

This Service Schedule sets out the Service Description and service levels that apply to the Telstra PureCloud Contact Centre powered by Genesys Service (PureCloud Service).

1 SERVICE DESCRIPTION

Service Description

- 1.1 The PureCloud Service is an omni-channel cloud-based contact centre enabling voice, chat, email, and social channels.
- 1.2 The PureCloud Service is comprised of:
- (a) hosted software,
 - (b) Support (see clause 7); and
 - (c) Professional Services (see clause 10).

PureCloud Service Plans

- 1.3 You must select one of the following Plans for each PureCloud Service:
- (a) PureCloud 1;
 - (b) PureCloud 2; or
 - (c) PureCloud 3.
- 1.4 You must also choose a single license type for your Plan, either Named User or Concurrent User. You cannot have a blend of Plans and license types under the same PureCloud Service. You may only select Concurrent Users if your organisation is contained within a single geographic region.
- 1.5 The details of each Plan and licence type are set out in the Telstra PureCloud Service Guide (**Service Guide**). The Plan you have chosen is set out in your Service Order Form.
- 1.6 We will have provided you with a copy of the Service Guide and other technical documentation referred to in this Service Schedule prior to you agreeing to this Service Schedule. You can request additional copies from us.

AppFoundry

- 1.7 You may purchase additional third-party software from the AppFoundry. Telstra does not support AppFoundry solutions directly. If purchased through us, the support is provided by the AppFoundry supplier directly. For the avoidance of doubt, you are not required to purchase any AppFoundry solutions, and the PureCloud Service from us does not require AppFoundry solutions.
- 1.8 If you do purchase an AppFoundry solution, you acknowledge that you have been provided with and have read the relevant Appfoundry end user license agreement and agree to be bound by the terms and conditions. The relevant Appfoundry end user license agreements are provided at the time of purchase or on request.

2 ELIGIBILITY AND LIMITATIONS

- 2.1 To receive and continue to receive the PureCloud Service from us, you must:
- (a) meet the Minimum MRC;
 - (b) use:
 - (i) a Telstra GVoIP Inbound or Telstra SIP Connect service to receive incoming telephone calls; and
 - (ii) a Telstra GVoIP Outbound Service to enable Users to make outbound PSTN calls;
 - (iii) Telstra IPVPN Service or Telstra Global Internet Direct (**GID**) service to provide network

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interconnectivity for the PureCloud Service

The above Telstra services must be acquired separately, and your use of each service is governed by the applicable Service Schedule.

- (c) maintain access to the public internet (if you do not use a Telstra IPVPN or Telstra GID service);
- (d) ensure you and your end users comply with the Service Guide, which we may amend from time to time;
- (e) ensure each of your users maintain a computer which meets the Technical PureCloud Contact Centre (international) Environmental Document;
- (f) comply with all applicable laws, standard or codes; and
- (g) only use the PureCloud Service (or any part) for your own internal business purposes.

2.2 The PureCloud Service is not available to Telstra wholesale customers or for resale. You must not, unless we give our prior written consent:

- (a) assign or resupply the PureCloud Service to a third party; or
- (b) provide a managed PureCloud Service to a third party.

Third-party Services

2.3 If you want use network services provided by a third-party network provider (**Network Services**) you must obtain prior written approval from us.

2.4 Once you have received written approval from us and we have performed a feasibility test, you:

- (a) must acquire a compatible Telstra interconnect data service; and
- (b) are solely responsible for:
 - (i) ensuring that your Network Services has the minimum technical capability for us to supply you with the PureCloud Service; and
 - (ii) configuring and managing the interconnection of the third party Network Services to our Telstra interconnect data service as set out within PureCloud Contact Centre Genesys Environmental Requirements Guide.

2.5 We are not responsible to you or liable for the Network Services or voice services that you receive from a third-party provider and the service difficulties that impact your use of the PureCloud Service.

Dependencies

2.6 We may provide you with details of supported dependencies on request, however it is your responsibility to acquire and maintain the devices, platforms and browsers (**Dependencies**) that use the PureCloud Service.

2.7 If you do not maintain supported Dependencies, you:

- (a) may not be able to use the PureCloud Service;
- (b) acknowledge that we are limited in the support we provide to you; and
- (c) remain liable for all Charges payable in relation to the PureCloud Service.

3 MINIMUM TERM, EARLY TERMINATION CHARGES AND SUPPLY AGREEMENTS

Minimum Term

3.1 The Minimum Term for a PureCloud Service is set out in your Service Order Form

3.2 The Minimum Term begins either:

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- (a) ninety (90) days after we provision your PureCloud Service Order; or
- (b) when you go live using the PureCloud Service,

whichever comes first (**Start Date**). Prior to the Start Date, you have up to 90 calendar days in which to implement your PureCloud Service (**Ramp Up Period**).

- 3.3 If you want to renew your Minimum Term or cancel your PureCloud Service at the end of the Minimum Term, you need to provide us with 45 days' notice prior to the expiry of the Minimum Term, otherwise you will automatically switch to month-to-month billing which will attract a higher tariff than a Minimum Term.

Early Termination Charges

- 3.4 You may cancel your PureCloud Service at any time by giving us 45 days' written notice.
- 3.5 If, during the Minimum Term, your PureCloud Service is terminated for any reason other than our material breach then we may charge you an Early Termination Charge (ETC) equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the Service to you and that cannot be reasonably avoided by us as a result of the termination which will not exceed an amount equal to 100% of the MRCs multiplied by the remaining number of months left within the Minimum Term.
- 3.6 If you have pre-paid your PureCloud Service Charges, then we will refund an amount calculated as follows:

$$\text{Refund} = (E \times F) - \text{ETC}$$

where:

"ETC" = the early termination charge calculated in accordance with clause 3.5

"E" = the MRCs for the PureCloud Service as at the date you notify us of termination in writing

"F" = the number of months remaining in the Minimum Term

Expiry or termination of our supply agreements

- 3.7 If we are unable to supply you with the PureCloud Service due to the expiry or termination of our supply agreement with a third party provider, we may on reasonable notice:
- (a) cancel your PureCloud Service (or any part of it) without liability to you; and
 - (b) where available, provide you with an alternative solution.
- 3.8 Any alternative solution will be offered under a new Service Schedule.

4 CHARGES

Service Charges

- 4.1 We will start billing you for your PureCloud Service from the Start Date.
- 4.2 From the Start Date you agree to purchase a minimum number of licenses, set out in your Service Order Form, for the duration of the Minimum Term (**Minimum Commitment**). You are charged your entire Minimum Commitment either monthly, annually or upfront for the term as outlined in your Service Order Form .
- 4.3 During the Ramp Up Period you will be charged for any setup Non-Recurring Charges, excess usage and billable Users logged in during the Ramp Up Period at your contracted rates.
- 4.4 The charges for your PureCloud Service include:
- (a) subscription charges for your chosen PureCloud Service Plan (charged monthly or annually in advance);
 - (b) charges for extra usage or User licenses above your Minimum Commitment, which will be charged in arrears;

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- (c) charges for any applicable Professional Services charged in arrears; and
 - (d) charges for hardware if your service is a "Dedicated Network Model", which will be charged in arrears, as set out in your Service Order Form
- 4.5 As well as the charges for your PureCloud Service, you must pay us for the other telecommunications services we provide in connection with your PureCloud Service (such as your Telstra IPVPN Service(s), Telstra GVoIP Inbound and/or Outbound Service, Telstra SIP Connect Service and any other service you purchase from Telstraus).
- 4.6 You may request us to rent or sell to you equipment for your PureCloud Service. If we agree, we will set out the relevant terms in a separate agreement.
- 4.7 If you procure and operate the PureCloud Service in India with your own PSTN gateway, it is your responsibility to procure the necessary Other Service Providers (OSP) License at your own expense. You will be legally liable for this regulatory requirement.

5 SERVICE LIMITATIONS

- 5.1 You acknowledge and agree that:
- (a) the Internet is not secure and not subject to QoS performance standards. Data sent across the Internet may be delayed or lost, and we cannot guarantee application response times or stability of connections to your PureCloud Service;
 - (b) the PureCloud Service voice is accessible through a voice network and therefore it may not be continuously accessible due to reliance on the Internet;
 - (c) the software used to provide the PureCloud Service is located on servers that are controlled by third parties and availability of the PureCloud Service may vary as a result of the actions of the third parties; and
 - (d) you are solely responsible for any data or recordings you place in your PureCloud Service, including the quality, accuracy and completeness of that data.
- 5.2 You acknowledge applicable online guides contain important information relating to the use of your PureCloud Service. Failure to follow the relevant online guides may impair the PureCloud Service.
- 5.3 You are solely responsible for the use (or attempted use) of your PureCloud Service by you and/or any third party whether authorised or not.
- 5.4 You must comply with our instructions regarding your use of your PureCloud Service.
- 5.5 You must keep your passwords or other identification codes for your PureCloud Service secure and not disclose them to any external, unauthorised or third-party.

6 CONTENT

Responsibility for Content

- 6.1 You are solely responsible for all the information, announcements, materials and other content associated with your PureCloud Service (**Content**) and for arrangements with any third parties to access any copyright Content and the payment thereof.
- 6.2 You must:
- (a) prepare and maintain the Content unless we have specifically agreed otherwise in writing;
 - (b) deliver the Content to us in a format acceptable to us;
 - (c) pay all costs associated with the Content;
 - (d) obtain all consents and licences required for use of the Content as part of your PureCloud Service; and
 - (e) ensure the Content is accurate, up-to-date, not misleading, not defamatory, does not contain offensive language or material, does not breach any applicable laws (including copyright), standards, content requirements or codes, does not infringe any third party rights, and does not and will not expose Telstra or our third-parties to the risk of any claim, legal or administrative action or prosecution.

Removal of Content

- 6.3 We can delete any Content that we reasonably believe is (or is likely to be) illegal, inappropriate or expose us and our third parties to the risk of any monetary claim, legal or administrative action or prosecution. We will, where

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possible, inform you in writing before we carry out any Content removal associated with your PureCloud Service.

Licence of Content

- 6.4 You grant us a licence to use, disclose and reproduce all Content and all other information for the purpose of providing you with the PureCloud Service.

Content Indemnities

- 6.5 You indemnify us (and must pay us for) against any loss, damage, liability, claim and expense including, but not limited to all legal costs and defence and settlement costs (**Loss**) we incur or suffer that arise naturally (that is, according to the usual course of things) in connection with:
- (a) any claim that any rights of, or claimed or the subject of an application by any other person may be, or if granted may be, infringed by the Content or use of the Content except to the extent that claim is due to our negligent or wrongful act or failure to act; and
 - (b) any breach of clause 6.2(e) of this Service Schedule,
- except to the extent the Loss is caused by or contributed to by us. We will take reasonable steps to mitigate our Loss incurred or suffered in connection with (a) or (b) above.

7 SUPPORT

- 7.1 You can call the Telstra Global Service Desk (**GSD**) or use the customer support portal (if any) to:
- (a) report incidents; and
 - (b) make service requests.

7.2 Full details of the support services we provide to you are set out in the Service Guide.

8 SERVICE LEVEL AVAILABILITY

- 8.1 We aim for your PureCloud Service to be Available 99.99% of the time (**Target Availability**) measured on a monthly basis and calculated in accordance with the Service Level Availability equation below:

$$\text{Service Level Availability} = \frac{\text{Total Minutes in monthly reporting cycle} - \text{Planned Outage time}}{\text{Total Minutes in monthly reporting cycle}} \%$$

- 8.2 If the actual Availability of your PureCloud Service is less than the Target Availability in a reportable calendar month, you may be eligible to claim a credit calculated in accordance with the table below (**SLA Rebate**).

Actual Availability	SLA Rebate (% of the aggregate MRCs)
Below 99.99%	10% x MRC
Below 99.0%	30% x MRC

The outage timer will cease at the point at which we instruct you to retest the service functionality.

- 8.3 Our liability for SLA Rebates is subject to the following:
- (a) you must provide us with a written request for the SLA Rebate within 15 days after the applicable incident;
 - (b) if we fail to meet the SLA, in whole or in part, due to the failure of another service provided to you by us, then your remedy will be as set out in the separate Agreement with us;
 - (c) we are not responsible for incidents arising with modifications of connections made by you, internet connectivity, or Force Majeure Events;
 - (d) no SLA Rebate is owed if you are in breach of the terms of this Service Schedule or the GBSA;

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- (e) you will be responsible and liable to us if you use any tool or ability to modify the PureCloud Service in a manner otherwise than permitted by the PureCloud desktop client EULA; and
- (f) the SLA Rebate is based solely on the MRC. Charges associated with Professional Services, calling, carriage or equipment or any other charges are not included in the calculation of the SLA Rebate amount.

8.4 The SLA Rebates set out our entire liability for failure to meet the Service Level Availability. We are not liable for any perceived or calculated loss of business costs calculated by you.

9 MOVES, ADDS AND CHANGES

9.1 Only your Authorised Administrator contact(s) can request moves, adds and changes (**MACs**) to your PureCloud Service. Details of available Moves, Adds and Changes (**MACs**) are set out in the Service Guide.

9.2 We carry out MACs during Business Hours, which you need to take into account when requesting configuration changes.

9.3 If you ask us to perform any MACs, we will:

- (a) inform you what the charges are when you make the request for change, including any change to your monthly charges;
- (b) not make any changes until we have confirmed and agreed the change(s) with you.

10 PROFESSIONAL SERVICES

10.1 On request, we can provide you with on-site Professional Services on Business Days to train you to configure, maintain, manage and operate your PureCloud Service (**Start-up and Training Professional Services**).

10.2 You must work with our Professional Services Team to determine any start-up and training requirements for your PureCloud Service.

10.3 Start-up and Training Professional Services time may be allocated amongst the following Professional Services:

- (a) administration consulting and configuration;
- (b) User training; and
- (c) training the trainer.

10.4 More information on each of the above Professional Services is set out in the Service Guide.

10.5 We will give you a quotation for Start-up and Training Professional Services. Details of the Start-up and Training Professional Services requested will be set out in the Service Order Form.

10.6 We will also charge you for:

- (a) travel which is beyond 50kms of the CBD of a provincial capital city in your country of deployment; and
- (b) other reasonable expenses.

We will provide you with a quotation of any such travel and expenses prior to the Start-up and Training Professional Services being fulfilled.

Additional Professional Services

10.7 We can also provide you with:

- (a) Project Management;
- (b) design;
- (c) consulting;
- (d) training;
- (e) documentation advice and production;
- (f) ongoing management of your PureCloud Service; and

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- (g) any other services as agreed in writing between both parties
(collectively **Additional Professional Services**).

10.8 The Additional Professional Services will be governed by a separate Statement of Work and/or Professional Consulting and Services Agreement.

11 RIGHTS TO USE

- 11.1 We grant you a non-exclusive, non-transferable right during the term to use the PureCloud Service as provided by us, only for your internal business purposes.
- 11.2 Your rights to use terminate immediately if your PureCloud Service is cancelled for any reason.
- 11.3 We or our supplier own and reserve all right, title, and interest in and to the PureCloud Service.
- 11.4 You and your end users must not or attempt to:
 - (a) license, sell, lease or otherwise make the PureCloud Service, or any like service, available to non-subscribers;
 - (b) use the PureCloud Service in a way that violates any applicable law, regulation or mandate, or the terms of this Service Schedule or your head services agreement such as the Global Business Services Agreement (**GBSA**);
 - (c) take any action that jeopardizes our or our supplier's confidential or proprietary information or acquire any right in the PureCloud Service or in anything else shared with or made available to you;
 - (d) attempt to capture, infiltrate, access unauthorised systems from Telstra and its suppliers to attempt to backward engineer the PureCloud Service
 - (e) gain unauthorised access to the PureCloud Service, accounts, computer systems or networks connected to the PureCloud Service, through hacking, password captures, keyloggers, social mining or by any other means; or
 - (f) obtain any materials or information through any means not intentionally made available through the PureCloud Service.

12 YOUR RESPONSIBILITIES

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- 12.1 We may charge you an additional fee for any delay or additional work we are required to perform because you have not given us the assistance we needed, or if you gave us inaccurate or incomplete information.
- 12.2 It is your responsibility to:
 - (a) prepare and maintain the location where the hardware is installed to conform to any utility, climate control, wiring, networking and communication interface specifications and to perform all regular maintenance on the PureCloud Edge Devices; and
 - (b) ensure your environment complies with the PureCloud Service environment checklist prior to service commencement and ensure your environment is maintained in line with the PureCloud Service environment requirements.
- 12.3 You must:
 - (a) ensure you provide us with up-to-date contact details of your organisation and Authorised Administrator (or their replacement as notified by you). You can update your contact details via the GSD;
 - (b) maintain any appropriate security regarding the account ID, password, antivirus and firewall protections and connectivity with the PureCloud Service;
 - (c) maintain strict security over all VoIP services connected with the PureCloud Service;
 - (d) comply with the emergency services terms and conditions are set out in the Telstra SIP Connect Service Schedule (if we provide a Telstra SIP Connect Service to you); and
 - (e) understand the Security Features associated with the PureCloud Service and will use such Security

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Features in all instances when Sensitive Information may be captured and used.

Recordings

12.4 You must ensure Recordings are:

- (a) compliant with all applicable laws in all jurisdictions which you operate the PureCloud Service;
- (b) only for diagnostic, quality assurance, archival, and/or support purposes;
- (c) PCI DSS compliant and do not include any bank account number, credit card number, authentication code, social security number, PIN or other personal or Sensitive Information, except as allowed or required by all applicable laws; and
- (d) always encrypted. Where encryption is electable by you as part of the PureCloud Service, you must elect to implement such encryption. You must not modify, disable, or circumvent the Recording encryption feature within the PureCloud Service and must otherwise ensure that it will use the PureCloud Service in compliance with the encryption feature.

Necessary Controls

12.5 You must implement the necessary controls to ensure that you do not use the PureCloud Service for any of the following:

- (a) to store, process, or transmit material (including Your Data) that is tortious or in violation of any applicable laws;
- (b) to transmit malicious code;
- (c) to interfere with, unreasonably burden, or disrupt the integrity or performance of the PureCloud Service or third-party data contained therein;
- (d) to attempt to gain unauthorized access to systems or networks;
- (e) to provide the PureCloud Service to non-user third parties, including, by resale, license, loan or lease; and
- (f) must use commercially reasonable efforts to prevent and/or block any use prohibited under this Service Schedule or the head services agreement (such as the Global Business Services Agreement) by your personnel or users.

Suspension

12.6 We may suspend or cancel your PureCloud Service if:

- (a) you breach, or we suspect that you may be in breach of, the terms of this Service Schedule or your GBSA;
- (b) we detect:
 - (i) an unusually high usage of the PureCloud Service that may impair our ability to provide high quality services; or
 - (ii) an unauthorized use of the PureCloud Service.

12.7 During suspension, all Charges remain payable by you. Telstra may impose a re-commencement fee as set out in your Service Order Form if a suspension of your PureCloud Service is required because of your breach of this Service Schedule or the GBSA.

12.8 Telstra may deactivate and block your access to the PureCloud Service and retain Your Data (as required) if either you or we are:

- (a) served with any lawful Court Order, judgment, decree, determination or otherwise by any lawful entity where Your Data is illegal, offensive, objectionable or in breach of a third party's rights; or
- (b) directed to do so by a Competent Body.

Your Data

12.9 You are solely responsible for the content of Your Data.

12.10 Where you are subject to the General Data Protection Regulation (**GDPR**) and / or any laws of any Member State in

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the European Union or the UK (following any exit by the UK from the European Union) supplementing or relating to GDPR from time to time and we act as a Processor of your Personal Data (as such terms are defined in such laws), the terms and conditions set out in the Data Processing Agreement shall apply and are incorporated into this Agreement.

- 12.11 Where you provide Telstra any information or data of any kind in connection with the PureCloud Service, you acknowledge and agree that we may:
- (a) we may use, copy, modify and transmit that data as necessary to provide the PureCloud Service to you; and
 - (b) provide it to our third-party service providers (to whom we may grant the same rights as you grant us).
- 12.12 You warrant that you have the right to give us any information or data provided in connection with your PureCloud Service.
- 12.13 The PureCloud Service architecture enables an organisation to define its “region of record” to ensure that data does not cross regional boundaries within our infrastructure and therefore comply with your regulatory requirements. For more information, please refer to <https://help.mypurecloud.com/articles/microservice/>

13 EDGE LICENCE AND WARRANTIES

- 13.1 You must comply with the warranties and licence obligations for your PureCloud Edge Devices as set out in the document at <https://help.mypurecloud.com/articles/purecloud-edge-warranty/>.

14 OWNERSHIP

- 14.1 You understand that we (or our Licensors’) own all rights (including Intellectual Property Rights) in or related to the PureCloud Service together with any copy, translation, modification, adaptation or derivation of the PureCloud Service, including any improvement or development of the PureCloud Service.
- 14.2 You must not take any action that jeopardises our (or our Licensors’) rights in or related to the PureCloud Service.
- 14.3 You must promptly do anything that we reasonably ask from time to time (such as obtaining consents and signing documents) to assign these rights to us or our licensors or perfect these rights in our (or our Licensors’) name.
- 14.4 You are not entitled to receive a copy of or own any part of the solution design of your PureCloud Service, dialogue call flows associated with your PureCloud Service and/or the source code of any software associated with your PureCloud Service.

15 SECURITY

- 15.1 PureCloud Service Security information can be found at: <https://help.mypurecloud.com/articles/purecloud-security-compliance/>

16 ELECTRONIC CARD PAYMENTS

- 16.1 If you utilise the PureCloud Service in connection with processing electronic card payments, you must comply with the customer responsibilities set out for PCI DSS compliance at <https://help.mypurecloud.com/articles/pci-dss-customer-responsibility-matrix/>

17 NOTICES

- 17.1 We may provide any notice(s) to you under this Agreement or in connection with your use of our services by:
- (a) posting a notice on the PureCloud Website; or
 - (b) sending a message to the email address then associated with your account. Notices we provide by posting on the PureCloud Website will be effective upon posting and notices we provide by email will be effective when we send the email.
- 17.2 You need to register for status notifications and release notes on the PureCloud Website further information on how to do this can be found in your Welcome Pack or by ringing our GSD.

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18 IVR USAGE INCLUSIONS

18.1 PureCloud Service includes a basic IVR minute allocation (**Basic IVR Allocation**), calculated by counting the number of billable Users of each license type during the period, and applying the allowance shown in the table below for each license type to determine the total amount of allocated IVR minutes for your organisation during the period. Excess Usage of the Basic IVR Allocation is billed per minute per month and will be charged in arrears. Unused Basic IVR allocation does not carry over to the next month.

License	Basic IVR allocation (calculated on minutes per license)
PC1 (Named)	1,750
PC2 (Named)	2,500
PC3 (Named)	3,250
PC1 (Concurrent)	2,275
PC2 (Concurrent)	3,250
PC3 (Concurrent)	4,225

For the purposes of illustration only, if you have (20) x PureCloud 2 Named seats active in a certain month, you will receive an allocation of 50,000 Basic IVR minutes that month.

18.2 IVR basic included features are:

- Dual Tone Multi Frequency (DTMF) tones
- Set language
- Transfer to queue
- Play audio
- Decision trees
- Switch statements
- Menus, transfers, disconnects
- External data dips
- Genesys native Automatic Speech Recognition (ASR)
- Genesys native Text to Speech (TTS)

IVR Charges

18.3 Additional per minute charges apply for any usage above the Basic IVR Allocation in accordance with clause 18.1 above. Charges are billed retrospectively for the month in which the usage occurred. These charges are not related to the PureCloud IVR self Service offer. Please refer to your Telstra Sales Executive

18.4 The per minute rate for IVR minutes consumed over the Basic IVR Allocation are:

Overage IVR (per min) Charges	Overage IVR (per min) Charges
(AUD)	(USD)

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0.013 ex GST	0.01 ex VAT
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19 PURECLOUD SERVICE DATA STORAGE

- 19.1 PureCloud Service provides flexible data storage for calls, emails, chats and screen recordings.
- 19.2 PureCloud Service is subject to a fair use policy for data storage as set out in this clause 19. You can use data storage up to the allocated amounts without charge. The fair use allocations are provided for your organisation by counting the number of billable Users of each license type during the billing period, and applying the allowance shown in 19.3 for each User to determine the total amount of allocated data storage for your organisation during the billing period
- 19.3 The monthly data storage allotment for your PureCloud Service is based on the following calculation:

License	Storage per billable agent
PC1 (Named)	17.5 GB
PC2 (Named)	25 GB
PC3 (Named)	32.5 GB
PC1 (Concurrent)	22.75 GB
PC2 (Concurrent)	32.5 GB
PC3 (Concurrent)	42.25 GB

- 19.4 For the purposes of illustration only, if company A purchases a PureCloud 2 Named User plan for 20 agents, they would have a combined data allowance of 500 GB for their PureCloud Service. The combined data allowance is a result of the 25 GB per billable agent and the number of agents. The company is billed for all Giga Bytes of data storage over 500 GB each month.
- 19.5 Additional storage capacity can be purchased on a per GB basis. This will also be retrospectively charged where you exceed the included storage allocation in any given month.
- 19.6 Over usage charges for PureCloud Service data storage are detailed below

Interaction Storage	Description	Per GB per month (USD ex VAT)
Additional Interaction Storage	1 GB storage per month	USD 0.23

- 19.7 You can refer to <https://help.mypurecloud.com/articles/storage-calculator/> to assist in understanding storage model and usage requirements

20 API CALL FAIR USE POLICY

- 20.1 The PureCloud Service offers a robust public API (**PureCloud API**) that enables you to build integrations between the PureCloud Service and your own software applications and systems, as well as third party apps and extensions.

Included API Requests

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- 20.2 You can use the API up to the “fair use” amounts allocated per Plan license without additional charges. You can track your usage of the PureCloud API against your monthly allocation in the PureCloud Administration interface. If you use the PureCloud API beyond the fair use allocations, you will be charged per API request over your allotment. The PureCloud Service determines fair use allocations for your organization by counting the number of users of each license type during the billing period, and applying the allowance shown in the table below for each license, to determine the total amount of allocated API requests for your organisation during the billing period
- 20.3 API requests generated by the PureCloud Service for internal authentication or as part of the basic operation of the software are not considered billable nor are included in the calculation.
- 20.4 The monthly API request allocation for your PureCloud organisation is based on the following:

License	Included API transactions
PC1 (Named)	75,000
PC2 (Named)	110,000
PC3 (Named)	140,000
PC1 (Concurrent)	97,500
PC2 (Concurrent)	143,000
PC3 (Concurrent)	182,000

Example: If you purchase a PureCloud 2 named user plan licenses for 20 users, you would have a combined API request allocation of 2,200,000 per month for your PureCloud organisation. The combined API request allocation is a result of the 110,000 API requests allotment per user and the number of users (20). You are billed for all API requests over 2,200,000 each month.

Overage Charge for API Calls

- 20.5 If you exceed the above allocation in a given month, you are billed at the rate below for API Requests consumed over the allocation amount.

Price per excess API request ex VAT
USD 0.0001

21 ACD MESSAGE USAGE AND PRICING

- 21.1 Automatic Call Distribution (**ACD**) allow agents to respond to interactions from several messaging platforms.
- 21.2 A minimum of PureCloud 3 License is required to use this functionality.
- 21.3 Usage rules are defined at <https://help.mypurecloud.com/articles/acd-messaging-pricing>

22 DEFINITIONS

- 22.1 In this Service Schedule unless otherwise indicated:

API means application programming interface.

AppFoundry means Genesys marketplace website where you may purchase third party software applications to integrate with the PureCloud Service.

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Authorised Administrator means at least one user nominated by you to be the administrator for your PureCloud Service.

Available or Availability means your PureCloud Service can process Cloud Interactions for you up to the Telstra Network demarcation boundary point and excludes internet connections, your own infrastructure or any infrastructure outside our direct control.

Business Day means a day that is not a Saturday, Sunday or public holiday being a day on which banks are open for general banking business in the State or Territory where our staff are located.

Business Hours means 8am and 5pm Australian Eastern Standard Time on a Business Day.

Billable Concurrent Users means the maximum number (peak) of concurrent (simultaneous) Users during a billing period. To support shift changes, usage peaks shorter than 30 minutes in duration are disregarded.

Charge(s) is the relevant amount described in this Service Schedule or an amount that is otherwise owed and payable by you to us under this Service Schedule.

Cloud Interactions means interactions on your PureCloud service including voice, chat, email, web and Work Force Management (WFM).

Competent Body means any court, government, semi-government authority, administrative or judicial body with the relevant jurisdiction.

Concurrent User means all your Users. **Customer Data** means data belonging to your customers.

Minimum Commitment means the minimum number of licences you agree to purchase for the Minimum Term as set out in your Service Order Form.

Minimum MRC means the following minimum monthly spend on MRCs:

- (a) AUD1,000 plus GST per month on MRC for Australia; or
- (b) GBP550 plus VAT per month on MRC for United Kingdom; or
- (c) USD750 plus VAT per month on MRC for Asia Pacific and North America.

Monthly Recurring Charges (MRC) means your monthly spend on PureCloud Service Plan charges and CRM add on but excludes Non-Recurring Charges and charges for any ancillary network or PSTN services.

Non-Recurring Charges (NRC) mean once off charges such as hardware, telephony, add-ons, Professional Services and overage charges.

Named User is anyone that has logged in to the PureCloud service at least once during the billing period. The User type billed is the highest level license they were assigned during the billing period.

Personal Information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, or about the affairs or personal particulars of any person, and which is received or learnt by us from any source as a consequence of or in the performance of its rights and obligations under this Service Schedule.

PCI DSS (Payment Card Industry Data Security Standard) means the information security standard administered by the Payment Card Industry Security Standards Council.

Planned Outage means any planned work which requires means PureCloud Service or key functionalities of the PureCloud Service is not Available or any unplanned outage which is less than 90 seconds.

Professional Services means the services described in clause 10 of this Service Schedule.

PureCloud Edge Device(s) means a device for handling telephony events and media at the "edge" of the cloud network. It provides media processing, SIP, and telephony services for the PureCloud platform.

Recording means the recorded inbound or outbound VOIP transmission, performed you, via the PureCloud Service.

Security Features means the features and functionality associated with the PureCloud Service used to help secure transmitted data. Security Features may include secure SIP/RTP, voice connection encryption, private variables, log masking, or other similar features as described in the applicable user guide.

Sensitive Information means all your data of any kind that we may access, store or handle in the course of providing the PureCloud Service that consists of sensitive or Confidential Information used in connection or transmitted by the PureCloud Service including but not limited to personal health information, Personal Information and card data.

General

SERVICE SCHEDULE - PURECLOUD SERVICE



Service means a service under this Agreement set out or referred to in a Service Schedule, Service Terms, or an agreed statement of work, and includes any individual service or component which constitutes the service.

Service Level Availability means the PureCloud Services must be available to process Cloud Interactions 99.99% of the available time up unto to the Telstra Network demarcation boundary point and excludes internet connections, client's own infrastructure or any infrastructure outside Telstra's direct control.

SLA Rebates means the rebates set out in clause 8.2 above.

User(s) means any of your individual end users that use the PureCloud Service.

Your Data means all your data of any kind that we may access, store or handle in the course of providing the PureCloud Service and includes your Customer Data.

General