EMERGENCY CALLING PROVISIONS INCLUDED IN GENESYS

TERMS OF SERVICE

ADVISORY REGARDING EMERGENCY NUMBER DIALING AND LIMITATIONS OF SERVICE: THIS SECTION CONTAINS IMPORTANT PROVISIONS, INCLUDING THOSE REGARDING GENESYS'S EMERGENCY SERVICE CAPABILITIES

In conformance with in country regulatory guidelines, Genesys provides access to emergency call services by dialing 999 or 112 ("**Emergency Services**") via the Genesys Cloud Voice Service ("**GCVS**") offering. When you obtain a telephone number through the GCVS, you must provide **Genesys** with the valid physical address within **Germany** for the use of the relevant telephone number. It is important to note that there may be circumstances when access to the Emergency Services is unavailable or disrupted, since GCVS is provided over the Internet and is dependent on your Internet connection.

Use of the GCVS is subject to the terms set out in this Notice, as well as other applicable terms, including, but not limited to, those in the GCVS Addendum. To subscribe to GCVS, you must review this Notice carefully and provide your electronic signature at the end of it. By providing your electronic signature, you acknowledge that you have received, understood and agree to the terms set out in this section **including the Limitations of Liability**. Further details on the Terms and Conditions are available at **https://help.mypurecloud.com/articles/genesys-cloud-voice-emergency-dialing-terms-and-conditions**.

You must ensure that your end users of GCVS are also aware of this Notice. Emergency labels/signs for phones are available at **https://help.mypurecloud.com/articles/genesys-cloud-voice-services-equipment-labels**.

Electronic Signature: _____

Date: _____