



CLOUD SUSPENSION AND TERMINATION POLICY
DATE: FEBRUARY 5, 2016

1. Termination of Cloud Services

1.1. Termination of Cloud Services

Upon termination or expiration of services under the Subscription Agreement, Order Form, Termination for Cause, or at customer's request, Cameo Global ("Cameo") will render inaccessible the production environments and data residing therein in a manner designed to ensure that they cannot reasonably be accessed or read, unless there is a legal obligation imposed on Cameo preventing it from deleting all or part of the environments.

For a period of up to 60 days after the termination or expiration of services, Cameo will make available customer production data for the purpose of retrieval by customer. Cameo has no obligation to retain customer's data after this 60 day post termination period.

1.2. Termination of Pilot Environments

Pilots or Proof of Concepts of Cameo adhere to the same service termination policy as normal production environments.

1.3. Customer Assistance at Termination

At service termination, if a customer needs assistance from Cameo to obtain access to Cameo's servers in order to retrieve its production data, customer must create a service request in Cameo's Support Center (CSC) applicable to the service.

1.4. Secure Data Transfers

As part of the service termination process, Cameo offers secured web sites by which designated customer users can transfer customer data from the service.

2. Suspension Due to Violation

If Cameo detects a violation of, or is contacted about a violation of, Cameo Cloud Services terms and conditions or Acceptable Use Policy, Cameo will assign an investigating agent. The investigating agent may take actions including but not limited to suspension of user account access, suspension of administrator account access, or suspension of the environment until the issues are resolved. Cameo will use reasonable efforts to restore customer's services promptly after Cameo determines, in its reasonable discretion, that the issues has been resolved or the situation has been cured.

3. Exportable Data

The following customer data is exportable, if applicable, by Cameo from the Cloud Services production environment at termination.

- Voice Call Records
- Voice and Desktop call recordings
- Agent Call Statistics

4. Policy Statement Requirements

4.1. Applicable Laws:

All matters relating to termination, suspension, and data access shall be governed by U.S. federal law or the laws of the State of Delaware. Any legal action or proceeding relating to your termination, suspension,



or accessing your data shall be instituted in a state or federal court in District of Delaware, Delaware. You and Cameo / CloudBlu™ agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

5. Revision History

Revision #	Date of Change	Responsible	Summary of Change
1	February 15 2015	MH	Policy created
1.1	February 5, 2016	MH	Verbiage Change
1.2	February 5, 2015	DH	Format Updated

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