

# NiCE Named User Addendum

This Named User Addendum (“**NUA**”) forms part of the Agreement between the party identified in the Agreement (“**Customer**”) and NiCE IT Management Solutions GmbH, located in Germany, as applicable (“**NiCE**”), and applies to the extent that NiCE recognizes Customer’s support team members to be eligible for opening support tickets for NiCE software purchased under legal terms as defined in the EULA and License Certificate. Current DPA terms do apply.

## 1. DEFINITIONS

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### 1.1 “Agreement”

means the written or electronic agreement between Customer and NiCE for the provision of the Services to Customer.

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### 1.2 “EULA”

means End User License Agreement. See <https://www.nice.de/legal/>.

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### 1.3 “Software”

means the NiCE computer programs listed on NiCE’s commercial price list to which You acquire a license under an Order, together with any software code relating to the foregoing that is provided to You pursuant to a support and subscription service contract and that is not subject to a separate license agreement.

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### 1.4 “Named User”

means Customer’s team member to be eligible for opening support tickets for NiCE software purchased under legal terms as defined in the EULA, Order, and License Certificate.

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### 1.5 “NiCE Customer Portal”

means the online platform for services such as electronically downloading NiCE software, opening support tickets online, managing license keys.

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### 1.6 “DPA”

means the current NiCE Data Processing Addendum. See <https://www.nice.de/legal/>.

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## 2. NAMED USERS

Customer names up to three engineers that are entitled to submit support calls.

- a. Customer makes sure that these persons are knowledgeable and competent in the matters involved in the support call (operating systems, databases, etc).
- b. These users must be registered at the NiCE Customer Portal. See <https://login.nice.de/>.
- c. Named users may be replaced by Customer at any time by sending a proper notice (in writing or via e-Mail) to NiCE and registering the new user at the NiCE Customer Portal.
- d. This NUA refers to «**contractnumber**», «**title**», «**accountid**»
- e. To apply your engineers as described in the agreement, please fill in the Named User Form and return it to [PortalTeam@nice.de](mailto:PortalTeam@nice.de).

## 3. NAMED USERS ADDENDUM FORM

Please fill in this form and return it to [PortalTeam@nice.de](mailto:PortalTeam@nice.de).

Customer « <b>accountid</b> »		Licensed Solution « <b>title</b> »	Contract ID « <b>contractnumber</b> »
User	Full Name	eMail	Phone
1.			
2.			
3.			

## 4. CONTACT INFORMATION

Please direct legal comments and questions to NiCE IT Management Solutions GmbH, Attention: Legal Department, Liebigstrasse 9, 71229 Leonberg, Germany or use the Legal Enquiry webform at <https://www.nice.de/legal/legal-enquiries>.