

# PODIUM VOICE SERVICE TERMS

By using or accessing Podium's Voice Service ("Voice"), or by signing or clicking accept to any Subscription Documentation that includes Voice or references these terms, you ("you" or "Client") agree to be bound by the following terms and conditions (the "**Voice Service Terms**").

These Voice Service Terms incorporate by this reference the Podium Terms of Service (currently available at: <https://legal.podium.com/#termsofservice-us>) (the "Podium Terms of Service") as may be updated from time to time, which, among other terms, contain provisions governing the resolution of claims (see Section 13 ("Disclaimers"), Section 14 ("Limitations of Liability"), Section 15 ("Dispute Resolution"), and Section 16 ("General") of the Podium Terms of Service). In the event of any conflict or inconsistency between these Voice Service Terms and the Podium Terms of Service, these Voice Service Terms will govern.

Capitalized terms used herein without a definition have the same meaning as the defined term in the Podium Terms of Service. All documents linked in these Voice Service Terms are deemed to those documents as updated from time to time. For the avoidance of doubt, all references to the "Agreement" will include these Voice Service Terms.

## 1. DEFINITIONS

1.1. "**Voice Service Provider(s)**" means the third-party service provider(s) used by Podium to facilitate certain features of Voice. Podium may add or remove Voice Service Providers from time to time.

1.2. "**Personal Data**" means information about an identifiable individual, or information that is capable of being used (alone or in combination with other information) to identify an individual, (not a company, legal entity, or machine) and is transmitted to or accessible through the Services.

1.3. "**Hardphone Products**" or "**Hardphones**" means the physical device and any hardware and accessories provided or made available by Podium as part of Voice. Any software and/or firmware preinstalled on, or distributed with, the Hardphone Products forms part of the Hardphone Products.

1.4. "**Softphone**" means the software-based phone available within the Voice desktop application ("Desktop Softphone") or the Voice mobile application ("Mobile Softphone") that allows Podium clients to make phone calls through a properly equipped and configured computer or mobile device, without the need for Hardphone Products.

## 2. SERVICES

## 3. CLIENT OBLIGATIONS

3.1. Client Data. In addition to Client's obligations under the Podium Terms of Service, Client agrees that where Client provides or makes available to Podium or a Voice Service Provider, any Client Data (including without limitation, Personal Data about Customers) in connection with Client's use of Voice, Client grants Podium, and its respective affiliates, the worldwide, non-exclusive, royalty-free, perpetual, fully-paid-up, and irrevocable, right to (i) to collect, use, retain, transfer, and disclose Client Data (including to Podium's and Voice Service Provider's third-party service providers) in order to provide the Voice Services to Client and (ii) to enable Voice Service Provider to use Client Data to: (a) provide the Voice Services Provider's services to Voice Service Provider's and its affiliates other clients; (b) analyze and improve, and incorporate Client Data into, the Voice Service Provider's products, systems, and tools. Podium may disclose Client Data pursuant to a data subject access request or consumer data request as required by applicable Law, provided that to the extent permitted under applicable Law, Podium notify Client of any such disclosure. Notwithstanding anything herein to the contrary, Podium will be permitted to retain and use Client Data (to the extent such use is permitted under these Voice Service Terms) after the expiration or termination of your applicable Subscription Documentation.

3.2. Compliance with Laws and Terms. Client understands and agrees that Client will, for the duration of the Subscription Term: (a) provide all required disclosures to Customers and obtain all required consents and/or authorizations from Customers, based on applicable Laws, prior to utilizing Voice; (b) obtain all necessary rights, releases, and consents to allow Client Data to be collected, used, and disclosed in the manner contemplated by this Agreement and to grant Podium the rights herein; and (c) use Voice only in compliance with all Laws, the terms of this Agreement, including Podium's Acceptable Use Policy ("**Acceptable Use Policy**") (currently available at <https://legal.podium.com/#aup-us>), and industry-specific best practices, including but not limited to Do Not Call rules and prohibitions. Client agrees and acknowledges that Client is solely responsible for its compliance with applicable Laws and the **Acceptable Use Policy** and must not rely on the Services for any such compliance. Use of the Services does not guarantee compliance with applicable Laws or the **Acceptable Use Policy**, and Podium expressly disclaims any liability for Client's non-compliance. Podium reserves the right to suspend or terminate Client's access to the Services or specific feature(s) of the Services if Podium believes, in its sole discretion, that Client has violated these Voice Service Terms.

3.3. Account Use and Security. Client is solely responsible for all use(s) related to your use of Voice. Client is responsible for complying and ensuring its Authorized Users comply, with all Laws applicable to Client's use of Voice. Client is solely responsible and accepts full liability for all use of its Voice Service, with or without Client's permission. Client is solely responsible for any and all actions taken using its and its Authorized Users' accounts, passwords, or access credentials. Client acknowledges that placing telephones on a publicly accessible internet protocol address or a publicly accessible network will subject it to a higher level of risk for fraudulent activity. Client must notify Podium within twenty-four (24) hours of any breach of security or unauthorized use of its account. Use by all Authorized Users in aggregate will count towards any applicable Scope of Use restrictions. In the event that Podium discovers or has reason to believe the occurrence of unauthorized or prohibited usage of Voice, Podium reserves the right to take actions it deems reasonably necessary, without prior notice.

3.4. Responsibility for System and Technical Requirements. Client understands and agrees that Podium Voice is a voice over internet protocol ("VoIP") phone service and there are many factors that may impact its ability to use Voice, including but not limited to network speeds and bandwidth, network connectivity, hardware, and other factors outside Podium's control. Except for the limited scope of services and warranty available to Client upon the purchase of Voice Professional Installation, Client remains solely responsible for maintaining sufficient internet access, network connectivity, power, and other technical requirements necessary to enable your use of Voice.

3.4.1. To support Client in its ability to use Voice, Podium will perform a network quality test prior to your purchase of Voice. This test will assess download and upload speeds, download and upload packet loss, as well as the number of devices on your network at the time of the test. If, following this initial test, your network quality does not meet the minimum requirements to support Voice, before you may purchase a Voice Subscription, you will be required to: (1) purchase Voice Professional Installation; or (2) sign a waiver and work with your own IT provider to bring your network up to the minimum requirements. You will also be required to: 1) purchase Voice Professional Installation; or (2) sign a waiver and work with your own IT provider to bring your network up to the minimum requirements, if your network passes the initial, pre-purchase test, but fails a second network quality test, which Podium will perform during the post-purchase onboarding process.

3.4.2. Client understands and agrees that it is fully responsible for maintaining sufficient internet access, network connectivity, power, and other system and technical requirements necessary to enable the use of Voice, including following the completion of any purchased Voice Professional Installation and any applicable Voice Professional Installation warranty period.

3.4.3. Additionally, Client understands and agrees that, whether or not it purchases Voice Professional Installation, Client may not cancel or otherwise terminate its Voice Subscription, nor will Podium provide any refunds or service credits, due to network, hardware, or other issues caused by factors outside Podium's direct control.

#### 4. TERMS AND TERMINATION.

4.1. This Agreement will begin on the start date of the applicable Subscription Documentation for Voice and will remain in effect until the applicable Subscription Term has expired or the Subscription is terminated as expressly permitted by your Subscription Documentation.

#### 5. OWNERSHIP AND RIGHTS.

5.1. These Voice Service Terms do not grant any rights or licenses in Voice, Hardphone Products, Podium Technology, or related software other than as expressly stated in these Voice Service Terms. As between the parties, Podium owns all right, title, and interest, including all intellectual property rights, in and to Voice, Hardphone Products, and software. All rights not expressly granted are reserved.

## 6. FEES AND PAYMENT.

6.1. Unless otherwise specified in the applicable Subscription Documentation, Voice is provided on an ongoing, per-license subscription basis, including automatically recurring payments for periodic charges, according to the terms and conditions referenced in the applicable Subscription Documentation or Agreement, as applicable. Client agrees to pay to Podium the fees for the Subscription to the Services or any Bundle, including Voice ("Subscription Fees") and any additional fees (if applicable), all as set forth in the applicable Subscription Documentation or Agreement (collectively, the "Fees"). Unless otherwise specified in the applicable Subscription Documentation, payment for all Fees is due within thirty (30) days of the invoice date.

6.2. Client will be responsible for all applicable taxes and fees accrued through Client's use of Voice. These charges may change from time to time and vary depending on federal, state, and local rules. Podium may charge Client for applicable taxes and fees through Client's invoice.

## 7. HARDPHONE PRODUCTS.

7.1. Hardphone Products are manufactured by third parties and are resold by Podium. All Hardphone Products features, specifications, and prices are subject to change at any time. Podium does not warrant that product descriptions are accurate, complete, reliable, current, or error-free, or that the Hardphone Products are available for lease or purchase.

7.2. Podium is not obligated to accept any Subscription Documentation for the purchase of Hardphone Products, and Podium may cancel accepted Subscription Documentation at any time if Podium is unable to fulfill the purchase request for any reason. If Podium cancels your Subscription Documentation for the purchase of Hardphone Products because it is unable to fulfill the purchase request for any reason, Podium will fully refund the purchase fees pre-paid by you for such Hardphone Products.

7.3. The following terms apply to Hardphone Products purchased by Client (as specified in Client's Subscription Documentation):

7.3.1. Podium shall deliver the Hardphone Products to the delivery address specified in the Subscription Documentation, at which time risk of loss will pass to you. Podium will use commercially reasonable efforts to provide you with an estimated delivery date for each Hardphone Product; however, such delivery date is a good-faith estimate only and is not binding on Podium.

7.3.2. Title to each Hardphone Product will transfer to you upon: (a) your payment of all applicable purchase fees in respect of such Hardphone Product and (b) delivery of the Hardphone Product in accordance with this Section 7.3, whichever is later.

7.4. Your use of the Hardphone Products (a) is subject to the terms of the [Podium Terms of Service, Acceptable Use Policy](#), these Voice Service Terms, and any additional terms set forth in the applicable Subscription Documentation; (b) is limited to use in conjunction with the Voice and Hardphone Services and other Podium Services; and (c) is limited to use by competent trained employees authorized by Client to operate or use Hardphone Products, and with adequate security measures in place to safeguard Hardphone Products and data collected by, and held on, Hardphone Products.

7.5. You will not, and neither will you permit any third party to: (a) copy, reproduce, republish, upload, post, transmit, resell, or distribute in any way, any data, content, or any part of a Hardphone Product; (b) work around any of the technical limitations implemented in a Hardphone Product or enable functionality that is disabled or prohibited; (c) reverse engineer or attempt to reverse engineer a Hardphone Products except as expressly permitted by applicable Law; (d) perform or attempt to perform any actions that would interfere with the normal operation of a Hardphone Product or impact the use of the Hardphone Products by other users; (e) use the Hardphone Products in any manner not permitted hereunder or for any purpose other than commercial purposes; (f) use the Hardphone Product in any location other than the registered location or move the Hardphone Products to a new location without registering the device to its new location; (g) remove, modify, deface, or replace any of Podium's or any Voice Service Provider's proprietary notices or marks which appear on or are affixed to a Hardphone Product; or (h) use the Hardphone Products to violate any applicable Laws, including any laws and regulations related to notification and consumer protection, unfair

competition, privacy, and false advertising, and any other laws relevant to the Hardphone Products.

7.6. Except as otherwise expressly stated herein, you are responsible for installing, integrating, and maintaining the Hardphone Products, which includes updating the software as may be required by Podium or its Voice Service Provider(s) from time to time. Podium may make updates to the Hardphone Products available to you. You must install these updates to continue using the Hardphone Products. Podium will not be obligated to provide services or support for any outdated versions. Any updates are subject to these Voice Service Terms unless other terms are provided with the updates.

#### 8. LIMITED HARDPHONE WARRANTY.

8.1. Podium provides a one-year limited warranty against defective materials and faulty workmanship in a Hardphone Product. The warranty period starts on the date of your original purchase of the Hardphone Products from Podium and ends one year after that date. If you submit a claim during this warranty period that is within the scope of the limited warranty, follow Podium's instructions for returning the Hardphone Product, and it appears that any product or part thereof contains a defect in materials or workmanship, Podium will at its option, to the extent permitted by applicable Law, either repair the Hardphone Product, replace the Hardphone Product, or refund to you all or part of the purchase price of the Hardphone Product. This limited warranty applies only to unaltered hardware components of the Hardphone Products that are used in accordance with these Voice Service Terms and not subject to accident, misuse, or neglect. Hardphone Products with the original factory serial number removed, defaced, or altered will not receive the original manufacturer's warranty coverage.

8.2. This limited warranty is provided by Podium and not the Voice Service Provider. This limited warranty gives you specific rights and is personal to you. You may not transfer this warranty to any other person. You may have additional rights under applicable Law, and this limited warranty does not affect such rights. To make a warranty claim, please contact Podium. Podium will provide you with information about how to return your Hardphone Products.

**8.3. THE VOICE SERVICES AND HARPHONE PRODUCTS ARE PROVIDED "AS IS," "AS AVAILABLE," AND WITH ALL FAULTS. EXCEPT AS EXPRESSLY STATED IN THESE VOICE TERMS, PODIUM PROVIDES NO EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, AND PODIUM DISCLAIMS ANY IMPLIED REPRESENTATIONS, WARRANTIES, AND CONDITIONS WITH RESPECT TO THE HARDPHONE PRODUCTS, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, SATISFACTORY QUALITY AND NON-INFRINGEMENT, AS WELL AS ANY OTHER IMPLIED WARRANTIES, SUCH AS WARRANTIES REGARDING DATA LOSS, AVAILABILITY, ACCURACY, FUNCTIONALITY, AND LACK OF VIRUSES. THIS SECTION 8.3 APPLIES TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND IN ADDITION TO ANY LIMITATIONS AND DISCLAIMERS THAT MAY BE CONTAINED IN THE PODIUM [TERMS OF SERVICE](#). ANY WARRANTIES, GUARANTEES, OR CONDITIONS THAT CANNOT BE DISCLAIMED AS A MATTER OF LAW, BUT WHICH MAY BE LIMITED IN DURATION, LAST FOR ONE YEAR FROM THE DATE ON WHICH YOU RECEIVE A HARDPHONE PRODUCT.** Use of the Hardphone Products in conjunction with any other products, such as hardware accessories, may lead to incompatibilities which cause the Hardware Products to not function correctly. As a consequence, all such use is at your own risk.

#### 9. PHONE NUMBER PORTING.

9.1. If you request Podium to port your phone number to Voice, you must execute a letter of authorization provided to you by Podium, authorizing a Voice Service Provider to initiate the porting process. Podium assumes no responsibility for any lost communication during the porting process.

9.2. Podium, at its sole discretion, reserves the right to refuse to allow you to port away any phone number ported into Podium, unless otherwise prohibited by Law. Podium may, at our sole discretion, allow you to port away phone numbers that you purchase from Podium and will allow you to port away phone numbers that you port to Podium, provided that you (a) have a Podium account in good standing; (b) have either ported in or purchased the phone number more than ninety (90) days prior to the port-away date; (c) provide all requested information including written notice to Podium of your intent to port the phone number(s) away from us before execution of the port-away request; and (d) are in compliance with these Voice Term of Service.

#### 10. EMERGENCY SERVICES.

10.1. Overview of Emergency Services. Because Voice is a VoIP service the emergency calling services available through Voice

operate differently from traditional emergency calling services and have certain limitations. If you are not comfortable with these limitations, you must utilize alternate means of accessing emergency services. By using Voice, you represent and warrant that you understand the limitations of emergency services available through Voice and you agree to comply with your obligations as set forth in these Voice Service Terms.

10.2. Emergency Calls using Hardphone(s) & Desktop Softphone. When you use a Hardphone or the Desktop Softphone (see Section 10.3 for information on Mobile Softphones) to make an emergency call, Voice relies on the information, including physical address, associated with your Voice account to route emergency calls to the nearest emergency responder(s). Accordingly, you are required to register a physical location address ("Registered Location") when you activate your Voice account. If you change your location, you must immediately update your Registered Location, according to the process set forth below. If you have not updated your address to ensure its accuracy or if you are calling from an address other than your Registered Location, emergency services may be delayed. If no address is available, Voice will route the emergency call to a national emergency response center. When making an emergency call, it is also possible that, due to certain technical limitations, the dispatcher may not receive your contact information. You should, therefore, immediately inform the dispatcher of your location (or the location of the emergency) and other contact information. Do not disconnect the emergency call until told to do so by the dispatcher.

10.2.1. Confirming and Updating your Registered Location. USE OF VOICE FROM A LOCATION OTHER THAN YOUR REGISTERED LOCATION MAY CAUSE YOUR EMERGENCY CALL TO BE ROUTED TO THE WRONG PUBLIC SAFETY ANSWERING POINT (PSAP) OR CAUSE EMERGENCY RESPONDERS TO BE DISPATCHED TO THE WRONG ADDRESS. YOU ARE SOLELY RESPONSIBLE FOR ENSURING THE ACCURACY OF YOUR REGISTERED LOCATION AND CONTACT INFORMATION BY PROVIDING, MAINTAINING, AND UPDATING SUCH INFORMATION FOR YOUR ACCOUNT. YOU ARE ALSO RESPONSIBLE FOR PERIODICALLY CHECKING THAT YOUR COMMUNICATIONS INFRASTRUCTURE IS PROPERLY CONFIGURED FOR EMERGENCY CALLING. You can verify that your Registered Location is correct via the following methods:

- (a) By dialing 933 to be connected to an automated system that will read back the Podium Voice phone number you are calling from, along with the address associated with that number; or
- (b) By visiting the "Voice Settings" page of the Podium portal and viewing your contact information on record.

Necessary updates to your information can be made in "Voice Settings." Any changes you make to your Registered Location will take effect once you have saved them in "Voice Settings."

10.3. Emergency Calling via Mobile Softphone. If you attempt to make an emergency call using the Mobile Softphone on your own device, the Voice application will close and will route that call to your device's native dialer. If the device you are using does not have a native dialer (or the device does not have an active wireless cellular service), you will not be able to make the emergency call. Where possible you should make any emergency call directly using the native dialer on your device.

10.4. Additional Voice Limitations.

10.4.1. Emergency calling through Voice will not function if: (a) you experience an internet failure or power outage; (b) your broadband, ISP, or Podium Voice services are terminated or suspended; or (c) your system access equipment fails or is not configured correctly. Network congestion may also delay or prevent completion of any emergency call. You will not be able to complete an emergency call if you move to a physical location outside the country in which your Voice services are provided.

10.4.2. The availability of certain features, such as transmission of a Registered Location, depends on whether local emergency response centers support those features, and other factors outside of Podium's control. Podium relies on qualified third parties to assist us in routing emergency calls and text messages to emergency response centers. Podium does not have control over emergency response centers, emergency responders, or other third parties.

10.5. Client Notice Obligations. YOUR USE, AND USE BY YOUR EMPLOYEES, AUTHORIZED USERS, GUESTS, AND OTHER THIRD PARTIES, OF PODIUM VOICE IS SUBJECT TO THE LIMITATIONS DESCRIBED HEREIN. You are responsible for notifying any user or potential users of Voice, including but not limited to your Authorized Users, of the limitations of Voice emergency calls. If you receive any label or sticker from Podium relating to emergency services, you must attach that label or sticker where it is visible on any Hardphone you or your End Users may use in connection with Voice services.

10.6. Client Indemnity. Client will indemnify and hold harmless Podium Entities from and against any and all third-party claims and related costs, damages, liabilities, and expenses (including reasonable attorney's fees) arising from or pertaining to: (i) Client's incorrect information; (ii) Client's failure to properly notify any person who may place calls using Voice of the emergency calling limitations; or (iii) the absence, failure, or outage of emergency calling using Voice for any reason; and (iv) the inability of any user of Voice to be able to access emergency service personnel for any reason.

10.7. Disclaimer. Neither Podium nor its representatives will be liable under any legal or equitable theory for any claim, damage, or loss (and Client will hold Podium harmless against any and all such claims) arising from or relating to the inability to use the Services to contact emergency services. Podium disclaims all responsibility for the conduct of emergency response centers, third parties engaged by Client to facilitate address updates, and all other third parties involved in the provision of emergency response services. To the extent permitted by applicable Law, you hereby release, discharge, and hold harmless Podium from and against any and all liability relating to or arising from any acts or omissions of such third parties or other third parties involved in the handling of or response to any emergency or emergency call.