to keep such information updated.
- 1.6 Use Policies.** When Customer accesses and uses a Cloud Service, Customer is responsible for complying with the SLSA, applicable laws and the Use Policies referenced in the Matrix. The Use Policies are posted on this website: <http://support.avaya.com/TermsOfSale> (or such successor site) and are incorporated into and form part of this SLSA. Avaya may update the Use Policies from time to time and will post the updated version. Such updates will become effective on the next calendar month in which Avaya posts the updated version. Customer is responsible for reviewing the Matrix to determine which Use Policy applies to each Service.

entity, including, but not limited to, any government assessment or regulatory fees imposed on Avaya as a result of a material change in the manner in which the Service or Avaya is regulated.

3 SERVICES PROVIDED, USE OF THE SERVICE

- 3.1 Commencement of Cloud Services.** Avaya will notify Customer of the Service Activation Date. Unless Customer notifies Avaya by the close of the second Business Day following the Service Activation Date that the Cloud Services are not operational, the Service Period will commence on the Service Activation Date and will continue until expiration or termination of the Cloud Services.
- 3.2 Support.** Customer may access technical support by sending an email or calling the numbers detailed in the applicable Supplemental Terms.
- 3.3 Customer's Use of Service.** Customer may use the Service solely for Customer's internal business use in accordance with and in the countries designated in the applicable Supplemental Terms, this SLSA and the Order, for avoidance of doubt, not for further sublicense or resale. Customer shall be solely responsible for all activities that occur under Customer's account. Upon request, Customer will provide Avaya with signed confirmation of its compliance with this provision.
- 3.4 Co-operation with Law Enforcement Authorities.** Avaya may charge Customer an administrative fee to recover Avaya's costs that arise from requests from law enforcement authorities, regulatory authorities, or court orders resulting from Customer's use of the Cloud Service, to the extent such administrative fees are allowed under applicable law.

4 AGREEMENT TERM; TERMINATION; DOWNTIME AND SERVICE SUSPENSION; SURVIVAL

- 4.1 Termination.** Avaya's termination due to Customer's uncured breach does not excuse Customer from its obligation to pay fees for the remainder of the Service Period.
- 4.2 Expiration/Termination.** Upon expiration of the Service Period or termination pursuant to Section 4.2, Customer shall immediately cease use of the Service and return or destroy (in accordance with Avaya's instructions) any Deliverables provided to Customer in connection with the Service, including any Avaya's Intellectual Property. Upon request, Customer shall certify in writing to Avaya that Customer has complied with this provision and Avaya may provide such certification to its suppliers. Avaya's termination due to Customer's uncured breach does not excuse Customer from its obligation to pay fees for the remainder of the Service Period.
- 4.3 Service Availability.** Cloud Services (or part) may be unavailable for use by Customer (a) for scheduled downtime to permit Avaya to conduct maintenance, or to modify, upgrade or update the Service, and Avaya will use reasonable efforts to notify Customer of such scheduled downtime in advance in accordance with the Supplemental Terms, (b) without notice in the event that Avaya reasonably believes there may be a denial of service attack or other security risk to the Service, Customer (or its users) or Avaya's other customers, or (c) without notice in the event that Avaya determines that it is necessary or prudent to do so to or for legal or regulatory reasons (collectively, "Service Suspensions"). Avaya shall not be liable to Customer for Service Suspensions.
- 5.1** Customer is solely responsible for Customer Content, including any loss or

5 CUSTOMER CONTENT AND MARKS

- damage to Avaya, its suppliers or a third party arising from or relating to Customer Content. Customer represents and warrants that it has all necessary rights to, and hereby does, grant to Avaya a limited, non-exclusive, non-transferable, non-sublicensable license to access, use, store, archive for a period of time, modify, display, reproduce, prepare derivative works of, and distribute Customer Content to the extent necessary for the purpose of providing the Cloud Service.
- 5.2** As between Avaya and Customer, Customer retains all right, title and interest in and to Customer Content. Avaya will not share Customer Content or Other Users' Content with any third parties unless: (a) Avaya has Customer written or electronic consent for sharing any of Customer Content and Other Users' Content; (b) it is required by law; or (c) Avaya provides Customer Content or Other Users' Content to third parties (e.g. sub-contractors) to carry out tasks on Avaya's behalf (e.g., data storage, etc.) as directed by Avaya and subject appropriate with those third parties.

2 PAYMENT, INVOICING, FEES and TAXES

- 2.1 Charges.** Unless otherwise stated in the Supplemental Terms or Order, prices are quoted on a consumption and/or subscription basis and are expressed in local currency. Pricing herein does not include charges for taxes, fees, and government-imposed surcharges, which may be included in the invoices. All fees due to Avaya under this SLSA are non-cancellable and the sums paid are non-refundable, except as otherwise expressly provided in this SLSA. Payments must be made at the address designated on the invoice or as otherwise indicated by Avaya.
- 2.2** If Customer adds or removes users or numbers, during a month, the applicable Subscription fees will be pro-rated for the month.
- 2.3 Price Changes.** Avaya may change the fees associated with any Cloud Services upon 30 days advance written notice. Customer's continued use of the Service after any price change becomes effective constitutes Customer acceptance of the modified fees, and such amounts shall apply as of the first day of the next month after the fee change was posted or communicated to Customer.
- 2.4 Regulatory Fees.** Customer will be responsible for all governmental assessments, surcharges and regulatory fees pertaining to Customer's use of the Service, that are imposed on Avaya or any Affiliate of Avaya incident to the provision or sale of the Service or chargeable to customers by any governmental

5.3 In connection with the provision of the Cloud Service, Customer hereby grants Avaya a limited, non-exclusive, non-transferable, non-sublicensable license to display Customer trade names, trademarks, service marks, logos, domain names and the like ("Customer Marks") and to host and display likenesses and photo images; provided, that the use of Customer Marks in connection with this SLSA shall not create any right or title in or to the use of Customer Marks and all such use and goodwill associated with Customer Marks will inure to the benefit of Customer.

6 RIGHTS AND DISCLAIMERS

- 6.1 All information transmitted through the Cloud Service is the sole responsibility of the person from whom such information originated. Avaya reserves the right, but is not obligated to pre-screen, refuse, flag, filter, or remove any material posted on the Cloud Service, including any Customer Content, which Avaya, in its sole discretion, deems inconsistent with this Agreement, including any material Avaya has been informed or has reason to believe constitutes intellectual property infringement. Avaya may take the action(s) set forth above, or similar actions, without notice or liability to Customer or any other party. Accordingly, Avaya assumes no liability for any action or inaction regarding transmissions, communications, or content provided by Customer or any third parties.
- 6.2 Customer acknowledges that, in performing the Cloud Service, Avaya may archive Customer Content and Other Users' Content and may periodically delete Customer Content and Other Users' Content without notice to Customer. Customer is solely responsible to ensure that any information, including Customer Content, Customer wishes to retain is downloaded, saved and/or backed-up. Avaya may implement reasonable limits as to the size or duration of storage of any Customer Content or Other Users' Content related to the use of the Service.
- 6.3 Any software security feature is not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third parties to create security exposures.
- 6.4 It is Avaya's policy to respond to notices of alleged copyright infringement that comply with the United States Digital Millennium Copyright Act and where appropriate at Avaya's discretion to terminate the accounts or subscription of infringers. If Customer would like to send Avaya an alleged copyright infringement notice as it pertains to the Service, go to the following link <http://support.avaya.com/AvayaCopyrightAgent> (or such successor site) and follow the instructions on how to get in touch with Avaya. If Customer has trouble accessing this link, then Customer may contact Avaya for further information at copyrightagent@avaya.com with the subject line: "DMCA Takedown Request" or by mail to:

Avaya Copyright Agent Notification
350 Mount Kemble Avenue, Room 2C109
Morristown, NJ 07960
1-908-953-2044

7 INDEMNIFICATION

- 7.1 Avaya's Indemnification Obligation: Avaya will defend Customer against third-party claims brought against Customer to the extent arising solely from an allegation that Customer's use of the Cloud Service directly infringes a third-party patent or copyright. Avaya will indemnify Customer against damages (specifically excluding any increased or enhanced damages resulting from Customer's willful infringement) finally awarded against Customer by a court of competent jurisdiction or a settlement amount approved by Avaya. Avaya's obligations under this Section 7 will not apply if the claim results from (a) Customer breach of this Agreement, (b) modification to the Cloud Service or use of the Cloud Service outside the scope of the applicable Service Description, (c) combination, operation, or use of the Cloud Service with products, software, services or business processes not provided by Avaya, (d) Avaya's compliance with any designs, specifications, requirements or instructions provided by Customer or a third party on Customer behalf, (e) use of non-current or unsupported versions of the Cloud Services, (f) Customer Content (g) trial or beta use of the Cloud Service, or (h) services Customer provides based on the Cloud Service. In the event a claim is made or likely to be made, Avaya may, (i) procure for Customer the right to continue using the Cloud Service under the terms of this Agreement, or (ii) replace or modify the Cloud Service to be non-infringing without material decrease in functionality. If these options are not reasonably available, Avaya may terminate Cloud Service upon written notice to Customer and refund Customer (or the relevant Approved Source) a pro rata portion of the price Customer or the Approved Source originally paid to Avaya for the Cloud Service for the remainder of the unexpired term.
- 7.2 **Customer' Defense and Indemnification Obligations.** Customer will defend and indemnify Avaya and its Affiliates, and their respective officers, directors, employees, contractors, suppliers, licensors, partners and agents (each, an "Avaya Indemnified Party") against third party claims brought against an Avaya Indemnified Party arising from (a) Customer's or its end users use of the Service in a manner not expressly authorized by the Agreement or that is in violation of applicable law; (b) Customer Content or Applications or the combination of these with other applications, content or processes; and (c) any dispute between Customer and its end users,

clients or third parties Customer will defend and indemnify the applicable Avaya Indemnified Party against all damages finally awarded against the Avaya Indemnified Party (or the amount of any settlement entered into by Customer) with respect to such claims.

- 7.3 **Indemnification Procedures.** The party against whom a third party claim is brought will (a) timely notify the other party in writing of the claim (provided, that the failure to provide timely notice shall not relieve the indemnifying party of its obligations under this Section unless the indemnifying party's defense of such claim is materially prejudiced by such failure), and (b) reasonably cooperate in the defense of the claim and may participate in the defense of the claim at its own expense. The party that is obligated to defend a claim will have the right to fully control the defense and to settle the claim; provided, however, that any settlement of a claim shall not include a financial or specific performance obligation on, or admission of liability by, the party against whom the claim is brought.
- 7.4 **Exclusive Remedy.** THE FOREGOING STATES THE INDEMNIFYING PARTY'S ENTIRE LIABILITY, AND THE INDEMNIFIED PARTY'S SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY INDEMNIFICATION CLAIMS UNDER THIS SECTION. THE FOREGOING ALSO IS IN LIEU OF, AND AVAYA DISCLAIMS, ALL WARRANTIES OF NON-INFRINGEMENT WITH RESPECT TO THE SERVICE AND ANY OTHER AVAYA INTELLECTUAL PROPERTY.

8 FEEDBACK

Avaya welcomes Customer Feedback about the Service. All such Feedback provided by Customer or its users to Avaya or its authorized channel partners becomes Avaya's property and Customer agrees to and does hereby grant and assign all intellectual property rights therein to Avaya. Customer agrees to cooperate fully with Avaya in connection with such transfer and assignment and Avaya may use such Feedback however it elects without any monetary or other consideration of any kind owed to Customer or any third party.

9 EXTERNAL LINKS AND THIRD-PARTY SERVICES

In some cases, the Service may contain hyperlinks to External Services and Sites. Customer's use of such External Services and Sites is at Customer's own risk. Customer acknowledges and agrees that Avaya neither endorses nor has any responsibility for the External Services and Sites.

10 SOFTWARE LICENSE TERMS AND UPDATES

- 10.1 If use of the Service requires Customer to download Software or Software is otherwise made available to Customer, such Software is licensed pursuant to (a) the terms and conditions made available to Customer when Customer downloads or installs the Software portion of the Service, or (b) if no such terms and conditions exist, then the applicable Avaya Global Software License Terms posted at <http://support.avaya.com/LicenseInfo> (or such successor site) in effect as of the Service Activation Date will apply, for the sole purpose of using the Service, and solely for the duration of the Service Period.
- 10.2 It is possible that Software may automatically download and install Updates from Avaya or its Affiliates from time to time. In such event, Customer agrees to promptly allow such Updates to be downloaded and installed.

11 RECORDING

If conferences are applicable to the Service Customer is subscribing to, Customer acknowledges that the laws of certain states, provinces or countries require that if a conference is to be recorded, all participants in the conference must be informed of that prior to the recording taking place, so they may consent to being recorded (if required by applicable laws) in the relevant jurisdictions when using recording features. Customer acknowledges and agrees that Customer shall be solely responsible for complying with the local laws in the relevant jurisdictions when using recording features (this includes Customer's obligation to obtain the consent, if required by applicable laws, of all participants before the commencement of the recording). Avaya shall have no liability to Customer or any user or third party if consent is not obtained.

12 EMERGENCY SERVICES, HIPAA and PCI DISCLAIMERS

CUSTOMER HAS READ, UNDERSTOOD, AND AGREES, UNLESS OTHERWISE STATED HEREIN OR IN THE SUPPLEMENTAL TERMS THAT:

- A. THE SERVICE, AS PROVIDED BY AVAYA, IS NOT CONFIGURED TO SUPPORT OR PROVIDE EMERGENCY CALLS OR COMMUNICATIONS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO 112, 999, 911 AND 911 SERVICE. NOTWITHSTANDING THE ABOVE, WHERE THE SERVICE INCLUDES THE PROVISION AND USE OF REGULATED NUMBERS IN SINGAPORE, ACCESS TO EMERGENCY SERVICES SUCH AS 999, 995 AND 993 SHALL BE PROVIDED WITHOUT CHARGE AND IN ACCORDANCE WITH APPLICABLE LAW.
- B. THE SERVICE DOES NOT COMPLY WITH THE REQUIREMENTS OF THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT, AS

AMENDED, AND ITS IMPLEMENTING REGULATIONS (“HIPAA”).

- C. THE SERVICE DOES NOT COMPLY WITH THE REQUIREMENTS OF THE PAYMENT CARD INDUSTRY DATA SECURITY STANDARD ALSO REFERRED TO AS PCI OR PCI DSS.

13 GENERAL

Message Routing. Customer may not use phone numbers provided by Avaya to route SMS messages over any other provider’s network. All SMS messages sent and received for an Avaya number must be sent and received via the Cloud Services. If Customer uses SMS it is Customer’s responsibility to ensure that if Customer initiates any unsolicited SMS, Customer provides Customer’s end user with the option to opt in or opt out of receiving those messages as required by applicable law.

14 END USER SERVICE INFORMATION

- 14.1 **Use of EUSI.** Unless Avaya has obtained Customer’s consent, Avaya shall use the End User Service Information (“EUSI”) of Customer only for the following purposes: (a) for planning requirements in relation to network operations or network maintenance for the Service (excluding activities which are commercial in nature such as business, marketing or product research or development); (b) for facilitating interconnection and inter-operability with third parties providing similar or complementary Services as Avaya; (c) for the provision of assistance to law enforcement, judicial or other government agencies; (d) for compliance with any regulatory requirements imposed by the relevant regulatory body, such as the Infocomm Media Development Authority of Singapore authorizing the use of EUSI; (e) for managing bad debt and preventing fraud relating to the provision of Services; (f) for the provision of mobile roaming-related information to in-bound mobile roaming customers in Singapore; and/or (g) any other purpose allowed by applicable law. EUSI shall refer to all information that Licensee obtains as a result of Customer’s use of regulated Service, and such use includes, but is not limited to (a) information regarding the Customer’s usage patterns; (b) Services used by the Customer; (c) the Customer’s telephone number and network configuration; (d) the Customer’s location information; and (e) the Customer’s billing name, address and credit history.
- 14.2 **Obtaining Consent relating to EUSI.** Should Avaya wish to use the EUSI of Customer for purposes other than those outlined above, Avaya will inform Customer of the additional purposes and obtain Customer’s consent.
- 14.3 **Withdrawal of Consent relating to EUSI.** Customer may withdraw their consent for Avaya to use the EUSI for the additional purposes by contacting Avaya at dataprivacy@avaya.com.

EXHIBIT A - Definitions

Defined terms are identified by capitalized letters and have the meaning given in this Exhibit or elsewhere in the Agreement. This Exhibit A is incorporated into and part of the Agreement.

“Acceptable Use Policy” or **“AUP”** means the document posted at <http://support.avaya.com/TermsOfSale> (or such successor site) which describes actions that Avaya prohibits when any party uses its services.

“Acceptance Period” means the time period in which Customer may test the Deliverable which shall not exceed 5 Business Days starting with the business day immediately following the date on which the Deliverable is delivered to Customer.

“Add-on Services” means the implementation, onboarding, professional and/or managed services as described in the applicable Order Specific Terms.

“Affiliate” means, with respect to either party, an entity that is directly or indirectly controlling, controlled by, or under common control with a signatory of this Agreement. For purposes of this definition,

“Control” means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the term **“Controlled”** has the meaning correlative to the foregoing.

“Application” means a software application or website within a Customer’s domain or that Customer creates using the API’s that interfaces or connects to the Cloud Services.

“Business Days” means Monday through Friday, 8:00 to 5:00 pm ET, excluding Avaya holidays.

“Confidential Information” means non-public confidential or proprietary information of the disclosing party that is (a) clearly marked confidential at the time of disclosure or (b) a reasonable person would know, based on the circumstances surrounding disclosure and the nature of the information, that the information should be treated as confidential.

“Customer” means the legal entity which signs this Agreement.

“Customer Content” means the content of all data, information, and communications, whether visual, written, audible, or of another nature, sent, displayed, uploaded, posted, published, or submitted by Customer or Customer personnel, including Other Users Content, while utilizing the Service.

“Data Subject” means an identified or identifiable natural person.

“Delivery Date” means the date on which Avaya delivers Equipment in accordance with the applicable Order Specific Terms or, in the case of Software that can be enabled by Avaya remotely or delivered via electronic means, the date the Software is enabled or downloaded to the target processor.

“Deliverables” means customized software, customized documentation, or other work product provided under the applicable Order Specific Terms.

“Dispute” means any dispute, claim or controversy arising out of or relating to this Agreement.

“DPA” means Data Privacy Addendum.

“Documentation” means information published by Avaya or its Affiliates in varying mediums which may include product information, operating instructions, and performance specifications that Avaya or its Affiliates generally makes available to users of its products. Documentation does not include marketing materials.

“Effective Date” means the date in which the last party signs this Agreement.

“Equipment” means phones compatible with the Service or other hardware.

“External Services and Sites” means non-Avaya websites, content, or resources or otherwise interface or work with third party services which are not maintained or controlled by Avaya.

“Feedback” means comments or suggestions.

“Initial Term” means the term of the Subscription that is indicated in Customer’s order and commences upon the date the Service is available for Customer’s use.

“Matrix” means the chart that is posted on the following website (or such successor site): <http://support.avaya.com/TermsOfSale> and referred to as the Master Cloud Agreement Matrix that indicates the Schedules and Supplemental Terms that apply to a specific Service. Avaya reserves the right to update the Matrix.

“Other Users’ Content” means the content of any information and communications, whether visual, written, audible, or of another nature, sent, displayed, uploaded, posted, published, or submitted by other users while interacting with the Service, including, without limitation, likenesses or photo images, advertisements, or sponsored content.

“Personal Data” means data that identifies or may be used to identify an individual.

“Processing,” “Process,” “Processed” means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

“Project Phase” means a defined activity, objective or period as set out in the applicable SOW during which Add-On Services will be provided.

“Rejection Notice” means a notice Avaya receives from Customer before the end of the Acceptance Period indicating in reasonable detail the material failure of the Add-On Services, Deliverable, or Project Phase to conform to the agreed acceptance criteria in the acceptance procedures.

“Renewal Term” means each of the subsequent terms after the Initial Term.

“Service Activation Date” means the date Avaya advises Customer that the Cloud Services are available for Customer’s use.

“Service Description” means the applicable description of the Cloud Services then current as of the date of Customer’s ordering of the Cloud Services which is incorporated by reference and is available to Customer upon request or via links in the Matrix.

“Service Period” means the period of time in which Avaya is providing Cloud Services to Customer, whether the Initial Term or Renewal Term.

“Software” means computer programs in object code, provided by Avaya whether as stand-alone products or pre-installed on Equipment, and any upgrades, Updates, patches, bug fixes, or modified versions thereto.

“Statement of Work” or **“SOW”** means a Customer-specific document(s) that describes the features, terms and conditions of an Avaya service being purchased by Customer.

“Supplemental Terms” means, individually or collectively, the Use Policies and Service Descriptions.

“T&M Services” or **“time and material Services”** means Add-On Services which are billed by Avaya based upon the time spent to perform the work and for the materials used.

“Third-Party Products” means any product made or provided by a party other than Avaya, including: (i) products ordered by Customer from third parties; (ii) products provided by Avaya that are recognizable as standalone items, and (iii) products identified as separate items on Avaya’s price list, quotes, Order specification forms or Documentation. **“Third-Party Services”** means any non-Avaya branded service provided under this Agreement.

“Traffic Data” means user billing data and/or metadata, including Caller ID, name, number dialed, duration of call, landline or mobile originated call, SMS send / receive destinations.

SCHEDULE 1 - Terms for the Purchase of Avaya OneCloud™ CPaaS

These terms for the purchase of Avaya OneCloud™ CPaaS apply to Customer's purchase and use of any CPaaS Services. Any capitalized terms used in this Schedule have the meaning given to them herein or in the General Terms.

1. MANDATORY PREREQUISITES FOR THE AVAYA ONECLOUD™ CPAAS TERMS OF SERVICE

In order to use the Avaya API's and markup language (the "API"), or make use of the Properties and various Avaya OneCloud™ CPaaS services and information contained therein (the API, Properties and Avaya OneCloud™ CPaaS services are collectively referred to herein as the "Avaya CPaaS Services") and are included within the definition.

of "Services, Customer must accept the terms in this Schedule.

Customer agrees to incorporate terms and conditions into the terms and conditions that apply to Customer's own products and services using applications that incorporate the Avaya CPaaS Services ("Customer's End User Agreements") that enable Avaya to use Customer's or any of Customer's users, employees, clients or customers' ("End Users") data as necessary to provide the Avaya CPaaS Services and that protect Avaya's rights to the same extent as the terms and conditions of this Schedule and the Agreement. By way of example, Customer's End-User Agreements must include terms concerning restrictions on use, protection of proprietary rights, disclaimer of warranties, and limitations of liability. Customer must ensure that Customer's End Users using applications that incorporate the API or the Avaya CPaaS Services adhere to this Agreement, and Customer agrees to notify Avaya promptly if Customer becomes aware of any breach of the terms of Customer's End-User Agreements that may impact Avaya. Customer will take all reasonable precautions to prevent unauthorized access to or use of the Avaya CPaaS Services and notify Avaya promptly of any such unauthorized access or use.

2. GRANT OF RIGHTS TO USE THE SERVICE

- 2.1 So long as Customer is in compliance with this Agreement, Avaya hereby grants Customer a limited, non-exclusive, non-transferable, non-sublicensable, revocable right and license during the Service Period to access and use the Avaya CPaaS Services, solely in accordance with this Agreement. Unless explicitly stated otherwise, any new features provided by Avaya that augment or enhance the current Avaya CPaaS Services shall also constitute "Avaya CPaaS Services" and shall be subject to this Agreement. Customer may not, nor may Customer allow any third party to, copy, distribute, sell, disclose, lend, transfer, convey, modify, decompile, disassemble, or reverse engineer the Avaya CPaaS Services for any purpose whatsoever. Customer may not allow any unauthorized third party to access the Avaya CPaaS Services for any purpose whatsoever. All rights not expressly granted under this Agreement are retained by Avaya or its Affiliates, licensors, or suppliers.
- 2.2 Customer may create a software application or website (an "Application(s)") that interfaces with the Avaya CPaaS Services, provided that Customer complies with this Agreement. Customer may use the Avaya CPaaS Services to execute Applications owned or lawfully obtained by Customer, except as limited by this Agreement or Customer's End User Agreement.
- 2.3 Customer and any Applications that Customer may create, build or distribute may make network calls or requests to the Avaya CPaaS Services, or may receive telephone calls via the Avaya CPaaS Service, at any time that the Avaya CPaaS Services are available, provided that those requests do not violate this Agreement.
- 2.4 Customer may not remove, obscure, or alter any notice of any Avaya trademark, service mark ("Marks") or other intellectual property or proprietary right appearing on the Avaya CPaaS website posted at <https://www.avaya.com/en/products/CPaaS/> or such successor site ("Website") or contained within the Avaya CPaaS Services.
- 2.5 Customer acknowledges that Avaya may change APIs for any Avaya CPaaS Service or any feature of an Avaya CPaaS Service from time to time, and that it is Customer's responsibility to ensure that calls or requests from Customer's Applications made to or via Avaya CPaaS Services are compatible with then-current APIs for the Avaya CPaaS Services. Avaya will attempt to provide reasonable prior notice to Customer of any API changes so Customer can adjust Customer's Applications, but Avaya is under no obligation to do so.
- 2.6 Customer is solely responsible for Customer's Applications, including any data, text, images or content contained therein. Customer is also solely responsible for all traffic originating from Customer's Applications that uses Customer's account credentials to access the Avaya CPaaS Services. Actions taken using Customer's credentials shall be deemed to be actions taken by Customer, with all associated consequences including charges for Avaya CPaaS Services, service termination, civil and criminal penalties.
- 2.7 Avaya may make available to Customer, for Customer's installation, copying or use in connection with the Avaya CPaaS Services, a variety of software, data and other content and printed and electronic documentation (the "Properties"). Avaya hereby grants to Customer a limited, non-exclusive, non-transferable, non-sublicensable, revocable license, during the Service Period only, to install, copy and use the Properties solely in connection with and as necessary for Customer's use of the Avaya CPaaS Services in accordance with this Agreement. The Properties may include, without limitation: (a) The Website; (b) APIs; (c) Documentation; and (d) Specifications describing the operational and functional capabilities, use limitations, technical and engineering requirements, and testing and performance criteria relevant to the proper use of the Avaya CPaaS Service and its related APIs and technology.
- 2.8 Avaya may make additional content or software available under another license agreement, such as an open-source license. Any such content or software will be clearly marked with such a license indicating the usage rights available for that content or software. Such content or software may include: (a) Developer tools, such as software development kits or sample code for use in connection with the APIs; and (b) Articles and documentation for use in connection with the use and implementation of the APIs (collectively, "Documentation").
- 2.9 Except as may be expressly authorized under this Agreement: (a) Customer may not, and may not attempt to, modify, alter, tamper with, repair, or otherwise create derivative works of the Properties, (b) Customer may not, and may not attempt to, reverse engineer, disassemble, or decompile the Properties or the Avaya CPaaS Service or apply any other process or procedure to derive the source code of any software included in the Properties.
- 2.10 Customer hereby grants Avaya a limited, non-exclusive, non-transferable, non-sublicensable license to display Customer's trade names, trademarks, service marks, logos, domain names and the like for the purpose of providing the Avaya CPaaS Services to Customer or promoting or advertising that Customer uses the Avaya CPaaS Services. Customer may not display or use the Properties in any manner unless Customer obtains Avaya's prior written consent. All uses of the Marks and goodwill associated therewith shall inure to the benefit of Avaya or its Affiliates.
The rights granted by Avaya in this Agreement with respect to the Properties and the Avaya CPaaS Services are nonexclusive, and Avaya reserves the right to: (i) act as a developer of products or services similar to any of the products or services that Customer may develop in connection with the Properties or the Avaya CPaaS Services; and (ii) grant similar rights to those provided under this Agreement to third parties that as developers or systems integrators may offer products or services which compete with Customer's Application(s).
- 2.11 Customer understands and acknowledges that Avaya is not certifying or endorsing, and has no obligation to certify or endorse, any of Customer's Applications or Customer's Content.

3. SUSPENSION OR TERMINATION

Avaya may suspend or terminate Customer's right to use the Avaya CPaaS Service for immediately upon Avaya's notice to Customer in accordance with the notice provisions set forth in this Agreement if: (i) Customer or Customer's End Users violate, or Avaya has reason to believe that Customer or Customer's End Users have violated, any provision of the AUP and/or such violation or use has created, or is likely to create, imminent physical harm (such as interruption, disruption or congestion) to Avaya's network or has defrauded Avaya, (ii) there is an unusual spike or increase in Customer's use of the Avaya CPaaS Service, and there is reason to believe such traffic or use is fraudulent or negatively impacting the operating capability of the Avaya CPaaS Service; (iii) Avaya determines, in Avaya's sole discretion, that Avaya's provision of the Avaya CPaaS Service to Customer is prohibited by applicable law, or has become impractical or unfeasible due to any legal or regulatory change; or (iv) subject to applicable law, upon Customer's liquidation, Customer's commencement of dissolution proceedings, the disposal of Customer's assets, the failure to continue Customer's business, an assignment for the benefit of Customer's creditors, or Customer's becoming the subject of a voluntary or involuntary bankruptcy or similar proceeding.

4. BACKUP AND RETENTION

Notwithstanding Sections 8 and 9 of the General Terms, Customer acknowledges that Customer bears sole responsibility for adequate backup of Customer's Content, including all audio recordings associated with Customer's account AVAYA SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE, LIABILITIES, LOSSES (INCLUDING ANY LOSS OF DATA OR PROFITS) OR ANY OTHER CONSEQUENCES THAT CUSTOMER OR CUSTOMER'S END USERS MAY INCURE WITH RESPECT TO LOSS OF DATA ASSOCIATED WITH CUSTOMER'S ACCOUNT AND CUSTOMER'S OR ANY OF CUSTOMER'S END USERS CONTENT DATA THEREIN.

5. INTELLECTUAL PROPERTY

- 5.1 Other than the limited use and access rights and licenses expressly set forth in this Agreement, Avaya and/or its Affiliates, suppliers and licensors reserve all right, title and interest (including all intellectual property and proprietary rights) in and to: (i) the Avaya CPaaS Services; (ii) the Properties; (iii) the Marks; and (iv) any other technology and software that Avaya provides or uses to provide the Avaya CPaaS Services and the Properties. Customer does not, by virtue of this Agreement or otherwise, acquire any ownership interest or rights in the Avaya CPaaS Services, the Properties, the Marks, or any other technology and software, except for the limited use and access rights described in this Agreement.
- 5.2 Avaya may, at its discretion, offer certain software development kits, tools, application samples, documentation, or other software under an open-source license. Any such products will be marked with copyright details, and those copyrights will apply to those and only those software development kits, tools, application samples, documentation, or other software. Avaya, its Affiliates, suppliers, and licensors reserve all rights to any documents, tools, services, technologies and the like not subject to an open-source license.
- 5.3 Other than the rights and interests expressly set forth in this Agreement and excluding any and all works derived from Properties, Customer reserves all right, title and interest (including all intellectual property and proprietary rights) in and to: (i) Customer Content Customer may send to Avaya or use as part of Customer's use of the Avaya CPaaS Services; and (ii) Customer's Applications.
- 5.4 During and after the Services Period, with respect to the Avaya CPaaS Services that Customer elects to use, Customer will not assert, nor will Customer authorize, assist, or encourage any third party to assert, against Avaya or any of Avaya's Affiliates, customers, end users, vendors, business partners (including third-party sellers on websites operated by or on behalf of Avaya), sub-licensees or transferees, any patent infringement or other intellectual property infringement claim with respect to such Avaya CPaaS Services.

6. REPRESENTATIONS

- 6.1 Customer represents and warrants that Customer will not use the Avaya CPaaS Services, Properties, Marks, Customer's Application or Customer's Content in a manner that violates this Agreement. Although Avaya does not assume the duty or obligation to monitor any materials created, posted or uploaded by Customer or any third parties, Avaya reserves the right, in its sole and absolute discretion, to monitor any and all materials posted or uploaded by Customer or any third parties at any time without prior notice to ensure that they conform to any usage guidelines or policies (including Avaya's AUP).
- 6.2 Customer shall not use the Avaya CPaaS Services to create a medical device or take other action that would violate regulations promulgated by the Food and Drug Administration, including but not limited to (i) diagnosing a disease or other condition, (ii) curing, mitigating, treating, or preventing a disease or condition, or (iii) using the Avaya CPaaS Services in a way that may affect the structure or function of the body of a human or animal. Avaya shall have no liability of any kind whatsoever as a result of Customer's violation of this Section. Customer's violations of this Section will be subject to the indemnification provisions in this Agreement.
- 6.3 Customer represents and warrants that Customer is responsible for any charges incurred by virtue of Customer's use of the Avaya CPaaS Services, no matter whether Customer's Application acted in error. Customer also represents and warrants: (i) that Customer is solely responsible for the development, operation, and maintenance of Customer's Application and for Customer's Content, including, the accuracy, appropriateness and completeness of Customer's Content and all product-related materials and descriptions; (ii) that Customer has the necessary rights and licenses, consents, permissions, waivers and releases to use and display Customer's Application and Customer's Content; (iii) that neither Customer's Application nor Customer's Content (a) violates, misappropriates or infringes any rights of Avaya or any third party, (b) constitutes defamation, invasion of privacy or publicity, or otherwise violates any rights of any third party, (c) violates any applicable laws or regulations, or (d) is designed for use in any illegal activity or promotes illegal activities, including, without limitation, activity that might be libelous or defamatory or otherwise malicious, illegal or harmful to any person or entity, or discriminatory based on race, sex, religion, nationality, disability, sexual orientation, or age; (iv) that neither Customer's Application nor Customer's Content contains any components capable of harming Avaya's network or Avaya CPaaS Services; and (v) to the extent to which Customer is authorized by Avaya to use any of the Marks, that Customer will conduct Customer's business in a professional manner and in a way that reflects favorably on the goodwill and reputation of Avaya.
- 6.4 Customer agrees to abide by all applicable local, state, national, foreign, and international laws and regulations and that Customer will be solely responsible for all acts or omissions that occur under or through Customer's account or password, including the content of Customer's and Customer's customers' transmissions through the Avaya CPaaS Services. Customer further agrees that neither Customer nor Customer's End Users will use the Avaya CPaaS Service for any purpose that is unlawful, abusive, intrusive on another's privacy, harassing, libelous, threatening, or hateful, or in any other way that would violate any applicable laws or regulations. Customer represents and warrants that (i) Customer has the legal right and authority, and will maintain the legal right and authority during each Service Term, to install and use the Avaya CPaaS Services as contemplated hereunder; (ii) the performance of Customer's obligations under this Agreement and use of Avaya CPaaS Services will not violate any applicable law, rule or regulation or any applicable manufacturers' specifications or unreasonably interfere with Avaya's or its other customers' use of the Avaya CPaaS Services or network; (iii) Customer is authorized and has completed all required corporate actions necessary to execute this Agreement; and (iv) Customer shall not intentionally carry out any act or omission that results in Avaya breaching any law, rule or regulation. Customer shall comply with all the applicable legal and/or regulatory licenses and consents specifically required from the relevant governmental authorities with respect to any permitted resale of the Avaya CPaaS Services. Customer shall be solely responsible and liable for any misuse of the Avaya CPaaS Services by Customer's End Users or any third parties in respect of Customer's resale of the Avaya CPaaS Services and shall defend and indemnify and hold harmless Avaya for against any claims or proceedings, including any judgments, settlements and reasonable attorneys' fees resulting from and against any and all third party claims or proceedings arising from or related to such resale of the Avaya CPaaS Services by Customer. Any failure by any third party (including End Users) to comply with any applicable law rule or regulation regarding sale or use of the Avaya CPaaS Services shall be attributable to Customer for the purposes of this Agreement. Any resale or sublicense by Customer of the Avaya CPaaS Services shall not relieve Customer of Customer's obligations under this Agreement. Any such third party waives any liability by Avaya in connection therewith.
- 6.5 Customer represents and warrants that without Avaya's express written consent Customer will not use, and will not authorize any third party to use, any Public Software (as defined below) in connection with the Avaya CPaaS Services in any manner that requires, pursuant to the license applicable to such Public Software, that any Properties or the Avaya CPaaS Services be (i) disclosed or distributed in source code form, (ii) made available free of charge to recipients, or (iii) modifiable without restriction by recipients. Customer represents and warrants that all Feedback and Communications contributed by or through Customer (a) are legally distributable by Customer, either because Customer owns the copyright or because Customer has fully complied with any copyright terms associated with the software or content, (b) contain no third-party software or any software that may be considered Public Software, and (c) do not violate, misappropriate or infringe any intellectual property rights of any third party. "Public Software" means any software, documentation or other material that contains, or is derived (in whole or in part) from, any software, documentation or other material that is distributed as free software, open source software (e.g., Linux or Asterisk) or similar licensing or distribution models, including, but not limited to software, documentation or other material licensed or distributed under any of the following licenses or distribution models, or licenses or distribution models similar to any of the following: (1) GNU Affero General Public License (AGPL), Common Public Attribution License (CPAL), European Public License (EURL), GNU's General Public License (GPL), Lesser/ Library GPL (LGPL), or Free Documentation License, (2) The Artistic License (e.g., PERL), (3) the Mozilla Public License, (4) the Netscape Public License, (5) the Sun Community Source License (SCSL), (6) the Sun Industry Standards License (SISL), (7) the BSD License and (8) the Apache License.
- 6.6 In addition to the foregoing, Avaya specifically disclaims all liability for, and Customer agrees that Customer shall be solely responsible for:
 - the development, operation, and maintenance of Customer's Application, all related equipment, and all materials that appear on or within Customer's Application and Customer's Content;
 - the accuracy and appropriateness of any materials posted on or within Customer's Application or Customer's Content (including, among other things, any product-related materials);
 - ensuring that any materials posted on Customer's site or within Customer's Application do not violate Avaya's AUP, are not illegal and do not promote illegal activities, including any activities that might be libelous or defamatory or otherwise malicious, illegal or harmful to any person or entity, or discriminatory based on race, sex, religion, nationality, disability, sexual orientation, or age;
 - ensuring that Customer's Application accurately and adequately discloses, either through a privacy policy or otherwise, how Customer collects, uses, stores, and discloses data collected from visitors, including, where applicable, that third parties (including advertisers) may serve content and/or advertisements and collect information directly from visitors and may place or recognize cookies on visitors' browsers; and
 - any of Customer's End Users' claims relating to Customer's Application or Customer's Content or the Avaya CPaaS Services utilized in connection with Customer's Application.

7. LIABILITY FOR EMERGENCY CALLING

TO THE EXTENT PERMITTED UNDER APPLICABLE LAW AVAYA AND ITS AFFILIATES OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, AGENTS, LICENSORS, SUPPLIERS, AND RESELLERS ("EMERGENCY SERVICES INDEMNIFIED PARTIES") WILL HAVE NO LIABILITY TO CUSTOMER, CUSTOMER'S USERS, OR ANY THIRD PARTY, AND CUSTOMER WAIVES ALL CLAIMS AND CAUSES OF ACTION, ARISING OUT OF OR RELATED TO CUSTOMER'S, CUSTOMER'S USERS, OR ANY THIRD PARTY'S INABILITY TO DIAL LOCAL EMERGENCY NUMBERS (SUCH AS 112, 911, 999) OR ANY OTHER EMERGENCY TELEPHONE NUMBER OR TO ACCESS AN EMERGENCY SERVICE OPERATOR OR EMERGENCY SERVICES. CUSTOMER HEREBY RELEASES AND AGREES TO INDEMNIFY, DEFEND, AND HOLD HARMLESS THE EMERGENCY SERVICES INDEMNIFIED PARTIES FROM ANY AND ALL CLAIMS, LIABILITY, DAMAGES, LOSSES, EXPENSES, AND/OR COSTS (INCLUDING BUT NOT LIMITED TO ATTORNEYS' FEES AND COST OF SUIT) BY OR ON BEHALF OF CUSTOMER OR ANY THIRD PARTY OR USER ARISING FROM OR RELATED TO THE FAILURE OF EMERGENCY SERVICES TO FUNCTION OR FUNCTION PROPERLY OR AVAYA'S PROVISION OF EMERGENCY SERVICES OR FAILURE TO PROVIDE ACCESS TO EMERGENCY SERVICES.