SONOS VOICE CONTROL ADDENDUM

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1. About This Addendum

1.1 Status and Purpose

This document is the Sonos Voice Control Addendum (“Addendum”). It forms part of the Sonos Terms of Use, Licence and Warranty Agreement (“Master Terms”) available at sonos.com/legal/terms-of-use. Capitalised terms used but not defined here have the meanings given in the Master Terms.

This Addendum applies to Sonos Voice Control (“SVC”), which is available in two tiers - (Classic Sonos Voice Control and Sonos 27voice) and sets out the additional terms that apply specifically to SVC, including the EU AI Act obligations and any other jurisdictional legal requirements, the choice between service tiers, SVC-specific data commitments, and SVC-specific intellectual property provisions.

Important notice: Sonos 27voice is currently intended for use by users located in the US only. While it may be technically possible to access or use Sonos 27voice outside of the United States, the service may not be adapted for users located in other territories, and certain features and functionalities may not be fully available or may not operate as intended.

1.2 What Is Covered Here, What Is Not

This Addendum does not repeat the Master Terms. Any matter not specifically addressed in this Addendum is governed by the Master Terms. In particular, the following matters are governed solely by the Master Terms and apply to SVC without modification: warranty and disclaimer; limitation of liability; suspension and termination; dispute resolution; governing law; assignment; severability; and the general Sonos software licence. To the extent that this Addendum conflicts with the Master Terms, this Addendum shall prevail. For more information on how we process your personal data, see the Sonos Privacy Statement at sonos.com/legal/privacy.

1.3 Acceptance

By activating SVC on your Sonos device, you confirm your agreement to this Addendum. A copy of this Addendum is available at sonos.com/legal/svc-addendum.

2. Eligibility

2.1 Age

SVC is intended for users aged 18 and over.

2.2 Account and Device

Use of SVC requires a Sonos account registered under the Master Terms. SVC is only available on supported Sonos devices with current firmware. You will be notified before any reduction in device support. See Section 3.1 for how the choice between SVC tiers applies across the devices in your Sonos Household, rather than to each device individually.

3. Classic Sonos Voice Control and Sonos 27voice — The Two Service Tiers

Sonos Voice Control comes in two versions - Classic Sonos Voice Control ("Classic SVC"), which works mainly on your device, and Sonos 27voice, which uses AI in the cloud to understand more of what you say. You choose which one you want. See Section 4 for how to switch between tiers or turn either off at any time. Availability of either the reversion, or of specific features within them, can vary per device, software version, region, and language. See Section 8 for when Sonos may limit, adjust, or discontinue a feature, and how it will notify you.

AI DISCLOSURE: You are interacting with an AI system when using Sonos 27voice
Sonos 27voice is an artificial intelligence system, not a human. It uses machine learning to interpret your spoken commands and generate responses.

3.1 Overview — Two Tiers, Mutually Exclusive Per Sonos Household

SVC is available in two tiers. Only one tier can be active on a Sonos Household (that is, across all voice-capable Sonos devices connected under your Sonos account within a single home, as shown in the Sonos app) at any time. You cannot run Classic SVC on one Sonos device and Sonos 27voice on another Sonos device within the same Sonos Household at the same time.

3.2 Classic Sonos Voice Control — Local Processing

Classic SVC processes all voice commands entirely on your Sonos device. No audio, transcript or voice data is transmitted to Sonos servers or any third party. Classic SVC supports a fixed set of playback and device control commands.

3.3 Sonos 27voice — AI-Assisted Cloud Processing

Sonos 27voice is a new, optional upgrade that replaces Classic SVC across your Sonos Household when existing customers choose to enable it. See Section 4.1 for how Sonos 27voice is offered and activated. After wake-word activation, your voice commands are transmitted to Sonos cloud infrastructure for AI processing, encrypted in transit (TLS 1.3 standard, TLS 1.2 minimum fallback). Sonos 27voice can respond to a broader range of commands than Classic SVC, including open-ended questions, subject to the scope and usage limits described in Section 3.5. Sonos 27voice is initially available in English only. Sonos may expand Sonos 27voice to additional languages in the future, but does not commit or warrant that it will do so.

Sonos 27voice is a limited-risk AI system as classified under the EU AI Act (Regulation (EU) 2024/1689) because it directly interacts with you as a natural person, triggering mandatory transparency obligations under Article 50. Sonos has assessed that Sonos 27voice does not meet the criteria for high-risk classification under Annex III of the EU AI Act, on the basis that Sonos 27voice is intended and designed solely for personal home audio control and entertainment assistance, and does not perform any of the safety-critical, biometric, employment, education, or essential services functions listed in Annex III. This assessment is based on Sonos

27voice's intended use as described in this Addendum and in Sonos' official product documentation, consistent with Commission guidelines published May 2026. Sonos maintains a post-market monitoring system for Sonos 27voice and will report serious malfunctions or incidents to the relevant national market surveillance authority in accordance with applicable EU AI Act obligations.

3.4 Accuracy and Human Control (Sonos 27voice Only)

Sonos 27voice uses probabilistic machine learning and may not always interpret commands correctly. Errors are inherent to current AI technology and do not constitute a product defect. You may disable Sonos 27voice at any time via the Sonos app or hardware mute button.

3.5 Scope and Limits of Sonos 27voice Open-Ended Responses

Sonos 27voice is designed primarily for controlling your Sonos home audio system. The open-ended question capability is provided as an additional feature of Sonos 27voice and is not the core purpose of the service. Sonos reserves the right to define, adjust and limit the scope of open-ended AI responses for the reasons and in the manner described in this Section.

3.5.1 Reasons Sonos May Limit Open-Ended Responses

Sonos may restrict or adjust the scope of open-ended AI responses for any of the following reasons, which are valid reasons for the purposes of applicable consumer protection legislation:

- Cost and infrastructure management: providing open-ended AI responses involves significant processing costs. Sonos may impose reasonable limits to ensure the service remains economically sustainable and available to all users.
- Ongoing usage limits: in addition to the short-term throttling described in Section 3.5.2, Sonos may impose reasonable, sustained usage caps or quotas on open-ended responses (for example, a maximum number of open-ended queries per household) where necessary to manage the ongoing cost of underlying third-party AI infrastructure.
- Quality and accuracy: certain categories of question may fall outside the reliable capability of the underlying AI model. Sonos may restrict question types where responses are consistently inaccurate or misleading.
- Legal and regulatory compliance: Sonos may limit responses to questions where providing an answer would create legal, regulatory, or liability risk, including questions requiring professional advice (medical, legal, financial), questions about third-party proprietary information, or questions generating content that may infringe third-party rights.
- Safety: Sonos will take reasonable steps to assess where the AI output could cause harm, including questions that could generate dangerous instructions, facilitate illegal activity, or produce content that is harmful to vulnerable users, and Sonos will take reasonable action as may be warranted to protect against such harms.
- Abuse prevention: Sonos may restrict access to open-ended responses for users who generate an unusually high volume of AI requests in a manner inconsistent with personal home use, to protect service quality for all users.

- Loss or restriction of AI model availability: providing open-ended response functionality relies upon the availability of AI models provided by our AI partners. Sonos may limit or suspend the availability of open-ended responses where third-party AI model access is lost or restricted for whatever reason.
- AI model or vendor changes: Sonos may add, remove, or substitute the underlying third-party AI model(s) or vendor(s) used to provide open-ended responses, including for cost, performance, security, or business reasons, provided the open-ended response functionality remains materially comparable.

3.5.2 How Limitations Work in Practice

Limitations on open-ended responses may take the following forms, which are distinct in terms of the notice Sonos must provide:

- Temporary throttling: where Sonos applies short-term rate limits or processing constraints during periods of high demand, infrastructure maintenance, or significant short term increases in AI partner token pricing. No advance notice is required for temporary throttling, but Sonos will indicate in-app when throttling is active. If a rate limit or processing constraint under this paragraph is intended to remain in place on an ongoing basis, rather than resolving within a short period, it will instead be treated as an ongoing usage cap or quota under this Section 3.5.2.
- Temporary loss of availability: where Sonos temporarily limits or suspends access to open-ended AI responses due to the loss of availability of third-party AI models upon which open-ended response functionality relies. No advance notice is required in these circumstances, but Sonos may indicate in-app when such measures have been taken.
- Category restrictions: where Sonos restricts or disables responses to a defined category of question type (for example, financial advice questions or questions about specific third-party content). Sonos will provide at least 14 days' notice of a new category restriction via in-app notification and will explain the reason.
- Ongoing usage caps or quotas: where Sonos introduces a sustained cap or quota on the number or frequency of open-ended queries under Section 3.5.1 (as distinct from the short-term throttling described in paragraph above). Sonos will provide at least 14 days' notice via in-app notification or email.
- Structural reduction of capability: where Sonos permanently reduces the overall scope of, or access to, open-ended AI responses in a material way. This constitutes a material change to Sonos 27voice and requires at least 30 days' advance notice under Section 8.1, with the right to terminate this Addendum without penalty.

3.5.3 What Is Not Affected

Limitations on open-ended responses do not affect Sonos 27voice's core audio control functionality (basic playback, volume, grouping, alarms, and device management). If Sonos limits open-ended responses, basic Sonos 27voice playback and control features continue to operate without restriction. Certain complex or abstract playback requests that rely on the same third-party AI model used for open-ended responses to interpret (for example, identifying an album from a description of its cover art rather than its

name) may be affected in the same manner as other open-ended responses; basic playback by name, artist, or explicit command is not affected. You may revert to Classic SVC at any time under Section 4.4 if you do not wish to continue using Sonos 27voice under any revised scope.

3.5.4 EU Consumer Law Protections

The limitation rights in this Section are exercised in good faith and only for the valid reasons set out in Section 3.5.1. They do not affect your statutory rights under applicable EU consumer law. If Sonos exercises a structural reduction of capability (Section 3.5.2), you are entitled to terminate this Addendum. Sonos does not use limitation rights to penalise you for exercising data subject rights or other legal rights.

3.6 AI-Generated Content Marking (Sonos 27voice Only)

Sonos 27voice generates AI-synthesised audio responses. In accordance with Article 50(2) of the EU AI Act and the associated Code of Practice on marking and labelling of AI-generated content, Sonos implements machine-readable marking of Sonos 27voice audio outputs to identify them as AI-generated. This marking is embedded in a manner consistent with applicable technical standards as they are finalised. Sonos 27voice will not generate audio content designed to impersonate a specific real person's voice without that person's explicit consent.

4. Upgrading, Trying, and Reverting

4.1 Default Position

Existing SVC users are on Classic SVC. For existing SVC users operating a Sonos device featuring Classic SVC functionality, Sonos 27voice is opt-in only. Sonos will not automatically migrate you to Sonos 27voice. If you set up a new Sonos device, you will be offered the option to activate Sonos 27voice during the setup process. Sonos 27voice is not activated unless you affirmatively choose it during setup.

4.2 How to Upgrade from Classic SVC to Sonos 27voice

If you are an existing SVC user operating a Sonos device featuring Classic SVC functionality, you can upgrade to Sonos 27voice via the Sonos app. Before confirming, Sonos will show you: (a) how Sonos 27voice differs from Classic SVC; (b) a summary of personal data collected via a link to Sonos Privacy Statement; and (c) a prompt to accept this Addendum. Upgrade requires active, affirmative confirmation and is not complete until you confirm.

4.3 Trying Sonos 27voice

From the moment you activate Sonos 27voice, your voice commands after wake-word detection are transmitted to Sonos cloud infrastructure for processing.

4.4 Switching between Sonos 27voice and SVC Classic

If your Sonos device supports the Classic SVC functionality, you can move back and forth between Sonos 27voice and Classic SVC at any time and as often as you like. Reverting to Classic SVC from Sonos 27voice is immediate: cloud processing stops, no further voice data is transmitted outside of the Sonos device. Reverting is

free and unlimited. This right to switch to Classic SVC applies equally whether you are a new or existing SVC user: even if your Sonos device was set up with Sonos 27voice, you may switch to SVC Classic, or uninstall either service tier, at any time via the Sonos app.

4.5 What Switching Does Not Undo

Switching from Sonos 27voice to SVC Classic stops future cloud processing immediately but does not retroactively delete data already collected during your Sonos 27voice session. These are deleted per the retention schedules specified in the Sonos Privacy Statement, or on request via privacy@sonos.com. Switching does not affect your Sonos account or device settings.

5. SVC-Specific Data Commitments

Full details of how Sonos processes personal data in the context of providing SVC can be found in the Sonos Privacy Statement.

6. Permitted and Prohibited Uses

6.1 Permitted Uses

You may use SVC for lawful personal, non-commercial home use. “Personal, non-commercial use” includes incidental use in a home office, provided SVC is not used as part of a commercial service offered to others. Use of SVC in a property you let to others requires a separate commercial licence from Sonos.

6.2 Prohibited Uses

You may not use SVC to:

- engage in any unlawful activity
- attempt to circumvent wake-word detection or disable AI transparency features
- reverse engineer, decompile, or extract the Sonos 27voice AI model, weights, or processing pipeline
- clone, synthesise, or imitate any third party's voice without their explicit written consent
- generate or facilitate the generation of sexually explicit or intimate audio content without the explicit consent of any person whose voice, likeness, or identity is involved
- use SVC in safety-critical systems including medical devices, vehicles, or industrial equipment
- operate SVC commercially without a separate Sonos commercial licence
- conduct prompt injection attacks, adversarial input techniques, jailbreaking, or systematic attempts to circumvent Sonos 27voice’s safety filters or content restrictions, including by crafting inputs designed to produce prohibited content types or to extract proprietary model information

7. Intellectual Property

7.1 Sonos Ownership

All intellectual property rights in SVC — including the AI model and weights, speech recognition components, software, firmware, algorithms, and trade secrets — are owned by or licensed to Sonos. The general software licence for SVC is granted under the Master Terms. This Addendum supplements that licence for Sonos 27voice as follows:

- Classic SVC: a licence to use the on-device Classic SVC software installed on your authorised Sonos device (object code only).
- Sonos 27voice: a licence to access and use the Sonos 27voice cloud service via your authorised Sonos device, subject to continued account standing.

Both licences are revocable immediately on material breach of the Master Terms or this Addendum.

7.2 AI Training Data

Sonos does not use SVC voice recordings to train its own or third-party AI models.

7.3 AI-Generated Outputs

Sonos 27voice generates responses using AI. Purely AI-generated outputs that do not incorporate any human-authored element have limited or no copyright protection under current law. Sonos does not claim copyright ownership of Sonos 27voice outputs, but makes no representation that outputs are free of third-party intellectual property rights. You are responsible for evaluating whether your use of Sonos 27voice outputs is consistent with applicable law.

7.4 Feedback

Feedback you submit about SVC (through any channel) is licensed to Sonos on a worldwide, irrevocable, royalty-free basis for use in improving SVC and other Sonos products, for the maximum period permitted under applicable law. This licence does not affect your rights over your personal data, which remain governed by the Privacy Statement.

7.5 IP Infringement Reporting

To report IP infringement in SVC content, or to notify Sonos that your work may have been used in training Sonos 27voice without authorisation, contact ip-claims@sonos.com.

8. Changes to SVC and This Addendum

8.1 Changes to SVC

Availability of Classic SVC, Sonos 27voice, and any specific feature within either is not guaranteed and may vary by device, hardware generation, software version, region, or language. Sonos may limit, modify, or discontinue Classic SVC, Sonos 27voice, or any feature of either - including where necessary to address technical constraints, product or hardware limitations, software defects, or cybersecurity risks - subject to the notice provisions of this Section 8.

For material changes to SVC that reduce functionality, Sonos will provide at least 30 days' advance notice via in-app notification and/or email. We will only enact such changes where we have a valid reason for doing so. In such circumstances, you have the right to terminate this Addendum without penalty. If you terminate this Addendum, you will be able to continue using your speaker but without any voice command features. Changes to the scope of open-ended AI responses under Sonos 27voice are governed exclusively by Section 3.5.

8.2 Changes to This Addendum

For material changes — meaning changes that reduce your rights, add new obligations, or significantly alter SVC — Sonos will provide at least 30 days' notice and may require your affirmative in-app confirmation. If you do not confirm, you may continue using SVC under the prior Addendum until the effective date of the amended terms, after which Sonos may deactivate SVC for you. For non-material changes (typographical corrections, updated contact details, clarifications without substantive change), Sonos will provide notice and the update takes effect on the date of non-material updates only. Changes required by law may take effect immediately.

9. Early Access Features Under SVC

9.1 Application

Sonos may make certain SVC-related features, functions, or voice capabilities available to you on an "Early Access" basis prior to their general release ("Early Access Features"), as identified as such on the applicable product page, in the Sonos App, and/or in accompanying marketing materials. Your use of any such Early Access Feature is governed by the Sonos Early Access Terms (sonos.com/legal/early-access-terms), which are incorporated into this Addendum by reference. If you wish to use an Early Access Feature, you must opt in to such Early Access Feature as described in the Sonos Early Access Terms, but you are not obligated to do so and your choice not to opt in will not affect your use of SVC otherwise. Sonos may restrict the number of users given access.

9.2 Interaction with Section 8

While an SVC-related capability remains designated as an Early Access Feature, it is not treated as part of the generally released 'SVC' for purposes of Section 8.1 above, and the 30-day advance-notice regime in Section 8.1 does not apply to changes, limitations, suspension or discontinuation of that Early Access Feature. Instead, changes to an Early Access Feature are governed by the Sonos Early Access Terms. Once an Early Access Feature is generally released as part of Classic SVC or Sonos 27voice, Section 8.1 and Section 8.2 apply to it prospectively from the date of general release.

9.3 Precedence — Which Terms Are Superseded, and to What Extent

This Section 9.3 summarises which Master Terms and Addendum provisions are affected by the Sonos Early Access Terms for an Early Access Feature. Anything not mentioned below is not superseded and continues to apply in full.

- **Warranty and Limitation of Liability (Master Terms). SUPERSEDED IN PART —** The Early Access Terms “AS IS” disclaimer and liability cap apply to an Early Access Feature in place of the Master Terms’ standard warranty and liability cap.

- **Section 8.1 Change-Notice Requirement (this Addendum). SUPERSEDED WHILE IN EARLY ACCESS ONLY —** The 30-day notice requirement for functionality-reducing changes does not apply to an SVC-related capability while it remains an Early Access Feature. It begins to apply once that capability is generally released.
- **Everything Else. NOT SUPERSEDED —** All other provisions of the Master Terms and this Addendum continue to apply in full, including but not limited to dispute resolution and governing law, the EU consumer law protections, and the Feedback clause.