

CALABRIO PRODUCT TERMS

General. The Customer or End Customer (hereinafter “Customer”) is required to have implemented and to maintain an information security program designed to protect and maintain the confidentiality, availability, and integrity of information and data in any form, as well as any systems and equipment that process information and data. Such program shall include applicable training programs for securely handling the classifications of data commonly used by the Customer while using Calabrio Products. The Customer’s program shall be inclusive of physical security standards conforming to industry standards such as the current versions of the NIST Cyber Security Framework and NIST 800-53. The Customer is responsible for ensuring that login information, including the User ID and password, are maintained in a secure manner. Calabrio shall not be responsible for any compromise of the identity of an individual or a Customer’s instance of the Calabrio Products unless there is a flaw in the code or the system itself. The Customer is solely responsible for its operation of the Calabrio Products in a secure manner.

Customer Security Obligations. The Customer is solely responsible for implementing enterprise-wide security standards and expectations for its Users, including thorough security controls related to availability and stability of its enterprise and all computing technology and infrastructure contained therein. The Customer is solely responsible for compliance with all applicable laws and regulations relating to its contact center, including privacy laws relating to the information it collects, transmits, or processes while using the Calabrio Products.

Registration of Users. The Customer is responsible for ensuring that each User of the Calabrio Products shall register and select a username and password (the “User ID”). The Customer shall adhere to its internal password policies, including by ensuring Users utilize strong passwords and adhere to Customer single sign-on or multi-factor authentication policies or procedures. The Customer shall provide accurate and complete registration information and will update its registration information as often as necessary to ensure ongoing completeness and accuracy. The Customer shall not: (a) select or use a User ID that derives from the identification of another person with the intent to impersonate that person or (b) use as a User ID a name subject to the rights of another person other than such User without appropriate authorization.

Customer Responsibilities for Protected Information. In the event the Customer takes an action that results in the Calabrio Products creating a backup containing Sensitive Authentication Data as defined in “Section 4 of Version 3.0 of the Information Supplement: Protecting Telephone-Based Payment Card Data” published by the PCI Security Standards Council, then the Customer shall be responsible for ensuring compliance with all applicable laws and regulations related to the collection and use of such data, specifically including but not limited to, compliance with all standards relating to PCI-DSS. For the avoidance of doubt, the Customer is solely responsible for ensuring all controls are implemented and maintained within the Calabrio Products in order to comply with PCI requirements.