

## **Global Relay Transcription Terms of Service (SST41393859)**

While Global Relay strives for accuracy and quality in Transcription Services (as defined below), transcriptions generated using Global Relay AI transcription models cannot be guaranteed to be entirely accurate or error free. Notwithstanding any term of the Agreement, Global Relay, to the fullest extent permitted by law, expressly disclaims the availability, accuracy, security, safety, reliability, completeness, or timeliness of any transcribed material downloaded, created, or otherwise obtained ("**Transcribed Output**") in connection with Global Relay Archive and/or Services ("**Transcription Services**"). Customer's use of Transcription Services, and of Transcribed Output, is at Customer's sole risk. Transcription Services may be unavailable where the input data set is of an unacceptable quality or size or complexity or in a language or format that is not supported by Transcription Services. Customer understands that Transcription Services can only be used to transcribe voice data in supported formats and languages, which may change from time to time in Global Relay's sole discretion.

Global Relay may, in its sole discretion, enhance or extend Transcription Services in the future, including but not limited to, support for additional languages, formats, data types or integrations with Global Relay Archive or Services. Unless explicitly conveyed in the Agreement, any new or enhanced capabilities shall be subject to these Transcription Terms of Service.

### **On-demand Transcription on Global Relay Archive**

Transcribed Output manually requested from Global Relay Archive may not be automatically ingested and preserved in the Archive. In that case, a separate file may be made available for download by Customer and Customer shall be solely responsible for the possession, control, retention, security and confidentiality of Customer downloaded Transcribed Output.

### **Inline Transcription within supported Global Relay Connectors**

Transcribed Output generated as part of Global Relay native connectors archiving with Inline Transcription capability is ingested and preserved in Global Relay Archive, and will only become Archived Data under the Agreement once ingested and preserved in Global Relay Archive.

### **Consent Obligations for Transcription Services**

Customer is solely responsible for obtaining all legally required consent(s) prior to using Transcription Services to transcribe any call, meeting, or other communication. Customer shall treat all-party consent as required unless Customer has independently confirmed that a lesser standard applies under all applicable law. Customer shall maintain sufficient records to demonstrate that required consents were obtained, for such period as may be required by applicable law and shall comply with any heightened consent requirements applicable to their sector or industry.

Global Relay makes no representation as to whether the processing performed by Transcription Services triggers obligations under applicable law, including but not limited to biometric privacy laws, laws governing voiceprints or voice-derived identifiers. Customer is solely responsible for conducting its own legal assessment and for obtaining any consent required under applicable law prior to use. Global Relay disclaims all liability for Customer's failure to comply with any such requirements.