

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

1 SERVICE DESCRIPTION

Service Description

- 1.1 This is the Telstra Genesys Cloud - (**Genesys Cloud Service**). This service was previously known as the Telstra PureCloud Contact Centre service.
- 1.2 The Genesys Cloud Service (previously known as the PureCloud Service) is an omni-channel cloud-based contact centre enabling voice, chat, email and social channels.
- 1.3 The Genesys Cloud Service is comprised of:
 - (a) hosted software,
 - (b) Support (see clause 7); and
 - (c) Professional Services (see clause 11).

Genesys Cloud Service Plans

- 1.4 You must select one of the following Plans for each Genesys Cloud Service:
 - (a) Genesys Cloud CX 1;
 - (b) Genesys Cloud CX 2;
 - (c) Genesys Cloud CX 3;
 - (d) Genesys Cloud Digital Only 2 Plan;
 - (e) Genesys Cloud Digital Only 3 Plan;
- 1.5 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 Genesys Cloud Service. You may only select Concurrent Users if your organisation is contained within a single geographic region, unless otherwise specified in your order form.
- 1.6 The details of each Plan and licence type are set out in the Telstra Genesys Cloud Service Guide (Service Guide). The Plan you have chosen is set out in your Service Order Form.
- 1.7 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.

What defines a billable Named User for the Genesys Cloud Services?

- 1.8 A named User is anyone that has logged in to the Genesys Cloud Service at least once during the relevant billing month. The User type billed is the highest level license they were assigned during the billing period. At a minimum, you will be billed your Minimum Commitment of named user licenses – calculated monthly - from the Start Date (or, if later, commencement of the relevant Committed Period). Any users logged in above the Minimum Commitment of named user licences in any given billing month will be treated as On Demand Usage (over usage also referred to as burst usage) and are charged in arrears at the On Demand User License rate (previously known as burst user license rate) set out in your Application Form or separate agreement with us.

What defines a billable Concurrent User for Genesys Cloud Services?

- 1.9 Concurrent Users are only supported for Genesys Cloud CX 1, CX 2, or CX 3 Plans. If a concurrent license model is selected, all your Genesys Cloud Service Users are licensed as concurrent. Genesys

Cloud Service does not support a mix of named and concurrent User types. A concurrent Genesys Cloud user is anyone that has logged into the Genesys Cloud Service at least once during the relevant billing month. At a minimum, you will be billed your Minimum Commitment of concurrent user licenses – calculated monthly - from the Start Date (or, if later, commencement of the relevant Committed Period). Any On Demand Usage will be charged in arrears at the On Demand User License rate set out in your Application Form or separate agreement with us. However, to support shift changes, usage peaks shorter than 30 minutes in duration are disregarded for the purpose of calculating over usage.

- 1.10 1.8If you increase your subscription plan for the Genesys Cloud Service, the changes to the charges for the Genesys Cloud Service will be effective from implementation in our billing systems. You cannot decrease your subscription plan type or number of licenses during your minimum term. There is no pro-rating of monthly license charges, so we recommend adding additional Users licenses at the start of a new billing period

Split Billing

- 1.11 Telstra offers split billing for Genesys Cloud Licenses as per the terms below:
- (a) Committed quantities of Genesys Cloud Licenses, as defined in clause 1.2, may be billed to different billing entities that Telstra refers to as “Genesys Sites”. Any Genesys Sites will be set out in the Service Order Form; and
 - (b) During any given month, if additional usage of Genesys Cloud Licenses occurs, this will incur coverage charges. These will be charged to the first Genesys Site that is configured.

For the avoidance of doubt, cross border billing is not permitted.

- 1.12 Other than the above, no other Genesys Cloud Services are supported for split billing.

AppFoundry

- 1.13 You may purchase additional third-party software from the AppFoundry. Telstra does not support AppFoundry solutions directly. 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 Genesys Cloud Service from us does not require AppFoundry solutions.
- 1.14 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.

Availabilities

- 1.15 The Genesys Cloud Services is available in Australia, Philippines, Singapore, India and any other country as notified by us to you.

2 ELIGIBILITY AND LIMITATIONS

- 2.1 To receive and continue to receive the Genesys Cloud 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; optionally a Telstra GVoIP Outbound Service to enable Users to make outbound PSTN calls; and/or
 - (ii) Telstra IPVPN Service or Telstra Global Internet Direct (**GID**) service to provide network interconnectivity for the Genesys Cloud Service; and/or
 - (iii) A Telstra implemented and managed bring-your-own carrier (**BYO Carrier**) deployment model, where you can retain or procure telephony services from a separate third party

in-country carrier, with telephony services terminated on a SBC (as defined in Clause 5A below) device that is deployed and managed by us.

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. We will take reasonable endeavours to provide you with 30 days' notice to any changes to the Service Guide;
- (e) ensure each of your users maintain a computer which meets the Technical Genesys Cloud Contact Centre (international) Environmental Document;
- (f) comply with all applicable laws, standard or codes; and
- (g) only use the Genesys Cloud Service (or any part) for your own internal business purposes.

2.2 The Genesys Cloud 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 Genesys Cloud Service to a third party; or
- (b) provide a managed Genesys Cloud 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 Genesys Cloud Service; and
 - (ii) configuring and managing the interconnection of the third party Network Services to our Telstra interconnect data service as set out within Genesys Cloud 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 Genesys Cloud 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 Genesys Cloud Service.

2.7 If you do not maintain supported Dependencies, you:

- (a) may not be able to use the Genesys Cloud 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 Genesys Cloud Service.

3 MINIMUM TERM AND SERVICE CHARGES

Minimum Term

- 3.1 The minimum term for a Genesys Cloud Service is set out in your Service Order Form (**Minimum Term**).
- 3.2 The Initial Service Term begins at the Start Date, which is the earliest of either:
- (a) one hundred and twenty (120) days after you submit your Genesys Application Form or separate agreement to us; or
 - (b) when you go live using the Genesys Cloud Service,
- 3.3 Prior to the Start Date, you have up to 120 days in which to configure and implement your Genesys Cloud Service (Ramp Up Period). For clarity, you are bound by these terms when you submit your Application Form or separate agreement to us.
- 3.4 You need to notify us 45 days prior to the expiry of the Initial Period whether or not you want to renew your Genesys Cloud Service for a further term (**Renewal Term**). If you choose to renew your Genesys Cloud Service for a further term. The renewal contract and pricing terms of your Genesys Cloud Service will be negotiated at that time, subject to any terms in your order form. If you fail to notify us as above, we will continue to provide your Genesys Cloud Service on a month-to-month basis at the then current month to month Genesys Cloud Service plan license pricing (available upon request) until either you provide us with notice of renewal or we cancel the Genesys Cloud Service with at least 45 days' notice.

Service Charges

- 3.5 We will start billing you for your Genesys Cloud Service from the Start Date.
- 3.6 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.
- 3.7 During the Ramp Up Period, you will be charged for any setup Non-Recurring Charges and any usage incurred on Usage based SKUs.
- 3.8 The charges for your Genesys Cloud Service include:
- (a) subscription charges for your chosen Genesys Cloud 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;
 - (c) charges for any applicable Professional Services charged in arrears; and
 - (d) if your service is a "Dedicated Network Model", charges for hardware will be charged in arrears, as set out in your Service Order Form.
- 3.9 As well as the charges for your Genesys Cloud Service, you must pay us for any other telecommunications services we provide in connection with your Genesys Cloud Service. This may include your Telstra IPVPN Service(s), Telstra GVoIP Inbound and/or Outbound Service, Telstra SIP Connect Service and any other service you purchase from Telstra..
- 3.10 You may request us to rent or sell to you equipment for your Genesys Cloud Service. If we agree, we will set out the relevant terms in a separate agreement.
- 3.11 If you procure and operate the Genesys Cloud Service in India with your own PSTN gateway, it is your responsibility to procure the necessary Other Service Providers (**OSP**) License or any other licenses at your own expense. You will be legally liable for this regulatory requirement.

4 EARLY TERMINATION CHARGES AND SUPPLY AGREEMENTS

Early Termination Charges

- 4.1 You may cancel your Genesys Cloud Service at any time by giving us 45 days' written notice.
- 4.2 If, during the Minimum Term, your Genesys Cloud Service is terminated for any reason other than our material breach then we may charge you an Early Termination Charge (**ETC**) calculated as 100% of the MRCs multiplied by the remaining number of months left within the Minimum Term.
- 4.3 Termination during the ramp-up period will result ETCs to be charged as per the above clause.
- 4.4 If you have pre-paid your Genesys Cloud Service Charges, then we will refund an amount calculated as follows:

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

where:

"ETC" = the early termination charge calculated in accordance with clause 4.2

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

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

- 4.5 You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

Expiry or termination of our supply agreements

- 4.6 If we are unable to supply you with the Genesys Cloud Service due to the expiry or termination of our supply agreement with a third party provider, we may on reasonable notice:
 - (a) cancel your Genesys Cloud Service (or any part of it) without liability to you; and
 - (b) where available, in consultation and agreement with You, provide with an alternative solution.
- 4.7 Any alternative solution will be offered under a new Service Schedule.
- 4.8 If you have pre-paid your Genesys Cloud Service and we are unable to supply you with the Genesys Cloud Service due to the expiry or termination of our supply agreement, we will refund you any pre-paid amounts for the Genesys Cloud Service for the months remaining in your Minimum Term.

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 Genesys Cloud Service;
 - (b) the Genesys Cloud 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 Genesys Cloud Service is located on servers that are controlled by third parties and availability of the Genesys Cloud 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 Genesys Cloud Service, including the quality, accuracy and completeness of that data.
- 5.2 You acknowledge applicable online guides located at <https://help.mypurecloud.com/> contain important

information relating to the use of your Genesys Cloud Service. Failure to follow the relevant online guides provided by Genesys may impair the Genesys Cloud Service.

- (a) You are solely responsible for the use (or attempted use) of your Genesys Cloud Service by you and/or any third party whether authorised or not, if any such use or attempted use by any third party it is reasonably within Your control.

5.3 You must comply with our reasonable instructions regarding your use of your Genesys Cloud Service.

5.4 You must keep your passwords or other identification codes for your Genesys Cloud Service secure and not disclose them to any external, unauthorised or third-party.

6 TELSRA MANAGED SBC SERVICE FOR BRING YOUR OWN CARRIER

Telstra Managed SBC BYO Service – Optional

6.1 Telstra offers a Telstra Managed SBC BYO Carrier product that can be optionally bundled with this service. If you choose to purchase the Telstra Managed SBC BYO Carrier component to the Genesys Cloud Service (BYO Service), we will provide you with:

- (a) a physical or virtual Session Border Controller(s) (**SBC(s)**):
 - (i) If you elect to purchase a physical SBC, it will be shipped to your location and installed by us or a designated partner; or
 - (ii) If you elect to purchase a virtual SBC, we will provide licensing and/or virtual software for you to install into Microsoft Azure;
- (b) a help desk to report problems with your BYO Service that will operate 24 hours a day, 7 days a week;
- (c) management of the SBC, including patching, monitoring, alarming and incident management;
- (d) management of the Genesys Cloud call routing engine; and
- (e) assurance services associated with any physical or virtual SBCs supplied by us (as described in the Hardware Maintenance and Incident Management and Monitoring clauses below).

The SBC will be a Genesys Cloud certified SBC and available from a list of pre-approved appliances provided by us.

6.2 The SBC will allow termination of third party PSTN services supplied by you.

6.3 We are not responsible for, and have no liability in respect of:

- (a) calls that are not delivered on a Telstra SIP Connect Service or GVOIP service; and
- (b) resolving problems with the BYO Service which are caused by the acts or omissions of any third party or matters beyond our reasonable control.

6.4 You are responsible for any regulatory requirements associated with third party PSTN services terminated upon any SBC managed by us and we will have no liability in respect of any such requirements, including for the avoidance of doubt regulations relating to emergency calling. You indemnify us from and against any and all damages, claims, allegations, losses, liabilities, penalties, fines, costs, and expenses, including attorney's fees, which arise out of, relate to, or result from your failure to comply with the provisions of this clause or any applicable law or regulation associated with third party PSTN services terminated upon any SBC managed by us.

6.5 We may configure your Genesys Cloud instance for telephony configuration to enable any associated country which we provide a hardware or software SBC solution to terminate third party PSTN services. The application of associated user usage policies within Genesys Cloud is your responsibility.

Hardware Maintenance

6.6 If set out in your Service Order Form, we will provide hardware maintenance services in respect of your equipment. ASD

6.7 We will aim to meet the following target response times (as set out in the table below) depending on what Hardware Maintenance Grade (as set out in the table below) you acquire, subject to any Exclusion Events. ASD

Hardware Maintenance Grade	Description
24x7x4	Remote software maintenance software support 24x7
Hardware replacement dependant on selected options in SOF and replacement availability in country	Onsite maintenance support and equipment replacement

6.8 If we determine that the incident is outside of our hardware maintenance responsibilities, we may charge you an additional fee if we attend a site to fix an incident.

6.9 Upon the expiry of the Initial Period for the hardware maintenance services, the Service Term for the hardware maintenance services will automatically renew for a period equal to the Initial Period on existing terms unless a party provides at least 30 days’ prior written notice before any automatic extension that it does not wish for the hardware maintenance services to be automatically renewed.

Incident Management and Monitoring

6.10 We will provide monitoring and proactive and reactive incident management of the SBC 24 hours a day, 7 days a week.

6.11 Incidents will be raised remotely and triaged, categorized and assigned to staff for investigation into technical issues

6.12 Incidents directly related to the BYO Service that will be received typically include:

- (a) Call processing or feature failure ASD
- (b) License expiration ASDF
- (c) Interface / module failure
- (d) (d)SIP trunk failure
- (e) Node switchovers

6.13 You will be alerted if any of these monitored incidents occur.

7 TELSTRA EDGELESS SERVICE

7.1 The Telstra Edgeless service is an optional offering to prevent the need for additional on-premises hardware to facilitate connectivity between your agents and the Genesys Cloud.

7.2 If this service is optionally selected, it is enabled by leveraging Telstra’s existing network peering capability with Amazon Web Services (AWS), where the Genesys Cloud platform is hosted. Connectivity will be deployed from your Telstra GVOIP or SIP Connect service into an Amazon Web Services instance, available in selected locations.

7.3 This Telstra Edgeless service can only be used at sites that you have a corresponding Telstra GVOIP or SIP Connect service.

- 7.4 This is deployed and managed as part of your onboarding to Genesys Cloud if the Edgeless optional component is selected on your order form at the same time.
- 7.5 Your order form will outline charges associated with this capability. This is charged on a per user, per month basis. There is no other cost involved with this service.
- 7.6 The Telstra Edgeless Service operates as a part of the Genesys Service and the Service Levels set out in clause 8 apply.

8 CONTENT

Responsibility for Content

- 8.1 You are solely responsible for all the information, announcements, materials and other content associated with your Genesys Cloud Service (**Content**) and for arrangements with any third parties to access any copyright Content and the payment thereof.
- 8.2 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 Genesys Cloud 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

- 8.3 We can request that you 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 possible, consult with you and inform you in writing before we carry out any Content removal associated with your Genesys Cloud Service.

Licence of Content

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

Content Indemnities

- 8.5 You indemnify us and our third parties against any loss, damage, liability, claim and expense including, but not limited to reasonable legal costs and defence and settlement costs we incur or suffer directly or indirectly 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.

9 SERVICE LEVEL AVAILABILITY

- 9.1 Your Genesys Cloud service will be made available 24 hours a day, 7 days a week. We will use commercially reasonable best efforts to provide 100% uptime, except for any Planned Outages or

unavailability caused by circumstances beyond our reasonable control (including where caused by Genesys), including failure or delay of Customer’s Internet connection, misconfiguration by Customer or any third party acting on Customer’s behalf or issues on Customer’s network.

9.2 If the actual Availability of your Genesys Cloud 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**).

$$\text{Service Level Availability} = \frac{\text{Total Uptime Minutes in monthly reporting cycle (not including Planned Outages)}}{\text{Total Overall Minutes in monthly reporting cycle}}$$

Service Level Availability	Service Level Rebate (% of the Relevant Fees)
Below 99.99%	10% relevant fees
Below 99.0%	30% relevant fees
Below 97%	100% relevant fees

9.3 The relevant fee will be calculated as follows

- (a) If You elect to pay your fees monthly, the relevant fees will be calculated as the monthly payment amount for Genesys Cloud Services for the month that the outage occurred.
- (b) If you elect to pay your fees annually, the relevant fees for any outage will be calculated as the annual payment for Genesys Cloud Services divided by 12.

9.4 The outage timer will cease at the point at which we instruct you to retest the service functionality, unless the retest fails, in which case the outage timer will continue uninterrupted. 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 Business Days after the month in which the uptime fell below one of the foregoing thresholds;
- (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, and/or
 - (i) any applicable BSA, and/or
 - (ii) any applicable GBSA
- (e) You will be responsible and liable to us if you use any tool or ability to modify the Service in a manner otherwise than permitted by us;
- (f) the SLA Rebate is based solely on the relevant fees. Charges associated with Professional Services, calling, carriage or equipment or any other charges are not included in the calculation of the SLA Rebate amount.

9.5 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.

10 SUPPORT

10.1 We provide a service desk support as part of the Genesys Cloud Service. You may call the service desk to:

- (a) report incidents; and/or
- (b) raise service requests.

10.2 The scope and target of our support services are set out below:

Item	Support Service
Proactive Monitoring	Every Day
Coverage Hours	Service Desk: Every Day 24 x 7 Incident Response Severity 1 and 2 every Day Incident Response Severity 3 and 4 Business Days
Response Targets	Severity 1: 15 Minutes Severity 2: 60 Minutes Severity 3: 120 Minutes Severity 4: 1 Business Day
Restoration Targets	Severity 1: 4 Hours Severity 2: 2 Business Days Severity 3: 5 Business Days

10.3 We aim to respond to and resolve service desk requests as per the table set out in the clause above. We do not guarantee to resolve issues within this timeframe. Severity levels are defined as per the table below.

Severity Level	Definition
Severity 1 Critical Impact	You experience a severe problem resulting in an inability to perform a critical business function. There is no workaround.
Severity 2 High Impact	You are able to perform job functions but performance is degraded or severely limited.
Severity 3 Medium Impact	You are able to perform job functions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. A workaround is available.
Severity 4 Low Impact	The Cloud Services are available and operational; trivial impact to Your business operations or You require information or assistance on the Cloud Service capabilities or configuration.

10.4 4Where we determine and agree with You on a workaround to an incident, we will mutually agree to revise and downgrade the level of severity at the point in time.

10.5 If we determine that we need to change your Genesys Cloud Service in order to fix a fault not caused by us, we will not make the change until we have agreed that change with you. You acknowledge that some changes may incur additional charges and/or be subject to extra terms and conditions.

10.6 We may modify, enhance or update the Genesys Cloud Services from time to time, provided that we give you reasonable notice of any modifications, enhancements or updates that would materially affect your Genesys Cloud Services.

10.7 Service desk telephone numbers are provided below. These telephone numbers are subject to change. We will provide you with reasonable notice if the service desk telephone numbers change.

Australia	1800 003 051	Korea	00798 651 7194
China (North) Accessible only through CNC landline telephone	10800 650 0245	Malaysia	1800 80 6029
China (South) Accessible only through CT landline telephone	10800 265 0245	Netherlands	08000 222 963
France	0800 919 870	New Zealand	0800 44 6215
Germany	0800 181 2569	Philippines	1800 1651 0408 (PLDT fixed lines only) +63 28 554 5252
Hong Kong	800 90 1500	Singapore	1800 419 2007
India	000800 650 1304	Taiwan	00801 65 1632
Indonesia	001 803 65 7632	Thailand	001800 65 6430
Ireland	1800 556 529	UK	0800 856 0000
Italy	800 785 325	USA	1800 243 8056
Japan	0120 159 686	IDD (Non Toll-free)	+65 6419 2001

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

11 MOVES, ADDS AND CHANGES

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

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

11.3 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.

12 PROFESSIONAL SERVICES

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

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

12.3 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.

- 12.4 More information on each of the above Professional Services is set out in the Service Guide.
- 12.5 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.
- 12.6 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

- 12.7 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 Genesys Cloud Service; and
 - (g) any other services as agreed in writing between both parties, (collectively **Additional Professional Services**).
- 12.8 The Additional Professional Services will be governed by a separate Statement of Work and/or Professional Consulting and Services Agreement.

13 RIGHTS TO USE

- 13.1 We grant you a non-exclusive, non-transferable right during the term to use the Genesys Cloud Service as provided by us, only for your internal business purposes.
- 13.2 Your rights to use terminate immediately if your Genesys Cloud Service is cancelled for any reason.
- 13.3 We or our supplier own and reserve all right, title, and interest in and to the Genesys Cloud Service.
- 13.4 You and your end users must not or attempt to:
- (a) license, sell, lease or otherwise make the Genesys Cloud Service, or any like service, available to non- subscribers;
 - (b) use the Genesys Cloud 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 a Business Services Agreement (**BSA**) or a 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 Genesys Cloud 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 Genesys Cloud Service;

- (e) gain unauthorised access to the Genesys Cloud Service, accounts, computer systems or networks connected to the Genesys Cloud 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 Genesys Cloud Service.

14 YOUR RESPONSIBILITIES

General

- 14.1 In order to provide the Genesys Cloud Services to you (including any Professional Services), we may need input or assistance from you.
- 14.2 You understand that the Genesys Cloud Service may be unsuitable, may have errors and/or may be delayed if you do not give us the assistance we ask for.
- 14.3 We may charge you an additional fee by agreement with you 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.
- 14.4 For the purpose of clause 13.3, we will communicate all requirements and assistance we need from you to complete work in a timely and efficient manner.
- 14.5 It is your responsibility to:
 - (a) prepare and maintain the location where any hardware, if applicable, is installed to conform to any utility, climate control, wiring, networking and communication interface specifications and to perform all regular maintenance on the Genesys Cloud Edge Devices, if installed; and
 - (b) ensure your environment complies with the Genesys Cloud Service environment checklist prior to service commencement and ensure your environment is maintained in line with the Genesys Cloud Service environment requirements.
- 14.6 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 Genesys Cloud Service;
 - (c) maintain strict security over all VoIP services connected with the Genesys Cloud Service;
 - (d) comply with any emergency services terms and conditions as 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 Genesys Cloud Service and will use such Security Features in all instances when Sensitive Information may be captured and used.

Recordings

- 14.7 You must ensure Recordings are:
 - (a) compliant with all applicable laws in all jurisdictions which you operate the Genesys Cloud Service;
 - (b) only for diagnostic, quality assurance, archival, and/or Support purposes, and in any event only for purposes required and/or in compliance with, all applicable Legislation;

- (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. If any of the above personal or Sensitive Information items are recorded, you must take immediate steps to determine if applicable laws and regulations require this recording to be permanently deleted, and take all necessary action to comply with those laws and regulations; and
- (d) always encrypted. Where encryption is electable by you as part of the Genesys Cloud Service, you must elect to implement such encryption. You must not modify, disable, or circumvent the Recording encryption feature within the Genesys Cloud Service and must otherwise ensure that it will use the Genesys Cloud Service in compliance with the encryption feature.

Necessary Controls

- 14.8 You must implement the necessary controls to ensure that you do not use the Genesys Cloud 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 Genesys Cloud Service or third-party data contained therein;
 - (d) to attempt to gain unauthorized access to systems or networks;
 - (e) to provide the Genesys Cloud Service to non-user third parties, including, by resale, license, loan or lease; and
- 14.9 You 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 (GBSA) or Business Services Agreement (BSA)) by your personnel or users.

Suspension

- 14.10 We may suspend or cancel your Genesys Cloud Service if:
- (a) you breach, or we suspect that you may be in breach of, the terms of this Service Schedule, your BSA or your GBSA;
 - (b) we detect:
 - (i) an unusually high usage of the Genesys Cloud Service that may impair our ability to provide high quality services; or
 - (ii) an unauthorised use of the Genesys Cloud Service (in which case, where practicable depending on the circumstances, we will consult with You and provide you with notice of the suspension).
- 14.11 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 Genesys Cloud Service is required because of your breach of this Service Schedule, your BSA or your GBSA.
- 14.12 Telstra may deactivate and block your access to the Genesys Cloud 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.

- 14.13 In the event that Telstra has to deactivate or block your access to the Genesys Cloud Service, Telstra will give you as much notice as reasonably practicable in the circumstances of such deactivation or blocking of your access pursuant to clause 13.12.

Your Data

- 14.14 You are solely responsible for the content of Your Data.
- 14.15 Where you are subject to the General Data Protection Regulation (**GDPR**) and / or any laws of any Member State in 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.
- 14.16 Where you provide Telstra any information or data of any kind in connection with the Genesys Cloud Service, you acknowledge and agree that we may:
- (a) use, copy, modify and transmit that data as necessary to provide the Genesys Cloud 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).
- 14.17 You warrant that you have the right to give us any information or data provided in connection with your Genesys Cloud Service.
- 14.18 The Genesys Cloud 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/>.

15 EDGE LICENCE AND WARRANTIES

- 15.1 The Genesys Edge architecture is an optional architecture that may be elected to purchase on your Telstra Genesys Cloud Services Application form.
- 15.2 If you elect to purchase the Genesys Edge component of the solution, the warranties and your licence obligations relevant to Genesys Cloud EDGE are set out in your application form or separate agreement. You acknowledge these warranties and must comply with your obligations set out in that document.

16 OWNERSHIP

- 16.1 You understand that we (or our Licensors’) own all rights (including Intellectual Property Rights) in or related to the Genesys Cloud Service together with any copy, translation, modification, adaptation or derivation of the Genesys Cloud Service, including any improvement or development of the Genesys Cloud Service.
- 16.2 You must not take any action that jeopardises our (or our Licensors’) rights in or related to the Genesys Cloud Service.
- 16.3 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.
- 16.4 On request we will provide you with a copy of the solution design of your Genesys Cloud Service and call flows documented for your Genesys Cloud Service. These may be provided in Microsoft Word, Excel, Visio or similar format. There may be a fee for service to provide these documents to you (the details of which we will provide to you at the time of your request). You are not entitled to extraction of flows or source code of any software associated with your Genesys Cloud Service.

17 SECURITY

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

18 ELECTRONIC CARD PAYMENTS

18.1 If you utilise the Genesys Cloud 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/>.

19 NOTICES

19.1 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 Genesys Cloud Website; or
- (b) sending a message to the email address then associated with your account. Notices we provide by posting on the Genesys Cloud Website will be effective upon posting and notices we provide by email will be effective when we send the email.

19.2 You need to register for status notifications and release notes on the Genesys Cloud Website further information on how to do this can be found in your Welcome Pack or by ringing our GSD.

20 FAIR USAGE INCLUSIONS

20.1 Genesys cloud provides a Genesys Cloud fair use policy for the following product features:

- (a) BYOC Cloud
- (b) Data storage
- (c) Basic routing / IVR
- (d) API on demand
- (e) Voice transcription

20.2 You can use up to the “fair use” amounts allocated by your license plan and license type per month. If you exceed your provided allocation, you are billed an overage charge based on the rates in this our Customer Terms. The Fair use allocations are based on per license per month.

Product Feature	Genesys Cloud 1 Named (Named)	Genesys Cloud 1 concurrent	Genesys Cloud 2 Named	Genesys Cloud 2 Concurrent	Genesys Cloud 2 Digital Only Named	Genesys Cloud 2 Digital Only Concurrent	Genesys Cloud 3 Named	Genesys Cloud 3 Concurrent	Genesys Cloud 3 digital only named	Genesys Cloud 3 digital only concurrent
BYOC Cloud (Minutes)	5,000	6,500	5,000	6,500	N/A	N/A	5,000	6,500	N/A	N/A
Data Storage (Gigabytes)	17.5	22.75	25	32.5	8	10	32.5	42.25	15	20
Basic routing / IVR (Minutes)	1,750	2,275	2,500	3,250	N/A	N/A	3,250	4,225	N/A	N/A
API on-demand (APIs)	75,000	97,500	110,000	143,000	110,000	143,000	140,000	182,000	140,000	182,000

Voice Transcription (Minutes)	5,000*	6,500*	5,000*	6,500*	N/A	N/A	5,000	6,500	N/A	N/A
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21 IVR USAGE CHARGES

21.1 Genesys Cloud has a fair use policy for basic routing / IVR charges. Basic routing / IVR includes these features:

- (a) DTMF
- (b) Set Language
- (c) Transfer to Queue
- (d) Play Audio
- (e) Decision Trees
- (f) Switch Statements
- (g) Menus, Transfers, Disconnects
- (h) External Data Dips
- (i) Genesys native ASR
- (j) Genesys native TTS

21.2 You can use up to the “fair use” basic routing / IVR amounts allocated by user without charge. Basic IVR is consumed when using inbound call, outbound call, and secure call flows and includes the full set of IVR features. The fair use allocations are provided for your organization 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 user. Genesys uses this formula to determine the total amount of allocated basic routing / IVR minutes for your organization during the period. Genesys provides you with a way to track actual basic routing / IVR usage.

A session timer measures IVR usage. The session timer records a session duration that starts at the IVR flow initiation and ends at the end of IVR flow execution. This includes time spent in the inbound call flow and, if present, the bot flow. These session durations are then aggregated to monthly IVR duration values for the billing period. The timer measures each IVR session to the millisecond. IVR flows ending events include transfer to ACD, disconnect, and exit.

21.3 If you exceed your basic IVR allocation, you are billed an over usage charge per minute, per month. The per minute rate for IVR minutes consumed over the Basic IVR Allocation are 0.013 ex GST AUD. For the purposes of illustration only, if you have (20) Genesys Cloud 2 Named seats active in a certain month, you will receive 50,000 Basic IVR minutes that month.

22 GENESYS CLOUD SERVICE DATA STORAGE

22.1 Genesys Cloud Service is subject to a fair use policy for data storage as set out in clause 19.2. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user to determine the total amount of allocated data storage for your organization during the period.

22.2 The following items count towards your allocated data storage:

- (a) Policy-based call recordings
- (b) Policy-based digital recordings (email, message, chat), including any attachments

- (c) Policy-based screen recordings
- (d) Note: Once you archive these items, they no longer count towards your allocated data storage.

22.3 The following items do not count towards your allocated data storage:

- (a) Policy-based items that have been archived
- (b) User recordings (ad-hoc recordings)
- (c) Collaborate chats
- (d) Voicemails
- (e) Transcripts of policy-based call recordings

22.4 Screen recording archival is limited to one year. After that, screen recordings will be deleted. If you want to keep screen recordings archived longer than one year, you should move the recordings to your own long-term storage location.

22.5 For the purposes of illustration only, if company A purchases a Genesys Cloud 2 Named User plan for 20 agents, they would have a combined data allowance of 500GB for their Genesys Cloud Service. The combined data allowance is a result of the 25GB per billable agent and the number of agents. The company is billed for all gigabytes of data storage over 500GB each month.

22.6 Over usage charges for Genesys Cloud Service data storage are detailed below

Interaction Storage	Description	Per GB per month (\$AUD ex GST)
Additional Interaction Storage	1GB Storage per month	0.325 AUD

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

23 API CALL FAIR USE POLICY

23.1 The Genesys Cloud Service offers a robust public API (Genesys Cloud API) that enables you to build integrations between the Genesys Cloud Service and your own software and systems, as well as third party apps and extensions. A fair use policy applies to the Genesys Cloud API. You can use the API up to the “fair use” amounts allocated per Plan license without charge. You can track your usage of the Genesys Cloud API against your monthly allocation in the Genesys Cloud Administration interface. If you use the Genesys Cloud API beyond the fair use allocations, you will be charged per API request over your allotment. The Genesys Cloud Service provides 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.

23.2 For API Requested Allocation included with Subscription, please see the above clause Fair Use Inclusions.

23.3 If your organization exceeds the above allocation in a given month, you are billed at the rate below for API Requests consumed over the allocation amount.

License Type	Price per API request (AUD)
Named	\$0.00013 (excl GST)
Concurrent	\$0.00013 (excl GST)

24 VOICE TRANSCRIPTION FAIR USE POLICY

- 24.1 A voice transcript is a textual representation of the words spoken during a voice interaction and provides a view into the interaction between the customer and internal participants (that is, IVR, ACD, agent, conference, or voicemail). With regards to voice interactions, when you enable voice transcription for portions of an audio interaction, the audio is transcribed into text by the transcription service
- 24.2 Voice Transcription is only available with Genesys Cloud 3 plans
- 24.3 Genesys Cloud has as a fair use policy for voice transcription for Genesys Cloud. Customers can use up to the “fair use” voice transcription amounts allocated per user without charge. Tools are provided to track actual voice transcription usage under the administration area of Genesys Cloud. Customers who exceed the voice transcription allocation are billed a charge per minute per month as outlined below. The fair use allocations are provided for your organisation 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 user to determine the total amount of allocated voice transcription minutes for your organization during the period
- 24.4 Voice transcription includes these features:
 - (a) Transcription of voice interactions (both external and internal channels) into words.
 - (b) Confidence scores for every word detected.
 - (c) Timestamps for the start of every word detected and the word duration.
 - (d) Participant information for each fragment of the transcript.
- 24.5 Additional charges will apply to you if you exceed the monthly voice transcription allocation set out in clause 318.2. The excess Voice transcription charges will be billed at the price in the table below.

License Type	Voice transcription usage charge per minute (AUD)
Genesys Cloud 3 (Named)	\$0.013
Genesys Cloud 3 (Concurrent)	\$0.013

25 GENESYS CLOUD-BRING YOUR OWN CARRIAGE (BYOC) PRICING FOR SERVICES

- 25.1 The BYOC Cloud solution provides you with fair usage outlined in above clause Fair Usage Inclusions
- 25.2 You will be charged a usage fee of AUD \$0.00156 per minute per call traversing a BYOC Cloud trunk, based on 1/10th of a minute (6 second) intervals, and rounded up to the nearest 1/10th of a minute, if you exceed your fair usage amount in a month. These charges will be charged retrospectively.

26 SMS AND ACD MESSAGE USAGE AND PRICING

- 26.1 ACD and SMS messages allow agents to respond to interactions from a number of messaging platforms.
- 26.2 A minimum of Genesys Cloud 2 License or a digital upgrade add on licence is required to use this functionality.
- 26.3 Each SMS number you acquire for your Genesys Cloud Service has a monthly reoccurring rental charge. This is outlined in your Genesys Cloud Application Form or separate agreement with us. Numbers are provided by our supplier, Genesys, through third party services. Number rental is charged monthly in advance.
- 26.4 Each Inbound Message and Outbound Message has usage charges associated by region. The current rates are available upon request at the time of order. Usage charges for ACD and SMS will be charged in arrears.

- 26.5 Genesys Cloud supports ACD messaging with Facebook Messenger, Twitter Direct Message, LINE Messaging, and WhatsApp.
- 26.6 Billing for ACD messaging (for Facebook Messenger, Twitter direct Message, Line Messaging and WhatsApp) is per “conversation”. A conversation is defined as all of the interactions between you and a unique end customer account on a single integration of a supported messaging platform during the course of a billing cycle. Any ongoing interactions that span more than one billing cycle will count as one conversation in each billing cycle.
- 26.7 Interactions count as a single conversation or as multiple conversations for billing purposes depending on how they occur (as described in clause 30.6). Examples of how conversations are determined are set in the following diagrams. While we use a calendar icon to represent a billing cycle in these diagrams, it is important to keep in mind that a billing cycle may not necessarily be a calendar month. For example, a billing cycle may start and end in the middle of a calendar month.

27 PREDICTIVE ENGAGEMENT

- 27.1 Predictive Engagement previously known as alto cloud is a real-time journey analytics platform that observes and analyses visitor behaviour on your website(s).
- 27.2 Usage charges for Predictive Engagement apply ‘per event’, and are charged retrospectively.
- 27.3 If you choose to take Predictive Engagement, as part of the initial onboarding, the web tracking snippet needs to be deployed into your website. This deployment starts the accrual of browsing events (typically a page view).
- 27.4 If you do not deploy the Predictive Engagement web tracking snippet, you will not be able to use the Predictive Engagement functionality within the Genesys Cloud Service, but will not incur any charges for predictive engagement events.
- 27.5 The ‘per event’ price for Predictive Engagement Predictive Event Pricing is:

License Type	Price per Event (AUD)
Named	\$0.00065 (excl GST)
Concurrent	\$0.00065 (excl GST)

28 DEVELOPER API

- 28.1 The Genesys Cloud Service includes developer tools APIs that allow certain integrations between the Genesys Cloud Service and third party systems.
- 28.2 The APIs and developer tools available for integration can be found at https://developer.mypurecloud.com/gettingstarted/#available_apis
- 28.3 Where you use an API for an integration you develop between the Genesys Cloud Service and a third party service, you are responsible for maintaining that integration and making any changes as a result of Genesys release updates or changes to the APIs.
- 28.4 Where Telstra develops an integration using the APIs for your Genesys Cloud Service, you will have the option to take customised support for the integration (the terms of which will be outlined on your Genesys Cloud Application Form or separate agreement with us as amended from time to time in accordance with their terms). If you elect not to take Telstra support for your integration you are responsible for maintaining the integration post acceptance of the integration at initial implementation.
- 28.5 To ensure you can support your integrations, you must register for updates and service announcements on the developer centre using the sign up or login option <https://developer.mypurecloud.com/forum/c/announcements>

29 BRING YOUR OWN TECHNOLOGY (BYOT) PER MINUTE/TURN RATES

- 29.1 The Genesys Cloud Service includes developer tools APIs that allow certain integrations between the Genesys Cloud Service and third party systems.
- 29.2 These rates apply to BYOT usage after the 31st of January 2022
- 29.3 Third-party applications to expand Genesys Cloud’s IVR and self-service capabilities including interactive voice bots, automatic speech recognition (ASR), and text-to-speech (TTS) Usage charges apply as outlined in this clause.
- 29.4 If you use third-party technology solutions inside Genesys Cloud, you may incur charges from the third-party vendor. You must acquire billing for these services directly from the third party. Genesys Bring Your Own (BYO) usage charges will appear retrospectively based on consumed usage each month on your Telstra Genesys Cloud invoice.
- 29.5 Genesys Cloud charges conversations on the voice channel per each minute, in 15-second increments.
- 29.6 Genesys cloud charges conversations on digital (chat and messaging channels) per turn, or request response pairs, in a conversation. For digital flows, the following example describes a conversation that consists of three dialog turns:

Turn	Request/Response pair
Dialog turn 1	Customer says “Hi” Bot replies, “Hello, how can I help?”
Dialog turn 2	Customer say, “ I want to check my balance” Bot replies, “ok what’s your account number?”
Dialog turn 3	Customer say, “59865598” Bot replies, “your balance is \$100”

29.7 Rates for BYOT are as follows

Rate	Vendor + Product name	Price per turn for digital and per minute (in 15-second increments rounded up) for voice
		\$ AUD
BYOT Rate A	<ul style="list-style-type: none"> • Acapela TTS • Amazon Polly • Google TTS • Nuance TTS • Speech Morphing TTS 	0.00
BYOT Rate B	<ul style="list-style-type: none"> • Amazon Lex Chat • Amazon Lex Message • Google Dialogflow Chat • Google Dialogflow Message 	0.00078
BYOT Rate C	<ul style="list-style-type: none"> • Amazon Lex Voice • Amazon Lex V2 • Google Dialogflow Voice 	0.026
BYOT Rate D	<ul style="list-style-type: none"> • Genesys Bot Connector for messaging 	0.00039

30 GOOGLE DIALOGFLOW

- 30.1 In addition to BYOT charges for Google Dialogueflow outlined in 34.6 you may be subject to Google’s additional charges as detailed here <https://cloud.google.com/dialogflow/pricing>.
- 30.2 You are responsible for acquiring Google Dialogflow services and Google Dialogueflow directly from Google. These charges are not included in Telstra’s pricing and will not appear on your Telstra bill.

31 GENESYS DIALOG ENGINE BOT FLOW SUBSCRIPTION

- 31.1 Genesys Cloud customers can add Genesys Dialog Engine Bot Flows and the Genesys native bot flow building tool in Architect to their subscription. Charges for Genesys Dialog Engine Bot Flows vary, depending on whether the bot conversation takes place on a voice or digital channel.
- 31.2 Genesys Dialog Engine Bot subscription charges are as follows:
 - (a) Conversations on the voice channel are charged per minute the Genesys Dialog Engine Bot Flow is running; and
 - (b) conversations on digital (chat and messaging channels) are charged per session. Each session includes up to eight dialog turns, or request response pairs, in the bot conversation. If the bot conversation contains more than eight turns, Genesys charges an extra session for every further group of eight turns.

Genesys Dialog Bot Channel Type	Per minute charges (AUD)	Per Session Charges (AUD)
Voice	\$0.078 (excl GST)	n/a
Digital	n/a	\$0.026 (excl GST)

Using Genesys Architect to author and test bots will not result in a charge

32 PREDICTIVE ROUTING

- 32.1 Predictive routing enables you to use machine learning to optimize your key performance indicators (KPIs) by matching each interaction with the available agent
- 32.2 Genesys Cloud 1, Genesys Cloud 2, and Genesys Cloud 3 subscriptions can add predictive routing (via app foundry)
- 32.3 If you choose to add Predictive Routing, a once off activation fee and variable usage charges apply (charged retrospectively)
- 32.4 The following table outlines the price per interaction routed using Genesys Predictive routing

License Type	Per interaction routed usage rate (AUD)
Named	\$0.080600 (excl GST)
Concurrent	\$0.080600 (excl GST)

33 EMAIL CAMPAIGNS AND AGENTLESS EMAIL CAMPAIGN USAGE CHARGES

- 33.1 Agentless email feature is only available on Genesys Cloud 2 and 3 subscriptions
- 33.2 Genesys Cloud supports sending email messages with the Email campaigns and Agentless email notifications features
- 33.3 The agentless email notifications feature allows you to send email notifications automatically without

involving an agent. Usage charges apply

33.4 Pricing per email sent is as follows. Charges are applied retrospectively to your Telstra invoice based on usage

License Type	Per email (AUD)
Named	\$0.001820
Concurrent	\$0.001820

34 DEFINITIONS

34.1 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 Genesys Cloud Service.

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

Available or Availability means your Genesys Cloud 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, Territory or Country 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 Genesys Cloud 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 is anyone that has logged into the Genesys Cloud Service at least once during the relevant billing month. If a concurrent license model is selected, all your Genesys Cloud Service Users are licensed as concurrent.

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 Genesys Cloud 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 Genesys Cloud 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 in which Genesys Cloud Service or key functionalities of the Genesys Cloud Service are not Available, or any unplanned outage which is less than 90 seconds.

Professional Services means the services described in clause 11 of this Service Schedule.

Genesys Cloud 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 Genesys Cloud platform.

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

Security Features means the features and functionality associated with the Genesys Cloud 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 Genesys Cloud Service that consists of sensitive or Confidential Information used in connection or transmitted by the Genesys Cloud Service including but not limited to personal health information, Personal Information and card data.

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 Genesys Cloud 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.

Uptime Minutes – means the actual numbers of minutes during a month in which all Genesys Cloud functionality necessary to perform real-time interactions between Customer and its customers/clients (e.g., inbound voice, outbound voice, IVR routing) are accessible (not including Planned Outages).

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

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