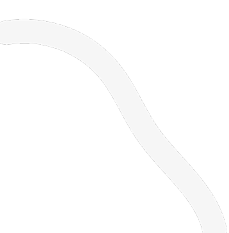
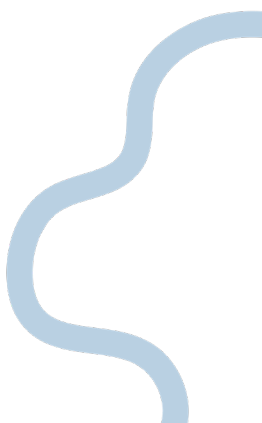




4 ROADS

VERINT INTELLIGENT VIRTUAL ASSISTANT DIGITAL & VERINT ANSWER BOT (IVA)

Terms and Conditions



1.1. Additional Supplier Terms

These Additional Supplier Terms apply to the provision of the Verint Community service under the Crown Commercial Service (CCS) G-Cloud Framework. In the event of any conflict between these Additional Supplier Terms and the CCS G-Cloud Framework Agreement or Call-Off Contract, the CCS G-Cloud Framework Agreement and Call-Off Contract shall take precedence.

1.2. Service scope

These Additional Supplier Terms apply only to the vendor-hosted Software as a Service (SaaS) delivery of Verint Community, as described in the published service definition. Functionality is delivered through configuration and supported extensions using published APIs. Bespoke modification of the core platform is not included.

1.3. Intellectual property

All intellectual property rights in the Verint Community platform, including underlying software, documentation, and platform components, remain the property of Verint or its licensors. Buyers retain ownership of their content and data uploaded to or generated within the service.

1.4. Acceptable use

Buyers agree to use the service in accordance with applicable laws and regulations and must not use the service to upload or distribute unlawful content, compromise service security or availability, or attempt unauthorized access to the platform.

1.5. Support and service usage

Standard support is provided during business hours via email and ticketing and is included in the service price. Additional support may be provided on an hourly basis at the published rate. Buyers are responsible for managing users, permissions, and content within the service.

1.6. Data protection and data handling

The supplier processes buyer data in accordance with applicable data protection legislation and the CCS G-Cloud Framework Agreement. Buyer data remains the property of the buyer, and the supplier acts as a data processor. Data handling, retention, and deletion are managed in line with the service offboarding process described in the service definition. Platform-specific information security and data processing terms, including Verint's global information security controls and data processing addendum, are available on request.

1.7. Data export and exit

At the end of the contract, buyers may extract their data using supported export mechanisms, including API-based export or a database backup provided by the supplier. Standard offboarding support is included; additional assistance may be charged at the published hourly rate.

1.8. Changes to the service

The supplier may make changes to the service to maintain security, performance, and functionality, provided such changes do not materially reduce the core functionality described in the serviced definition.

1.9. Governing terms

These Additional Supplier Terms are provided solely in support of the CCS G-Cloud Framework Agreement and do not introduce additional liability, payment, termination, or governing law terms.