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DNS ABUSE SELF CERTIFICATION

June 22, 2026

Margaret J. Baumgartner
VP, Deputy General Counsel – Intellectual Property & Product
Genesys Cloud Services, Inc.
1302 El Camino Real, Suite 300
Menlo Park, California 94025

The Executive hereby represents and warrants that:

- The applying entity will, no later than delegation of the Top Level Domain (TLD), establish a dedicated abuse point of contact responsible for addressing matters requiring expedited attention and providing a timely response to abuse complaints concerning any name registered in the TLD.
- The applying entity will, no later than delegation of the TLD, establish, publish, and provide to ICANN the location of a mechanism for members of the public to submit reports of abuse in accordance with the current obligations of the Base RA and any Consensus Policies.
- The applying entity has developed proposed measures for removal of orphan glue records for names removed from the zone when provided with evidence in written form that the glue is present in connection with malicious conduct (see Specification 6).
- The applying entity has or will have at time of delegation, established policies for handling complaints regarding abuse. Such policies are to be maintained and posted publicly so that anyone can review the policies via the Internet and any other means deemed appropriate by the applying entity. The applying entity's policies at a minimum should contain appropriate confirmation of the receipt of the abuse report, the process of review of the report, and actions that will be taken if the applying entity confirms the report is legitimate.
- The applying entity understands that DNS Abuse is Phishing, Malware, Botnets, Pharming and Spam (when used to deliver other forms of DNS Abuse). The applying entity understands and is prepared to contribute to the mitigation or disruption of DNS Abuse in domains in the TLD zone.
- The applying entity's abuse response capabilities are resourced appropriately to ensure a timely and adequate investigation and response to reports of DNS Abuse. This includes capabilities to receive and evaluate evidence of DNS Abuse in reports, and to take action to stop or disrupt the DNS Abuse.

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- The applying entity is prepared to conduct periodic scans of its zone to identify if domains are being used to perpetrate DNS Abuse, and to maintain statistical reports of the scans, the findings, and actions taken.

Signed by:

A handwritten signature in black ink that reads "Allen Chiu".

27F65AA9F3B5433...

Allen Chiu
Chief Legal Officer
Genesys Cloud Services, Inc.

Certificate Of Completion

Envelope Id: 7A7BD8DA-B640-8F69-82CB-6432E7145D94

Status: Completed

Subject: Complete with Docusign: Genesys DNS Abuse Self Certification v2.pdf

Source Envelope:

Document Pages: 2

Signatures: 1

Envelope Originator:

Certificate Pages: 4

Initials: 0

Shannon Cannizzaro

AutoNav: Enabled

2001 Junipero Serra Blvd.

Envelopeld Stamping: Enabled

Daly City, 94014

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Shannon.Cannizzaro@genesys.com

IP Address: 2603:7080:8f0:8

Record Tracking

Status: Original

Holder: Shannon Cannizzaro

Location: DocuSign

6/22/2026 10:54:10 AM

Shannon.Cannizzaro@genesys.com

Signer Events

Allen Chiu

Allen.Chiu@genesys.com

EVP, Chief Legal Officer, Genesys

Security Level: Email, Account Authentication (None)

Signature

Signed by:

27F65AA9F3B5433...

Signature Adoption: Pre-selected Style

Using IP Address: 172.114.62.94

Timestamp

Sent: 6/22/2026 10:57:47 AM

Viewed: 6/22/2026 11:06:50 AM

Signed: 6/22/2026 11:06:55 AM

Electronic Record and Signature Disclosure:

Accepted: 11/20/2025 1:29:20 PM

ID: a2fc5e34-f44b-4665-a9e0-27f34bcadfde

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

6/22/2026 10:57:47 AM

Certified Delivered

Security Checked

6/22/2026 11:06:50 AM

Signing Complete

Security Checked

6/22/2026 11:06:55 AM

Completed

Security Checked

6/22/2026 11:06:55 AM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure