Service description	**服务说明**
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INTRODUCTION This document lists INFOBIP's services and defines their chargeable events.	**简介** 本文件列明英富必的服务及相应收费情况的定义。
DISCLAIMER Infobip does not warrant the availability of listed Channels in each country. Geographic coverage of Channels by country shall be agreed upon separately between the Infobip representative and the Customer.	**免责声明** 英富必不保证所列通道在各个国家/地区的可用性。关于按国家/地区划分的通道，其地理区域覆盖范围应由英富必代表和客户单独商定。
SAAS SERVICES	**软件即服务 (SAAS)**
CONVERSATIONS	**即时对话 (CONVERSATIONS)**
1. Service description Conversations is INFOBIP's contact center service, which enables engagement in conversations with End-Users over multiple channels. Conversations is available either as a web interface (Conversations Full solution), mobile app or over HTTP API (Conversations API), with the following functionality: Conversation threading, Conversation management: queue and routing management, agent assignment, resolution management, history overview.	**1.服务说明** 即时对话 (CONVERSATIONS)是英富必的联络中心服务，可通过多种渠道与最终用户对话。 即时对话 (CONVERSATIONS)可作为网页界面（即时对话全套解决方案）、移动应用程序或通过 HTTP API (Conversations API) 使用，具有以下功能：对话线程、对话管理：队列和路由管理、代理分配、解决方案管理、历史记录概览。
2. Chargeable events and other particulars **Conversations Full solution** CLIENT shall be granted a package of Monthly Active Agents (MAA) and be charged a monthly fee for the same. CLIENT shall be prohibited from using Named User Licences for more than 1 (one) concurrent session. Named User Licences cannot be transferred from one user to another and shared simultaneously by more users. A user is anyone that has access to Conversation product, for example: admin, supervisor, agent, or any other role. Named User Pricing is billed at the first of each month. The number of seats is calculated as the number of users associated with your account that have access to any part of the Conversations product. If a new user is provisioned within the month, an additional seat will be billed at the time of provisioning. Users added during the month will be charged for the full cost of the user and not be prorated. When selecting Named User Pricing, the initial charges for the first month will be prorated based on the day of the transfer.	**2.收费情况及其他详情** **即时对话全套解决方案** 支付相应月费后，客户端可获得每月活跃代理 (MAA) 套餐。 禁止客户端在 1（一）个以上的并行对话中使用同一用户许可。 指定用户许可不得由某个用户转让给另一个用户，也不得由多个用户同时共享。用户是指可以使用即时对话产品的任何人，例如：管理员、主管、代理或任何角色。 指定用户套餐在每月第一天结算。坐席数按与您账户相关联且有权使用任何即时对话产品的用户数计算。如果在月内为新用户提供服务，则将在提供服务时收取额外的席位费用。 当月新增用户的费用将全额收取，而不是按比例收取。 选定指定用户套餐时，初始第一个月的月费将自付费日起按比例收取。 客户端的费用将按当月最大的并行用户数计算。例如，取消服务后重新添加用户不会产生额外费用。

Client shall be billed for the maximum concurrent users each month. For example, deprovisioning and then re-adding a user would not incur an extra charge. CLIENT shall, in addition to MAA package, be charged separately per Chargeable Event of the channel(s) that CLIENT chooses to use from the list of those mentioned below. Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately. Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement. **Other particulars:** **"Monthly Active Agents (MAA)"** is the number of named user license that were used within the month. A user is anyone that has access to Conversation product, example: admin, supervisor, agent or any other role. **"Named User Licence"** means an exclusive licence assigned by INFOBIP to a single CLIENT representative in order to access and use INFOBIP's Conversations UI. CLIENT instructs INFOBIP to create profiles of CLIENT's customers that are contacting the CLIENT, facilitate the categorization of the type of customers within CDP (Customer Data Platform). In addition, the CLIENT authorizes INFOBIP to implement new features and optimize the Services the CLIENT uses. INFOBIP shall notify the CLIENT about the details of such new features or optimization, enabling the CLIENT the possibility to opt-out from such new features or optimization before they become effective. **Conversations API** CLIENT shall be granted a package of Monthly Active Conversations and be charged a monthly fee for it. CLIENT shall, in addition to Active Conversations package, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below. Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately. Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference	除 MAA 套餐外，还将根据客户端在下述列表中选择使用的通道，就每种收费情况单独向客户端收费。 额外服务包括但不限于，长短号、安装费用、IP 地址以及套餐中未含并需单独收费的其他服务。 客户端选择的服务套餐应按纳入主协议的参考目录（线上）或按服务协议的附表 2 《商业计划书》实行。 **其他详情：** **"每月活跃代理 (MAA)"** 是指当月内使用的指定用户许可数量。用户是指可以使用即时对话产品的任何人，例如管理员、主管、代理或任何角色。 **"指定用户许可"** 是指英富必分配给单个客户端代表的专属许可，以便访问和使用英富必的即时对话 UI。 客户指示英富必创建与客户联系的顾客的档案，促进 CDP（客户数据平台）内客户类型的分类。 此外，客户授权英富必实施新功能并优化客户使用的服务。英富必应通知客户此类新功能或优化的详细信息，使客户能在此类新功能或优化生效之前 有退出的选择。 **即时对话 API** 支付相应月费后，客户端可获得每月活跃即时对话套餐。 除活跃即时对话套餐外，还将根据下述列表中客户端选择使用的通道，就每种收费情况单独收费。 额外服务包括但不限于，长短号、安装费用、IP 地址以及套餐中未含并需单独收费的其他服务。 客户端选择的服务套餐应按纳入主协议的参考目录（线上）或按服务协议的附表 2 《商业计划书》实行。 **其他详情：** **"每月活跃即时对话 (MAC)"** 是指当月内活跃的即时对话数量。活跃即时对话是指在收费月内交换了至少 1 条消息的对话。对话是参与者之间交换消息的线程或集合。活跃即时对话中所涉的消息是在一个对话中的参与者之间交换的入站或出站消息。

(online) or in Schedule 2 – Business proposal of Master Services Agreement. **Other particulars:** **"Monthly Active Conversations (MAC)"** is the number of active conversations active within the month. An active conversation is a conversation having at least 1 message exchanged within the charged month. A conversation is a thread or container for messages exchanged between participants. Message involved in Active Conversation is either an inbound or outbound message exchanged between participants within one conversation.	
<mark>**MOMENTS**</mark> **1. Service description** Moments is INFOBIP's service consisting of both web and API interfaces which enables the CLIENT to communicate with End-Users through different channels as well as segment, automate and analyze the audience and the communication. **2. Chargeable events and other MOMENTS particulars** CLIENT shall be granted a package ofMonthly Engaged Person and be charged a monthly fee for it. In case the CLIENT goes over allotted Monthly Engaged Person limit in chosen package, the CLIENT shall be charged per additional Monthly Engaged Person. CLIENT shall, in addition to Monthly Engaged Person, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below. Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately. Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement. **Other particulars:** **"Moments"** shall mean both individually and collectively the Services provided to Client under this agreement consisting of Broadcast, Events, Flow, People and Push / MAM. **„Monthly Engaged Person (MEP)"** shall mean any one End-user which in a period of one calendar month a) received at least one message sent by Client via Flow over any Channel listed below and/or b) entered into a Flow session through an inbound message over any Channel listed below.	<mark>**自动化客户互动平台 (MOMENTS)**</mark> **1.服务说明** 英富必的 Moments 服务由 Web 和 API 接口组成，让客户端能够通过不同的通道与最终用户交流，并细分、自动化和分析受众和交互。 **2.MOMENTS 收费项目及其他详情** 支付相应月费后，客户端可获得每月参与人员套餐。 如果客户端超出所选套餐中分配的每月参与人数限额，则按超额的每月参与人数收费。 除每月参与人员外，还将根据客户端在下述列表中选择使用的通道，就收费项目单独向客户端收费。 额外服务包括但不限于，长短号、安装费用、IP 地址以及套餐中未含并需单独收费的其他服务。 客户端选择的服务套餐应按纳入主协议的参考目录（线上）或按服务协议的附表 2 《商业计划书》实行。 **其他详情：** **"Moments"** 是指根据本协议向客户提供的单独和集体服务，包括广播（Broadcast）、事件（Events）、流（Flow）、人员（People）和推送（Push）/MAM。 **"每月参与人员 (MEP)"** 是指任何一个最终用户在一个日历月内 a) 至少收到一条由客户端使用以下所列的任何通道通过 Flow 发送的消息和/或 b) 使用以下所列的任何通道的入站消息进入 Flow 会话。

1. Service description INFOBIP's Answers service is a platform for building, testing and deploying Chatbots, which enables automatization of the conversation with End-Users through different channels. **2. Chargeable events and other ANSWERS particulars** CLIENT shall be granted a package ofMonthly Active Sessions (MAS) and be charged a monthly fee for it. In case the CLIENT goes over allotted MAS limit in chosen package, the CLIENT shall be charged additional Session charge. CLIENT shall, in addition to the MAS package, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below. Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately. Events feature is incorporated in Answers Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement. **Other particulars:** „**Monthly Active Sessions (MAS)**" is the number of active sessions within the month. **"Session"** shall mean the conversation which consists of multiple inbound and outbound messages between an End-user and the Chatbot. A session is triggered, and it gets created, by a message received from the End-user. Each session consists of multiple messages and is not limited by the number of messages exchanged. The session will be closed when: a) a pre-specified time (expressed in minutes) elapses from any message, from either side, with that message unanswered b) on successful operation of Chatbot c) session is transferred to an agent based on Chatbot or an Agent request. The duration of such session timeout can be configured in Bot configuration, but it is limited to a maximum of 24 (twenty four) hours. **"Chatbot"** means a computer program that simulates and processes written or spoken human conversations;	**1.服务说明** 英富必的 Answers 服务是一个用于构建、测试和部署聊天机器人的平台，可以通过不同通道实现与最终用户自动对话。 **2.ANSWERS 收费情况及其他详情** 支付相应月费后，客户端可获得每月活跃会话套餐（MAS）。 如果客户端超出所选套餐中分配的 MAS 限额，则按超额的会话数量收费。 除 MAS 套餐外，还将根据客户端在下述列表中选择使用的通道，就每种收费情况单独向客户端收费。 额外服务包括但不限于，长短号、安装费用、IP 地址以及套餐中未含并需单独收费的其他服务。 Events 功能内置于 Answers。 客户端选择的服务套餐应按纳入主协议的参考目录（线上）或按服务协议的附表 2 《商业计划书》实行。 **其他详情：** **"每月活跃会话 (MAS)"**是指当月内活跃会话的数量。 **"会话"**是指由最终用户和聊天机器人之间的多个入站和出站消息组成的对话。会话通过收到最终用户发来的消息触发并创建。每个会话由多条消息组成，交换消息的数量没有限制。会话将在出现以下情况时关闭：a) 任何一方发出的任何消息经过预先设定的时间（以分钟表示）未有应答，b) 聊天机器人已成功解决最终用户的问题，或者 c) 会话已由聊天机器人或经员工的请求转接至某一员工。该等会话的超时时限可以在 Bot 配置中进行设置，但上限是 24（二十四）个小时。 **"聊天机器人"**指模拟和处理人类的书面或口头对话的计算机程序;
SAAS FEATURES:	**SAAS 功能：**

The following is the list of features that, among other, come as part of one of SaaS services: **"Events"** shall mean a feature within the solution provided by Infobip which allows tracking, storage and analysis of customer behaviour collected from mobile, web or 3rd party services; **"Flow"** shall mean a visual tool provided by Infobip to Client that allows to build complex, multichannel communication flows based on a predefined audience or behavioural triggers within the solution provided by Infobip; **"Broadcast"** shall mean a tool provided by Infobip to Client that enables the Client to send single channel one-time communication to End Users within the solution provided by Infobip; **"Mobile App Messaging"** is a feature, available exclusively within the SaaS Services, which enables customers to deliver Push notification (messages which are sent over the Internet Protocol to the end users smartphone. They are targeting the application which is previously installed by end user on the smartphone), using Apple Push Notification Service (APNS), Google Cloud Messaging (GCM) and Firebase Cloud Messaging (FCM) system, to end-user's smartphone; **"Messenger"** is a feature, available exclusively within the SaaS Services, that shall enable CLIENT to deliver mobile terminated standard and subscription messages to the Messanger Platform through the INFOBIP Platform as well as processing messages received from Messenger Platform. "Messanger Platform" means the platform and associated systems, network connection and interfacing capabilities used and operated by Facebook. "Facebook" shall mean Facebook Inc, a company incorporated in the United States and whose registered office is situated at 1 Hacker Way, Menlo Park, California 94025	以下是构成其中 SaaS 服务的部分功能列表，包括但不限于： **"Events"**是指英富必所提供解决方案的一项功能，允许跟踪、存储和分析从移动应用程序、网络或第三方服务处收集的客户行为； **"Flow"**是指英富必向客户提供的可视化工具，允许根据英富必所提供解决方案中的预定义受众或行为触发器，构建复杂的多通道通信流； **"Broadcast"**是指英富必向客户提供的工具，让客户能够在英富必提供的解决方案内向最终用户单向发送信息的一次性通信； **"Mobile App Messaging（移动应用程序消息）"** 是一项仅在 SaaS 服务中可用的功能，让客户端能够（通过网际协议将消息发送到最终用户的智能手机。该消息针对的是最终用户之前在智能手机上安装的应用程序），使用 Apple Push Notification Service (APNS)、Google Cloud Messaging (GCM) 和 Firebase Cloud Messaging (FCM) 系统，将 Push 通知发送到最终用户的智能手机； **"Messenger（即时通讯）"**是一项仅在 SaaS 服务中可用的功能，让客户端能够通过英富必平台向 Messanger 平台发送终端终止标准和订阅消息，并处理从 Messenger 平台接收的消息。"Messenger 平台"是指 Facebook 使用和运营的平台及相关系统、网络连接和接口功能。"Facebook"是指 Facebook Inc.，该公司注册于美国，其注册办事处地址是 1 Hacker Way, Menlo Park, California 94025。
CHANNELS / COMMUNICATION SERVICES	通道/通信服务

1. **Service Description**
   1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated SMS (SMS MT) and receive mobile originated messages (SMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform.
 	
   2. INFOBIP Services include:
	1. **服务说明**
	   1. 英富必服务中包括让客户端能够通过平台发送终端终止短信 (SMS MT)，并从全球多个移动网络运营商处接收终端发起短信 (SMS MO)的解决方案。
	
	   2. 英富必服务包括：
	
	   a. 客户信息系统和英富必平台之间的连接；

a. Connectivity between CLIENT's information system and the INFOBIP Platform;

b. Configuration of the Platform to receive traffic generated by CLIENT and the handling and routing of such SMS traffic, as well as traffic received from the Network Operators for the CLIENT (if applicable);

c. Billing of such SMS traffic processed by INFOBIP; and

d. Technical Support.

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;

b. Route SMS traffic generated by CLIENT to available Network Operators;

c. Route SMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);

d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;

b. Ensure that its own information systems are properly configured to:

i. route SMS traffic to the Platform, and ii. receive inbound traffic from the Platform (if applicable);

c. Ensure that an appropriate Service Request shall first have been received from the End User;

d. Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users

b. 配置接收客户端所产生流量的平台以及该等短信流量的处理和路由，并接收来自客户端的网络运营商的流量（如适用）；

c. 对英富必处理的该等短信流量进行计费；和

d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

b. 将客户端生成的短信流量路由到可用的网络运营商；

c. 将来自最终用户的网络运营商的短信流量路由到客户端的信息系统（如适用）；

d. 开具向客户提供英富必服务相关所有费用的发票；

e. 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。

4. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

b. 确保自身的信息系统正确配置如下：

i. 将短信流量路由到平台，并 ii. 接受来自平台的入站流量（如适用）；

c. 确保应首先接受最终用户发送的适当服务请求；

d. 自费创建和维护一个可更新的数据库，其中含有相应的服务请求以及最终用户接收经英富必处理的每条消息的 OPT OUT/STOP 请求，以及

i. 在适用法律规定的必要期限内保留证据，证明发送给最终用户的每条消息均为响应已经过验证的服务请求；
ii. 在英富必提前 5 天发出书面要求的通知时，向英富必提供该等证据；

receiving each message processed by INFOBIP, and i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation; ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice; **e.** Ensure under no circumstances to send Unsolicited SMS (SPAM) to the messaging Platform; **f.** Announce a larger volume of traffic a few days in advance; and **g.** Fulfill all its payment obligations.	**e.** 确保在任何情况下均不会向短信平台发送垃圾短信 (SPAM)； **f.** 提前数天通知需要更大流量；以及 **g.** 履行其所有付款义务。
2. Chargeable event and other SMS Particulars **"MT Chargeable Event"** means SMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator; **"MO Chargeable Event"** shall mean SMS sent by the End User which is successfully accepted by INFOBIP Platform; **"Network Operator"** means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; **"Successful Submit"** means INFOBIP accepts the SMS sent from the CLIENT and validate the SMS before submitting SMS for onward routing. INFOBIP shall return Successful Submit to the CLIENT to register SMS has been successfully submitted for routing and then delivered by Network Operator to End-User. SMS which does not pass INFOBIP's validation tests is rejected and error message returned to the CLIENT and SMS not charged.	**2. 短信收费事件情况及其他详情** **"MT 收费事件"**是指客户端发送给英富必且英富必已成功提交给目标网络运营商的短信。 **"MO 收费事件"**是指由最终用户发送且经英富必平台成功接收的短信； **"网络运营商"**指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； **"成功提交"**是指英富必接收客户端发送的短信并对其验证后提交接力路由。英富必应将成功提交状态返回客户端，说明短信已成功提交路由并随即由网络运营商发送给最终客户。未通过验证测试的短信将被拒绝，并向客户端返回出错信息，且该短信不收费。
<mark>MMS</mark> **1. Service Description** 1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated MMS messages (MMS MT) and receive mobile originated MMS messages (MMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform. 2. INFOBIP Services include:	**<mark>彩信（MMS）</mark>** **1. 服务说明** 1. 英富必服务中包括一种解决方案，让客户端能够通过平台发送终端终止彩信消息 (MMS MT)，并从全球多个移动网络运营商处接收终端发起彩信消息 (MMS MO)。 2. 英富必服务包括： **a.** 客户信息系统和英富必平台之间的连接 ；

a. Connectivity between CLIENT's information system and the INFOBIP Platform;

b. Configuration of the Platform to receive traffic generated by CLIENT and the handling and routing of such MMS traffic, as well as traffic received from the Network Operators for the CLIENT (if applicable);

c. Billing of such MMS traffic processed by INFOBIP; and

d. Technical Support.

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;

b. Route MMS traffic generated by CLIENT to available Network Operators;

c. Route MMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);

d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;

b. Ensure that its own information systems are properly configured to:

i. route MMS traffic to the Platform, and
ii. receive inbound traffic from the Platform (if applicable);

c. Ensure that an appropriate Service Request shall first have been received from the End User;

d. Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users

b. 接收客户端所产生流量的平台配置以及该等彩信流量的处理和路由，并接收来自客户端的网络运营商的流量（如适用）；

c. 对英富必处理的该等彩信流量进行计费；以及

d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

b. 将客户端生成的彩信流量路由到可用的网络运营商；

c. 将来自最终用户的网络运营商的彩信流量路由到客户端的信息系统（如适用）；

d. 开具向客户提供英富必服务相关所有费用的发票；

e. 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。

4. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

b. 确保自身的信息系统正确配置如下：

i. 将彩信流量路由到平台，并
ii. 接受来自平台的入站流量（如适用）；

c. 确保应首先收到最终用户发送的适当服务请求；

d. 自费创建和维护一个可更新的数据库，其中含有相应的服务请求以及最终用户接收经英富必处理的每条消息的 OPT OUT/STOP 请求，以及

i. 在适用法律规定的必要期限内保留证据，证明发送给最终用户的每条消息均为响应已经过验证的服务请求；
ii. 在英富必提前 5 天发出书面要求的通知时，向英富必提供该等证据；

receiving each message processed by INFOBIP, and i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation; ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice; **e.** Ensure under no circumstances to send Unsolicited MMS (SPAM) to the messaging Platform; **f.** Announce a larger volume of traffic a few days in advance; and **g.** Fulfill all its payment obligations.	**e.** 确保在任何情况下均不会向消息平台发送垃圾彩信 (SPAM)； **f.** 提前数天通知需要更大流量；以及 **g.** 履行其所有付款义务。
2. Chargeable event and other MMS Particulars **"MT Chargeable Event"** means MMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator; **"MO Chargeable Event"** shall mean MMS sent by the End User which is successfully accepted by INFOBIP Platform; **"Network Operator"** means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; **"Successful Submit"** means INFOBIP accepts the MMS sent from the CLIENT and validate the MMS before submitting MMS for onward routing. INFOBIP shall return Successful Submit to the CLIENT to register MMS has been successfully submitted for routing and then delivered by Network Operator to End-User. MMS which does not pass INFOBIP's validation tests is rejected and error message returned to the CLIENT and MMS not charged.	**2. 彩信收费事件及其他详情** **"MT 收费事件"**是指客户端发送给英富必且英富必已成功提交给目的网络运营商的彩信。 **"MO 收费事件"**是指由最终用户发送且经英富必平台成功接收的彩信； **"网络运营商"**指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； **"成功提交"**是指英富必接收客户端发送的彩信并对其验证后提交接力路由。英富必应将成功提交状态返回客户端，说明彩信已成功提交路由并随即由网络运营商发送给最终客户。未通过验证测试的彩信将被拒绝，并向客户端返回出错信息，且该彩信不收费。

==Number Lookup==
 	
1. Service Description
    1. INFOBIP Services feature a solution that shall enable CLIENT to improve delivery rates of their traffic to mobile Network Operator subscribers worldwide, including (according to a service package assigned to the client):
 	
    a. Number availability;
    b. Portability indication;
    c. Roaming indication.
	==号码查询（Number Lookup）==
	
	1. 服务说明
	    1. 英富必服务中配有一个解决方案，让客户端能够提高其向全球范围内移动网络运营商用户的信息送达率，包括（根据分配给客户的服务套餐）：
	
	    a. 号码可用性；
	    b. 可携指示；
	    c. 漫游指示。

2. INFOBIP Services include: **a.** Connectivity between CLIENT's information system and the INFOBIP Platform; **b.** Configuration of the Platform to query available Network Operator Home Location Register (HLR) for such information; **c.** Billing of such traffic processed by INFOBIP; and **d.** Technical Support. 3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: **a.** Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; **b.** Route Number Lookup traffic generated by CLIENT to available Network Operators; **c.** Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; **d.** Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services. 4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: **a.** Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP; **b.** Ensure that its own information systems are properly configured to route Number Lookup traffic to the Platform; **c.** Use INFOBIP Service only for internal purposes without providing any received information to Third Parties; **d.** Ensure that, in case of any SMS submission to the Subscriber Number, another SS7 MAP SRI_for_SM query will be performed before Forward Short Message (FSM) from the same GT as FSM; **e.** In case of Network Operator complaint, provide logs indicating that before the SMS submission to the Subscriber Number that INFOBIP Service was used for, the SS7 MAP SRI_for_SM was directed to the Network Operator from the same GT as FSM; and	2. 英富必服务包括: **a.** 客户信息系统和英富必平台之间的连接; **b.** 为该等信息查询可用网络运营商归属位置寄存器 (HLR) 的平台配置; **c.** 对英富必处理的该等流量进行计费;和 **d.** 技术支持。 3. 在提供英富必服务时,除了本协议规定的条款外,英富必应: **a.** 确保客户的信息系统和平台之间的连接经过测试并可使用; **b.** 将客户端生成的号码查询流量路由到可用的网络运营商; **c.** 开具向客户提供英富必服务相关所有费用的发票; **d.** 管理与网络运营商的所有合同关系,确保英富必服务的可使用性。 4. 除了承担应尽义务外,客户还应进一步承诺: **a.** 通过正确填写英富必提供的所有技术表格来提供所有配置信息; **b.** 确保自身的信息系统正确配置,可将号码查询流量路由至平台; **c.** 仅将英富必服务用于内部目的,不得将接收的任何信息提供给第三方; **d.** 确保在向用户号码发送任何短信时,先执行与转发短消息 (FSM) 来自同一 GT 的另一个 SS7 MAP SRI_for_SM 查询; **e.** 在网络运营商投诉时提供日志,证明在向使用英富必服务的用户号码提交短信前,与 FSM 来自同一 GT 的 SS7 MAP SRI_for_SM 已定向到网络运营商;以及 **f.** 履行其所有付款义务。 **2. 号码查询收费事件及其他详情** "**收费事件(Chargeable Event)**"是指英富必向网络运营商提交的每个号码查询请求;

f. Fulfil all its payment obligations. **2. Chargeable Event and other Number Lookup Particulars** "**Chargeable Event**" means each Number Lookup Request submitted by INFOBIP to the Network Operator; "**Network Operator**" means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; "**Number Lookup Request**" means the query to the Network Operator HLR database producing detailed information for a mobile number; "**SS7 MAP SRI_for_SM message**" means Send Routing Information message; "**FSM**" means Forward Short Message, which is part of GSM MAP protocol used for SMS content delivery to mobile device**;** "**GT**" means Global Title, a numbering system conforming to the International Telecommunications Union Telecommunications Standardisation Sector recommendation E.214, which is used to route information to appropriate nodes in a cellular radio system.	"**网络运营商**"指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； "**号码查询请求**"是指向网络运营商 HLR 数据库查询某个手机号码生成的详细信息； "**SS7 MAP SRI_for_SM 消息**"是指发送路由信息消息； "**FSM**"是指转发短消息，属于用来向移动设备发送短信内容的 GSM MAP 协议的一部分**；** "**GT**"是指全球标码，一个符合国际电信联盟电信标准化部门 E.214 建议书的编号系统，用于将信息路由到蜂窝无线电系统中的适当节点。

1. Service Description
   1. INFOBIP Services include a solution that shall enable the CLIENT to use local Numbers from multiple Network Operators worldwide for outbound and inbound communication with End Users.
 	
   2. INFOBIP Services include:
 	
   a. Provisioning of a Number with desired capabilities (limited by availability and local regulations) such as:
 	
   i. Support for SMS, MMS and/or Voice communication;
   ii. Possibility to receive inbound traffic;
   iii. Upon request of the CLIENT the possibility to be used as an SMS and/or MMS Originator and/or Voice Caller ID.
 	
   b. Configuration of the Number for inbound and outbound communication;
 	
   c. Billing of such Numbers and associated fees processed by INFOBIP; and
	号码和短代码
	
	1. 服务说明
	   1. 英富必服务中包括一种解决方案，让客户端能够使用来自全球多个网络运营商的本地号码与最终用户进行出站和入站通信。
	
	   2. 英富必服务包括：
	
	   a. 提供具有所需功能（受可用性和当地法规限制）的号码，例如：
	   i. 短信、彩信和/或语音通信支持；
	   ii. 可以接收入站流量；
	   iii. 可以根据客户端请求，用作短信和/或彩信发起方和/或语音来电显示。
	
	   b. 配置入站和出站通信号码；
	
	   c. 对英富必处理的该等号码和相关费用进行计费；以及
	
	   d. 技术支持。

d. Technical Support.

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

a. Request necessary documents as mandated by the local regulations from CLIENT prior to Number provisioning;

b. Ensure that the Number is successfully provisioned and operational;

c. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services;

d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP.

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

a. Provide through completion of all registration and technical forms and requests provided by INFOBIP:

i. Registration information and authorization as mandated by the local regulations;
ii. Technical configuration information.

b. Ensure that procured Numbers shall be used in accordance with the local regulations;

c. Fulfil all its payment obligations.

2. Chargeable event and other Numbers Particulars

"Number" means long number, toll-free number, or short code provisioned from Network Operators according to capabilities desired by the CLIENT;

"Setup Fee chargeable event" means a Number was provisioned according to the CLIENT request and set up on INFOBIP Platform;

"Recurring Fee chargeable event" means a regular payment for upkeep of the Number and keeping it reserved for the CLIENT;
"Network Operator" means any company operating a fixed line, GSM or CDMA-based telephony network, offering telephony services to its subscriber base;

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

a. 在提供号码之前，向客户端索取当地法规要求的必要文件；

b. 确保号码成功配置和可用；

c. 管理与网络运营商的所有合同关系，确保英富必服务的可用性；

d. 开具向客户端提供英富必服务相关所有费用的发票。

4. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过填写英富必提供的所有注册和技术的表格及要求，提供以下信息：

i. 当地法规规定的注册信息和授权；
ii. 技术配置信息。

b. 确保按照当地法规使用已购买的号码；

c. 履行其所有付款义务。

2. 号码收费事件及其他详情

"号码"是指网络运营商根据客户所需的功能提供的长号、免费号码或短代码；

"安装费用收费事件（Setup Fee chargeable event）"是指根据客户端请求，予以提供并在英富必平台上设置的号码；

"经常性费用收费事件（Recurring Fee chargeable event）"指维持并将为客户端保留号码的定期付款；

"网络运营商"指运营基于 GSM 或 CDMA 的固定线路电话网络，为其用户群提供电话服务的任何公司；

1. Service Description

1.服务说明

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1. INFOBIP Services features a solution that shall enable CLIENT to deliver emails through the Platform.

2. INFOBIP Services include:

   a. Connectivity between CLIENT's information system and the INFOBIP Platform;

   b. Configuration of the Platform to receive email traffic generated by CLIENT and the handling and routing of such email traffic to Email Service Providers;

   c. Billing of such Email traffic processed by INFOBIP; and

   d. Technical support.

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

   a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;

   b. Route Email traffic generated by CLIENT to Email Service Providers;

   c. Invoice CLIENT for all INFOBIP Charges)relative to the provision of the INFOBIP;

   d. Manage all contractual relationships with Email Service Providers to ensure the operability of the INFOBIP Services; and

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

   a. Provide all the configuration information through the proper completion of all technical instructions provided by INFOBIP;

   b. Ensure that its own information systems are properly configured to route email traffic to the Platform;

   c. Create and maintain at its own expense a database of End-Users receiving each email message processed by INFOBIP;

   d. Ensure under no circumstances to send Unsolicited Email (SPAM) to the messaging Platform;

   e. Announce a larger volume of traffic a few days in advance; and

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1. 英富必服务中包括一种解决方案，让客户端能够通过平台发送电子邮件。

2. 英富必服务包括：

   a. 客户信息系统和英富必平台之间的连接；

   b. 接收客户端所产生电子邮件流量的平台配置并处理和路由该等电子邮件流量到电子邮件服务提供商；

   c. 对英富必处理的该等电子邮件流量进行计费；以及

   d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

   a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

   b. 将客户端生成的电子邮件流量路由到电子邮件服务提供商；

   c. 开具向客户提供英富必服务相关所有费用的发票；

   d. 管理与电子邮件服务提供商的所有合同关系，确保英富必服务的可使用性；以及

4. 除了承担应尽义务外，客户还应进一步承诺：

   a. 通过正确填写英富必提供的所有技术指示来提供所有配置信息；

   b. 确保自身的信息系统正确配置，可将电子邮件流量路由至平台；

   c. 自费创建和维护一个最终用户数据库，接收经英富必处理的每封电子邮件；

   d. 确保在任何情况下均不会向消息平台发送垃圾电子邮件 (SPAM)；

   e. 提前数天通知需要更大流量；以及

   f. 履行其所有付款义务。

2.电子邮件收费事件及其他详情

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f. Fulfil all its payment obligations	**"收费事件"**是指客户端发送给英富必且英富必已成功提交给目的电子邮件服务提供商的电子邮件。
2. Chargeable Event and other Email Particulars	
"Chargeable Event" means Email sent by CLIENT to INFOBIP which is subject to Email Successful Submit by INFOBIP to destination Email Service Provider;	"**电子邮件**"是电子化信件的简称，其定义是使用专用软件通过计算机或终端之间的电信连接系统发送的消息；
"**Email**" short for electronic mail, defined as messages sent via a system of telecommunication links between computers or terminals using dedicated software;	**"成功提交电子邮件"**是指英富必接收客户端发送的电子邮件并对其验证后提交接力路由。英富必应将成功提交电子邮件状态返回客户端，说明电子邮件已成功提交路由。未通过验证测试的电子邮件将被拒绝，并向客户端返回出错信息，且该电子邮件不收费。客户端向英富必发送的电子邮件地址格式无效或发送到无效地址的电子邮件地址，将在第一次提交给电子邮件服务提供商时收取费用，并在收到电子邮件服务提供商的出错信息后列入黑名单。客户端向已被英富必列入黑名单的电子邮件地址发送的任何后续消息将不予提交且不收费；
"**Email Successful Submit"** means INFOBIP accepts the Email sent from the CLIENT and validate the Email before submitting Email for onward routing. INFOBIP shall return Email Successful Submit to the CLIENT to register Email has been successfully submitted for routing. Email which does not pass INFOBIP's validation tests is rejected and error message returned to the CLIENT and email not charged. Emails addresses sent by CLIENT to INFOBIP which are of invalid format or which are sent to invalid address shall upon submission to the Email Service Provider for the first time be charged and after receipt of error from Email Service Provider be included on suppression list. Any subsequent message sent by CLIENT to INFOBIP for email address on suppression list shall not be submitted and shall be subject to charge;	
	"**电子邮件服务提供商**"是指英富必在电子邮件消息传递链中使用的技术合作伙伴；
"**Email Service Provider**" means INFOBIP's technology partner(s) used in the chain of delivery of Email messages;	"**网络运营商**"与上述电子邮件服务提供商的含义相同；
"**Network Operator**" means Email Service Provider as defined above;	**同意**——电子邮件（营销电子邮件/时事通讯）原则上只能发送给已同意使用该服务 (Opt-In) 的收件人。同意必须符合以下先决条件：
Consent – Emails (marketing emails/newsletters) may, in principle, only be sent to recipients who have provided their consent to this service (Opt-In). The consent must comply with the following prerequisites:	
• Consent to receiving advertising material via email/newsletter must, in particular, be granted actively and separately. The recipient must either click/check a box or otherwise similarly declare their clear agreement. This declaration may not form part of any other declarations (e.g. consent to general terms and conditions of business, general data protection provisions) and may only relate to advertising.	• 通过电子邮件/时事通讯接收广告的同意尤其必须是主动和单独授予。收件人必须点击/选中一个方框或以其他方式声明其明确同意。该同意声明不得构成任何其他声明的一部分（例如同意一般业务条款和条件与一般数据保护规定等），并且仅可与广告有关。
	• 必须在特定情况下以知情的方式给予同意。必须明确指定同意的受益人。所发送电子邮件的营销行业和领域必须明确且易于理解。
• Consent must be given for the specific context and in an informed manner. The beneficiary of the consent must be explicitly named. The sector and the areas for which marketing emails are to be sent must be specified clearly and understandably.	• 需要注意的是，未成年人的同意仅在以下情况时有效：
	○ 未成年人已年满 16 岁，或
	○ 法定监护人已同意。
	• 在取得同意时，必须清晰明确地注明可随时撤回同意并在日后有效的选项。该同意还必须含有有关如何撤回同意以及向谁撤

- It should be noted that the consent of minors is only valid if:

    o the minor has reached the age of 16 years, or
    o the legal guardians have given consent.

- The option to revoke consent at any time with future effect must be clearly and explicitly indicated at the time of obtaining consent. This must also contain information as to how consent may be revoked and with whom. The option to revoke consent may not be more complicated than the obtaining of the consent. Revoked consent must be implemented after five (5) working days at the latest.

On an exceptional basis, emails may also be sent to customers without explicit opt-in (see 1.1) under the following conditions:

- Existing customer relationship (existence of an exchange contract in return for payment),

- Direct advertising for similar proprietary products or services,

- Information about the option to object at any time (when obtaining and with each use of the email address), without incurring any costs arising other than transmission costs at basic rates, and

- The customer has not objected.

Data collection by third parties (e.g. through co-sponsoring) – When using email addresses that the CLIENT has acquired from third parties, the following applies:

- Before carrying out marketing measures, the CLIENT must ensure that consent declaration (see Point 1.1) exists. This consent declaration must also refer explicitly to the CLIENT.

- During the collection of the data the list of beneficiaries must be easy to understand and unambiguous for the user.

- The number of companies or individuals for whom the address data is collected has been/was reduced to a volume which precludes the forwarding of the user data to a disproportionately large group of third parties. The number must enable the user to easily grasp the significance and the scope

回同意的信息。撤回同意的选项不得比授予同意的选项复杂。已撤回的同意必须最迟在五 (5) 个工作日后生效。

如遇特殊情况，则在存在以下情况时也可能会向没有明确 Opt-In（参见 1.1）的客户发送电子邮件：

- 现有客户关系（存在交换合同以换取付款），

- 直接为类似的专有产品或服务宣传广告，

- 有关随时（在获取和每次使用电子邮件地址时）表示反对的选项信息，除基本费率的传输费用外，不得产生任何费用，且

- 客户并未反对。

第三方的数据收集（例如通过共同主办）——客户端使用从第三方获得的电子邮件地址时，以下内容适用：

- 在执行营销措施之前，客户必须确保已获得同意（参见第 1.1 点）。该同意声明还必须明确指明客户。

- 在收集数据期间，受益人名单必须清晰明确且易于用户理解。

- 收集地址数据的公司或个人数量已减少/被减少到一定数量，可防止将用户数据转发给不成比例的大量第三方。该数量必须确保用户容易理解其同意的意义和范围，并容易监控对其数据的合法处理。

为明确起见，必须说明的是生成地址数据的公司不得在并未特别获得用户的进一步同意声明的情况下将该地址数据转发给第三方。

电子邮件设计——缔约实体，即发件人的商业相关邮件合同合作伙伴，必须具有明确的可识别性。发送的每封电子邮件中均必须载明易于识别的法律注意事项全文（页脚）。法律注意事项必须包含以下详细信息：

- 发件人的设立名称和地址；如果是法人实体，还需包括法律结构、商业登记册、协会登记册、合伙企业登记册或合作社登记册，以及适用的注册号；
- 联系信息、至少一个有效的电话号码或电子联系表格以及电子邮件地址；
- 销售税识别号或企业识别号（如适用）。

of their consent, and to easily monitor the legal handling of their data. In the interest of clarity, it must be pointed out that the companies for whom the address data has been generated are not permitted to forward this address data to third parties without especially gaining a further consent declaration from the user **Design of the email** – The contracting entity, that is the mailer's contractual partner for a business-related mail, must be clearly identifiable. In every email sent, an easily recognizable legal notice (footer)must be contained as full text. The legal notice must contain the following details: • The name and address where the mailer is established; for legal entities also the legal structure, the commercial register, the association register, partnership register or the register of cooperatives, in which they are recorded and the applicable register number; • Contact information, at least one valid telephone number or an electronic contact form, and an email address; • A sales tax identification number or a business identification number, if applicable. Further obligations to provide information in accordance with national laws are not affected The option to revoke permission to send emails (Opt-out) must be indicated in every email. Unsubscribing from emails must always be possible without the recipient having to know any access data (for example, login and password). Exceptions can be granted in individual cases if different handling is required due to certain particularities of the service offered. The sender and the commercial nature of the message may not be obfuscated or concealed in the header and subject line of the email. An obfuscation or concealment occurs when the header and subject line have been intentionally designed such that the recipient, prior to viewing the content of the communication, receives either no information or misleading information about the actual identity of the sender or the commercial nature of the message.	不影响根据国家法律提供信息的其他义务。 必须在每封电子邮件中注明撤回发送电子邮件权限的选项 (Opt-out)。 收件人必须始终无需任何访问权限的数据（例如登录名和密码）即可取消订阅电子邮件。如果由于所提供服务具有某些特殊性而需要不同的处理，则允许在个别情况下存在例外情况。 邮件的标题和主题行中不得混淆或隐藏邮件的发件人和内容的商业性质。混淆或隐藏是指标题和主题行经过故意设计，让收件人查看通信内容之前并未察觉发件人的实际身份或内容的商业性质等相关信息，或收到的相关信息具有误导性。
<mark>**Email validation service**</mark> **1. Service Description** 1. INFOBIP Services features a solution that shall enable CLIENT to check validity of its	<mark>**电子邮件验证服务**</mark> **1.服务说明**

email addresses database through usage of the INFOBIP Platform.

2. INFOBIP Services include:

   a. Connectivity between CLIENT's information system and the INFOBIP Platform;

   b. Configuration of the Platform to receive queries about email addresses generated by CLIENT and the validation of such email addresses over Network Operator;

   c. Billing of such email validations processed by INFOBIP; and

   d. Technical support.

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

   a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;

   b. Route email validation queries initiated by the CLIENT to available Network Operator;

   c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

   d. Manage all contractual relationships with ESP-s to ensure the operability of the INFOBIP Services.

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

   a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;

   b. Ensure that its own information systems are properly configured to route email validation requests to the Platform;

   c. Announce a larger volume of traffic a few days in advance; and

   d. Fulfil all its payment obligations.

2. Chargeable Event and other Email validation Particulars

"Chargeable Event" means Email validation request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;

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1. 英富必服务中包括一种解决方案，让客户端能够通过使用英富必平台验证其电子邮件地址数据库的有效性。

2. 英富必服务包括：

   a. 客户信息系统和英富必平台之间的连接；

   b. 接收客户端所生成电子邮件查询的平台配置并通过网络运营商验证该等电子邮件地址；

   c. 对英富必处理的该等电子邮件验证进行计费；以及

   d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

   a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

   b. 将客户端发起的电子邮件验证查询路由到可用的网络运营商；

   c. 开具向客户提供英富必服务相关所有费用的发票；

   d. 管理与 ESP 的所有合同关系，确保英富必服务的可使用性。

4. 除了承担应尽义务外，客户还应进一步承诺：

   a. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

   b. 确保自身的信息系统正确配置，可将电子邮件验证请求路由至平台；

   c. 提前数天通知需要更大流量；以及

   d. 履行其所有付款义务。

2.电子邮件验证收费事件及其他详情

"收费事件"是指客户端发送给英富必且英富必已成功提交给目的网络运营商的电子邮件验证请求。

"成功提交"是指英富必接收客户端发送的电子邮件验证请求并对其验证后提交给网络运营商。

"Successful Submit" means INFOBIP accepts the Email validation request sent from the CLIENT and validate the request before submitting Email validation request to Network operator.	**"电子邮件验证请求"**指客户向英富必发送的请求，内容是对电子邮件地址进行检查。在英富必平台上收到该等请求后，英富必应将该等请求路由至网络运营商，并要求进行语法检查、基于角色的检查、一次性电子邮件地址检查和全域设置电子邮件地址检查。英富必平台收到网络运营商的回复后，如果电子邮件地址有效且存在，则向客户端返回"YES"回复，如果电子邮件地址无效或未找到，则回复"NO"，如果无法完成 SMTP 请求，则回复"UNKNOWN"。
"Email validation request" means request sent by the CLIENT towards INFOBIP, consisting of email address to be checked. On receipt of such request on INFOBIP Platform INFOBIP shall route such request to Network Operator with requests that Syntax check, Role -Based check, Disposable email address check and Catch-all email address check be made. Upon receiving the reply from Network operator's platform INFOBIP shall return to the CLIENT "YES" reply if email address is valid and existing, "NO" reply if email address is invalid or not found and "UNKNOWN" reply if the SMTP request could not be completed.	**"网络运营商"**是指以电子邮件服务提供商的身份运营，并为其用户群提供电子邮件功能服务的任何公司。
"Network Operator" means any company operating as an email service provider, offering email capabilities services to its subscriber base.	**"语法检查"**是指检查电子邮件地址的格式是否正确，可被视为有效的电子邮件地址。
"Syntax check" means checking whether the email address is of the right format to be considered a valid email address	**"基于角色的检查"**是指检查地址属于自然人，还是与公司、部门或收件人群组而非自然人关联的地址。
"Role-Based check" means checking whether the address belongs to physical person or it is an address associated with the company, department or a group of recipients instead of a real person	**"一次性电子邮件地址"**是指在一段时间后被废除的临时电子邮件地址。
"Disposable email address" means temporary email addresses which are revoked after a set period of time.	**"全域配置电子邮件地址检查"**是指检查电子邮件地址是否具有全域配置。全域配置是指服务器被配置为接收发送到域的所有电子邮件，无论指定邮箱是否存在。
"Catch-all email address check" means checking whether email address has a catch -all configuration. Catch all configuration is such configuration where server is configured to accept all emails sent to the domain regardless if the specified mailbox exists.	

<mark>**VIBER**</mark>	<mark>**VIBER**</mark>
1. Service Description	**1.服务说明**
INFOBIP Services (as defined in the Agreement) features a solution that shall enable CLIENT to deliver mobile terminated Service Messages to the Viber Platform through the INFOBIP Platform.	英富必服务（定义见本协议）中包括一种解决方案，让客户端能够通过英富必平台向 Viber 平台提供终端终止的服务消息。
INFOBIP Services include:	英富必服务包括：
1. Connectivity between CLIENT's information system and the INFOBIP Platform;	1. 客户信息系统和英富必平台之间的连接；
2. Configuration of the INFOBIP Platform to receive Viber traffic generated by CLIENT and the handling and routing of such Viber traffic to the Viber Platform;	2. 配置英富必平台以接收由客户所产生的 Viber 流量并处理和路由该等 Viber 流量到 Viber 平台；
	3. 对英富必处理的该等 Viber 流量进行计费；以及

3. Billing of such Viber traffic processed by INFOBIP; and

4. Technical support

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

1. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;

2. Route Viber traffic generated by CLIENT to the Viber Platform;

3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

4. Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services.

Without prejudice to the obligations of the CLIENT , CLIENT further undertakes to:

1. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;

2. Ensure that its own information systems are properly configured to route Viber traffic to the INFOBIP Platform;

3. Create and maintain at its own expense a database of Viber Users receiving each Service message processed by INFOBIP;

4. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;

5. Announce a larger volume of traffic a few days in advance; and

6. Fulfil all its payment obligations

2. Chargeable Event and other Viber Particulars

"Chargeable Event" means Service Messages sent by CLIENT to INFOBIP which is subject to successful delivery by INFOBIP to End -User.

"Service Message" means the message sent through the Viber App to a Viber User which has opted in with CLIENT to receive such message.

"**Viber**" shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number

4. 技术支持。

在提供英富必服务时，除了本协议规定的条款外，英富必应：

1. 确保客户的信息系统和平台之间的连接经过测试并可使用；

2. 路由客户端所产生的 Viber 流量到 Viber 平台；

3. 开具向客户提供英富必服务相关所有费用的发票；

4. 管理与 Viber 的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺：

1. 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息；

2. 确保自身的信息系统正确配置，可将 Viber 流量路由至英富必平台；

3. 自费创建和维护一个 Viber 用户数据库，接收经英富必处理的每条服务消息；

4. 确保在任何情况下均不会向消息平台发送垃圾服务消息 (SPAM)；

5. 提前数天通知需要更大流量；以及

6. 履行其所有付款义务。

2.Viber 收费事件及其他详情

"收费事件"是指客户端发送给英富必且英富必已成功提交给最终用户的服务消息。

"服务消息"指通过 Viber 应用程序向已选择通过客户端接收该等消息的 Viber 用户发送的消息。

"**Viber**"是指 Viber Media S.a.r.l.，一家在卢森堡大公国注册成立的有限责任公司 (societe a responsabilite limitee)，注册号为 B184956，主要营业地点是 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg；

"**Viber 应用程序**"是指由 Viber 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装；

B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;	"**Viber 平台**"是指 Viber 使用的提供性能或服务的服务器、硬件、软件和其他设备;
"**Viber App**" shall mean a mobile first, platform developed by Viber that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices;	"**Viber 流量**"指通过 Viber 平台和 Viber 应用程序向使用客户端的 Viber 用户提供的客户服务; "**Viber 用户**"指已将 Viber 应用程序下载到自己的设备并已表示同意接收来自客户端的 Viber 流量的最终用户。
"**Viber Platform**" shall mean the server, hardware, software and other equipment that Viber uses in connection with performance or the Services;	"**网络运营商**"与上述 Viber 的含义相同;
"**Viber Traffic**" shall mean the CLIENT Services provided to CLIENT's Viber Users via the Viber Platform and Viber App;	客户同意并确认，Viber 可能会不时施加特定的流量限制，而英富必也必须相应就 Viber 流量对客户端实行相同的限制。英富必应在合理的范围内尽快向客户端发出通知，通知内容应随附确认流量限制的正式 Viber 文件。
"**Viber User**" shall mean an End-User who has downloaded the Viber App to his device and has expressed its consent to receive Viber Traffic from Client.	如果客户端采用后付费模式，则所使用的措辞如下：
"**Network Operator**" shall mean Viber as defined above.	在本协议期限内，客户端承诺每月至少产生 300 欧元（三百欧元）的流量。如果客户端达到或超过上述基准，则英富必将就客户端所产生的流量开具发票。如果客户端在任何参考月份未能达到上述基准，所产生的流量低于 300 欧元，则英富必将就客户端所产生的流量开具 300 欧元的发票，无论客户端在该月产生的实际流量为何。
CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Viber and, in turn, INFOBIP must apply the same to CLIENT in respect of the Viber Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal Viber document confirming the limitations.	如果客户端采用预付费模式，则所使用的措辞如下：
THE FOLLOWING WORDING SHALL APPLY IN CASE THE CLIENT IS ON POST PAY CHARGING MODEL:	客户承诺每月至少产生 300 欧元（三百欧元）的流量（基准）。如果客户端达到或超过上述基准，则英富必将根据本协议和附表，就所产生的流量扣除适当的金额。
For the Term of the Agreement, CLIENT commits to generate a monthly traffic amounting to at least 300 EUR (three hundred euros). Should the CLIENT meet or exceed said benchmark, INFOBIP shall invoice the client for the generated traffic. In any reference month where the CLIENT should fail to meet said benchmark and generate less than 300 EUR counter-value of traffic, INFOBIP shall invoice the CLIENT for 300 EUR, irrespective of the actual traffic generated by CLIENT in that particular month.	如果客户端在任何参考月份未能达到上述基准，所产生的流量低于 300 欧元，则英富必将扣除 300 欧元的，无论客户端在该月产生的实际流量为何。如果客户端没有足够的信用额度，则客户端应在收到英富必的通知后，购买可供扣除 300 欧元的足够信用额度。
THE FOLLOWING WORDING SHALL APPLY IN CASE THE CLIENT IS ON PRE-PAY CHARGING MODEL:	
CLIENT commits to generate a monthly traffic amounting to at least 300 EUR (three hundred euros) (benchmark). Should the CLIENT meet or exceed said benchmark, INFOBIP shall deduct the appropriate amount for the generated traffic in accordance with this Agreement and Schedule.	

In any reference month where the CLIENT should fail to meet said benchmark and generate less than 300 EUR counter-value of traffic, INFOBIP shall deduct 300 EUR, irrespective of the actual traffic generated by CLIENT in that particular month. In the event CLIENT does not have enough credits, CLIENT shall, upon notice from INFOBIP, purchase enough credits for the 300 EUR deduction to be executed.	
USSD	**非结构化补充服务数据 (USSD)**

USSD

1. Service Description
1. USSD DEFINITION
   Unstructured Supplementary Service Data (USSD) is a session-based protocol that transparently transports data between the network and the MS (Mobile Station). The communication over the radio interface takes place on the signalling channels using short dialogues. USSD facilitates message exchange between an MS and a service in the network by enabling interactive 2-way communication between End-user and applications.

2. USSD MESSAGES and USSD SESSION

   USSD messages are up to 182 alphanumeric characters in length depending on the network on which the USSD service is being used. Unlike SMS ("Short Message Service") messages, USSD messages create a real-time connection during a USSD session. The connection remains open, allowing a two-way exchange of multiple USSD messages. The connection that has been established in this way and available for the free data flow is called USSD session.

3. PROTOCOLS USED FOR USSD TRANSMISSION

   1. USSD uses non-call-related messages over DTAP and MAP SS7 protocols.

   2. Direct Transfer Application Part DTAP is an application protocol that is employed to pass signaling information between the MS (Mobile Station) and the MSC (Mobile Switching Centre) in a GSM network.

   3. Mobile Application Part MAP is a protocol which enables real time communication between nodes in a mobile cellular network.

   4. USSD is specified by the following specifications:

1.服务说明
1. 非结构化补充服务数据 (USSD)

   非结构化补充服务数据 (USSD) 是一种基于会话的协议，可在网络和 MS（移动站）之间透明地传输数据。无线电接口上的通信通过使用短对话在信号通道上进行。USSD 通过实现最终用户和应用程序之间的交互式双向通信，促成 MS 和网络内服务之间的消息交换。

2. USSD 消息和 USSD 会话

   USSD 消息的长度最多为 182 个字母数字字符，具体取决于使用 USSD 服务的网络。与短信（"短消息服务"）消息不同，USSD 消息会在 USSD 会话期间创建一个实时连接。该连接保持打开状态，允许双向交换多个 USSD 消息。通过这种方式建立并可供自由数据流使用的连接称为 USSD 会话。

3. 用于 USSD 传输的协议

   1. USSD 通过 DTAP 和 MAP SS7 协议使用非呼叫相关的消息。

   2. 直接传输应用部分 DTAP 是一种应用协议，用于在 GSM 网络中的 MS（移动站）和 MSC（移动交换中心）之间传递信令信息。

   3. 移动应用部分 MAP 是一种让移动蜂窝网络中的节点之间能够进行实时通信的协议。

   4. USSD 的规范如下所示：

      GSM TS 02.30
      GSM TS 02.90
      GSM TS 03.38
      GSM TS 03.90
      GSM TS 04.08
      GSM TS 04.80

GSM TS 02.30 GSM TS 02.90 GSM TS 03.38 GSM TS 03.90 GSM TS 04.08 GSM TS 04.80 GSM TS 04.90 GSM TS 09.02 4. ADDITIONAL CLIENT OBLIGATIONS Without prejudice to the any other obligations of the CLIENT , CLIENT further undertakes that: a) Perform maintenance and monitoring of the self-hosted application b) Use the USSD service and short codes according to the rules imposed by the country within which the short codes are being used c) Held responsible in front of local authorities in case of transmitting forbidden or unsolicited content through USSD channels 5. **API** **Support APIs:** XML (Infobip_USSD_Gateway_XML_API_V3.1) REST/JSON (Infobip_USSD_Gateway_to_Third-party_Application_HTTP_REST_JSON_Web_Service_API_v3) **2. Chargeable Event and other USSD Particulars** **"Chargeable Event"** means each USSD Session initiated by the CLIENT or any Third Party Provider; **"Network Operator"** means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base;	GSM TS 04.90 GSM TS 09.02 4. 客户端其他义务 除了承担应尽义务外，客户还应进一步承诺： a) 执行自托管应用程序的维护和监控； b) 根据使用短代码所在国家/地区的规定使用 USSD 服务和短代码； c) 如果通过 USSD 通道传输被禁止或未经请求的内容，则向当地政府承担责任。 5. **API** **支持 API：** XML (Infobip_USSD_Gateway_XML_API_V3.1) REST/JSON (Infobip_USSD_Gateway_to_Third-party_Application_HTTP_REST_JSON_Web_Service_API_v3) **2.USSD 收费事件及其他详情** **"收费事件"**是指由客户端或任何第三方提供商发起的每次 USSD 会话； **"网络运营商"**指运营基于 GSM 的移动电话网络，为其用户群提供移动电话服务的任何公司；
  1. Service Description INFOBIP Services features a solution that will enable CLIENT to deliver push notifications to the devices supported by Android or iOS Operating System. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. **INFOBIP Services include:** 1. Connectivity between CLIENT's information system and the INFOBIP Platform;	**手机应用消息推送** **1.服务说明** 英富必服务中包括一种解决方案，让客户端能够向 Android 或 iOS 操作系统支持的设备发送推送通知。并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 **英富必服务包括：** 1. 客户信息系统和英富必平台之间的连接； 2. 平台配置（Android 和 iOS 库），以便能够在最终用户的设备上接收由客户端生成的

2. Configuration of the Platform (Android and iOS library) in order to enable receiving Push Notifications on the end users' device generated by CLIENT and the handling of such traffic to Cloud Vendors;
3. Billing of such Push Notifications traffic processed by INFOBIP; and
4. Technical support.

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

1. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;

2. Submit Push Notifications traffic generated by CLIENT to Cloud Vendors;

3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

4. Manage connectivity with Cloud Vendors to ensure the operability of the INFOBIP Services.

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

1. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;

2. Ensure that its own information systems are properly configured to submit Push Notifications traffic to the Platform;

3. Create and maintain at its own expense a database of End-Users receiving each Push Notification processed by INFOBIP;

4. Ensure under no circumstances to send SPAM Push Notifications to the Push Notifications platform;

5. Announce a larger volume of traffic a few days in advance; and

6. Fulfil all its payment obligations

2. Chargeable event and other Mobile App Messaging Particulars

"Registered device" means a device with the downloaded applications which contains SDK.
"Network Operator" are Google Cloud Messaging (GCM) system, Apple Push Notifications Service (APNS) and Windows Push Notification which are in

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推送通知，并处理向云供应商发送的该等流量；
3. 对英富必处理的该等推送通知流量进行计费；以及
4. 技术支持。

在提供英富必服务时，除了本协议规定的条款外，英富必应：

1. 确保客户的信息系统和平台之间的连接经过测试并可使用；

2. 将客户生成的推送通知流量提交给云供应商；

3. 开具向客户提供英富必服务相关所有费用的发票；

4. 管理与云供应商的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺：

1. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

2. 确保自身的信息系统正确配置，可将推送通知流量路由至平台；

3. 自费创建和维护一个最终用户数据库，接收经英富必处理的每条推送通知；

4. 确保在任何情况下均不会向推送通知平台发送 SPAM 推送通知；

5. 提前数天通知需要更大流量；以及

6. 履行其所有付款义务。

2.移动应用程序消息发送收费事件及其他详情

"已注册设备" 是指已下载含有 SDK 应用程序的设备。
"网络运营商"是指负责向 Android 和 iOS 平台发送推送通知的 Google Cloud Messaging (GCM) 系统、Apple Push Notifications Service (APNS) 和 Windows Push Notification。

"推送通知"是指通过互联网协议发送到最终用户智能手机上的消息，其发送对象是最终用户之前在智能手机上安装的应用程序。

"SDK" 或**"软件开发工具包"**是指客户端必须配合英富必下载和调整的软件，以便移动应用程序和英富必平台同步，并允许不间断地传输推送通知；

charge for delivering push notifications to Android and iOS platforms. **"Push notifications"** are messages which are sent over the Internet Protocol to the end users smartphone. They are targeting the application which is previously installed by end user on the smartphone. **"SDK" or "Software Development Kit"** is software which the CLIENT has to download and adjust in cooperation with INFOBIP, in order for mobile app and INFOBIP Platform to be synchronized and to allow for uninterrupted transmission of Push Notifications; **"Successful Submit"** means INFOBIP accepts the push notifications sent from the CLIENT and validates it before submitting push notification to the Cloud Vendor. INFOBIP shall return Successful Submit to the CLIENT to report that push notification processing has been successfully initiated. Push notifications which does not pass INFOBIP's validation tests are rejected and error message returned to the CLIENT;	**"成功提交"**是指英富必接收客户端发送的推送通知并对其验证后提交给云供应商。英富必应将成功提交状态返回客户端，报告已成功启动推送通知的处理。未通过验证的推送通知将被拒绝，并向客户端返回出错信息。

==**MESSENGER**==
 	
1. Service Description
   1. INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated Standard and Subscription Messages to the Messenger Platform through the INFOBIP Platform as well as processing messages received from Messenger Platform. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option.
 	
   2. INFOBIP Services include:
 	
     a. Connectivity between CLIENT's information system and the INFOBIP Platform
 	
     b. Configuration of the INFOBIP Platform to receive Messenger traffic generated by CLIENT and the handling and routing of such traffic to the Messenger Platform
 	
     c. Billing of such Messenger traffic processed by INFOBIP; and
 	
     e. Technical support
 	
   3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
 	
     a. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
	==**MESSENGER**==
	
	1.服务说明
	   1. 英富必服务中包括一种解决方案，让客户端能够通过英富必平台向 Messenger 平台发送终端终止标准和订阅消息，并处理从 Messenger 平台接收的消息。并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。
	
	   2. 英富必服务包括：
	
	     a. 客户信息系统和英富必平台之间的连接；
	
	     b. 配置英富必平台以接收由客户所产生的 Messenger 流量并处理和路由该等流量到 Messenger 平台；
	
	     c. 对英富必处理的该等 Messenger 流量进行计费；以及
	
	     e.技术支持。
	
	   3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：
	
	     a. 确保客户的信息系统和平台之间的连接经过测试并可使用；
	
	     b. 将客户端产生的 Facebook 流量路由到 Messenger 平台；

b. Route Facebook traffic generated by CLIENT to the Messenger Platform;

c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;

d. Manage connectivity with Messenger to ensure operability of the INFOBIP Services.

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

a. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP

b. Ensure that its own information systems are properly configured to route Messenger traffic to the INFOBIP Platform;

c. Create and maintain at its own expense a database of Messenger Users receiving each Service and Subscription message processed by INFOBIP;

d. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;

e. Announce a larger volume of traffic a few days in advance; and

f. Fulfill all its payment obligations

2. Chargeable Event and other Facebook Particulars

"Active User" means any End User which has been subject to Successful Receipt of at least one notification from CLIENT via the Services under this Agreement in a reference month;

"Chargeable Event" means Active User;

"**Network Operator**" means Facebook as defined below;

"**Facebook**" shall mean Facebook Inc, a company incorporated in the United States and whose registered office is situated at 1 Hacker Way, Menlo Park, California 94025;

"**Successful Receipt**" means notifications sent from CLIENT to INFOBIP and validated before submitting to the Facebook Platform that have been confirmed as delivered to the end-user's handset;

"**Messenger Platform**" means the platform and associated systems, network connection and

c. 开具向客户提供英富必服务相关所有费用的发票；

d. 管理与 Messenger 的连接，确保英富必服务的可使用性。

5. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息；

b. 确保自身的信息系统正确配置，可将 Messenger 流量路由至英富必平台；

c. 自费创建和维护一个 Messenger 用户数据库，接收经英富必处理的每条服务和订阅消息；

d. 确保在任何情况下均不会向消息平台发送垃圾服务消息 (SPAM)；

e. 提前数天通知需要更大流量；以及

f. 履行其所有付款义务。

2.Facebook 收费事件及其他详情

"活跃用户"是指在指定月份通过本协议项下的服务，成功收到至少一则来自客户端通知的任何最终用户；

"收费事件"是指活跃用户；

"**网络运营商**"与上述 Facebook 的含义相同；

"**Facebook**"是指 Facebook Inc.，一家在美国注册成立的公司，其注册办事处地址是 1 Hacker Way, Menlo Park, California 94025；

"**成功接收**"是指英富必接收客户端发送的推送通知并对其验证后提交给 Facebook 平台，且确认已发送至最终用户的手机；

"Messenger 平台"是指 Facebook 使用和运营的平台及相关系统、网络连接和接口功能。

interfacing capabilities used and operated by Facebook;	
TELEGRAM **1. Service Description** INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated Standard and Subscription Messages to the Telegram Platform through the INFOBIP Platform as well as processing messages received from Telegram Platfrom. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. **INFOBIP Services include:** In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Telegram traffic generated by CLIENT to the Telegram Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage connectivity with Telegram to ensure operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route Telegram traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of Telegram Users receiving each Service and Subscription message processed by INFOBIP; • Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform; • Announce a larger volume of traffic a few days in advance; and • Fulfill all its payment obligations **2. Chargeable Event and other Telegram Particulars** **"Active User"** means any End User which has been subject to Successful Receipt of at least one notification from CLIENT via the Services under this Agreement in a reference month; **"Chargeable Event"** means Active User;	**TELEGRAM** **1.服务说明** 英富必服务中包括一种解决方案，让客户端能够通过英富必平台向 Telegram 平台发送终端终止标准和订阅消息，并处理从 Telegram 平台接收的消息。并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 **英富必服务包括：** 在提供英富必服务时，除了本协议规定的条款外，英富必应： • 确保客户的信息系统和平台之间的连接经过测试并可使用； • 路由客户端所产生的 Telegram 流量到 Telegram 平台； • 开具向客户提供英富必服务相关所有费用的发票； • 管理与 Telegram 的连接，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置，可将 Telegram 流量路由至英富必平台； • 自费创建和维护一个 Telegram 用户数据库，接收经英富必处理的每条服务和订阅消息； • 确保在任何情况下均不会向消息平台发送垃圾服务消息 (SPAM)； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。 **2.Telegram 收费事件及其他详情** **"活跃用户"**是指在指定月份通过本协议项下的服务，成功收到至少一则来自客户端通知的任何最终用户； **"收费事件"**是指活跃用户； "**网络运营商**"与上述 Telegram 的含义相同； "**成功接收**"是指英富必接收客户端发送的推送通知并对其验证后提交给 Telegram 平台，且确认其已发送至最终用户的手机；

"**Network Operator**" means Telegram as defined below; "**Successful Receipt**" means notifications sent from CLIENT to INFOBIP and validated before submitting to the Telegram Platform that have been confirmed as delivered to the end-user's handset; "**Telegram**" shall mean Telegram Messenger LLP, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5; "**Telegram Platform**" means the platform and associated systems, network connection and interfacing capabilities used and operated by Telegram;	"**Telegram**"是指位于 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5 的 Telegram Messenger LLP 公司； "**Telegram 平台**"是指 Telegram 使用和运营的平台及相关系统、网络连接和接口功能。
  1. Service Description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the WhatsApp Platform through the INFOBIP Platform. **INFOBIP Services include:** • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive WhatsApp traffic generated by CLIENT and the handling and routing of such WhatsApp traffic to the WhatsApp Platform; • Billing of such WhatsApp traffic processed by INFOBIP. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route WhatsApp traffic generated by CLIENT to the WhatsApp Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage all contractual relationships with WhatsApp to ensure the operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route WhatsApp traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of WhatsApp Users receiving each message processed by INFOBIP;	 **1.服务说明** 英富必服务中包括一种解决方案，让客户端能够通过英富必平台向 WhatsApp 平台发送终端终止消息。 **英富必服务包括：** • 客户信息系统和英富必平台之间的连接； • 配置英富必平台以接收由客户所产生的 WhatsApp 流量并处理和路由该等 WhatsApp 流量到 WhatsApp 平台； • 对英富必处理的该等 WhatsApp 流量进行计费；以及 在提供英富必服务时，除了本协议规定的条款外，英富必应： • 确保客户的信息系统和平台之间的连接经过测试并可使用； • 路由客户端所产生的 WhatsApp 流量到 WhatsApp 平台； • 开具向客户提供英富必服务相关所有费用的发票； • 管理与 WhatsApp 的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置，可将 WhatsApp 流量路由至英富必平台； • 自费创建和维护一个 WhatsApp 用户数据库，接收经英富必处理的每条消息； • 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM)； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging Platform;
- Announce a larger volume of traffic a few days in advance; and
- Fulfil all its payment obligations

The INFOBIP WhatsApp service entails two different options in terms of hosting senders that CLIENT will be able to choose from prior to sender registration:

- Infobip hosting – sender/service will be provided via WhatsApp On-Premises API, hosted by Infobip, within Infobip's systems either on Infobip's own hardware infrastructure or in virtual resources on a public cloud providers' infrastructure (Microsoft Azure).;
- Cloud hosting (beta) – sender/service will be provided via WhatsApp Cloud API, hosted by Meta.

Sender can be migrated to another hosting option, if agreed so with the CLIENT.

2. Chargeable Event and other WhatsApp Particulars
"Chargeable Event" "Chargeable Event" means any and all messages sent through the WhatsApp Business API and which will be charged on a per conversation basis. WhatsApp defines a conversation as a fixed 24-hour session of unlimited messaging between a person and a business sender. The 24-hour conversation session begins when:

• A business-initiated message is delivered to a user, outside of a 24 hour customer-care window (business-initiated conversation)
• A business reply to a user message is delivered within the 24 customer-care hour window (user-initiated conversation)
In both cases, the conversation session begins when the business' message is delivered. When businesses initiate messages to users (templated messages), this will initiate a conversation, regardless of whether users reply to that message within the next 24 hours. There is no limit on the number of messages a business and a user can exchange in a single 24-hour conversation session. More information and updates can be found at https://developers.facebook.com/docs/whatsapp/pricing/conversationpricing#conversation-based-pricing.

"Customer Support Window (CSW)" means period of 24 hours starting from the last WhatsApp MO message received by the CLIENT through INFOBIP Platform, sent by WhatsApp User using WhatsApp App;

"Free Form Message (FFM)" means any message sent by the CLIENT to WhatsApp User using

INFOBIP 的 WhatsApp 服务含有两种不同托管寄送者选项，供客户于注册寄送者前选择使用：
- Infobip 托管 –寄送者/服务将通过由 Infobip 托管的 WhatsApp 内部部署 API 于 Infobip 系统内提供，可在 Infobip 自有的硬件基础设施上提供，也可在公用云提供商基础设施（Microsoft Azure）上的虚拟资源中提供。
- 云托管（测试版）–寄送者/服务将通过由 Meta 托管的 WhatsApp 云端 API 提供。

客户同意下，寄送者可被迁移到另一个托管选项。

2.WhatsApp 收费事件及其他详情
"收费事件"是指通过 WhatsApp Business API 发送的任何消息，并且将按每次对话收费。WhatsApp 定义"对话"为个人与企业发送户之间的固定 24 小时无限消息传送。24 小时对话在以下情况开始：
- 由企业发起的消息在 24 小时客户服务窗口之外发送给一个用户（企业发起的对话）
- 企业在 24 小时客户服务窗口内回复用户的消息（用户发起的对话）

在这两种情况下，对话皆在发送企业消息时开始。

企业向用户发送消息（模板消息）时将启动对话，无论用户是否在接下来的 24 小时内回复该消息。

企业和用户在一次 24 小时会话中可交换的消息无数量限制。

更多信息和更新可参考 https://developers.facebook.com/docs/whatsapp/pricing/conversationpricing#conversation-based-pricing。；

"客服窗口期 (CSW)"是指客户端通过英富必平台收到由 WhatsApp 用户使用 WhatsApp 应用程序发出的最新 WhatsApp MO 消息起 24 小时这段时间；

"自由格式消息 (FFM)"是指在客服窗口期发送客户端在英富必平台上使用 WhatsApp 应用程序向 WhatsApp 用户发送的任何消息；

"高度结构化消息 (HSM)"是指客户端在发起与最终用户的对话时应使用的消息模板。每个高度结构化消息 (HSM) 均必须经过 WhatsApp 批准才能使用；

"每月托管发件人费用"是指通过 WhatsApp OnPremises API 提供的发件人的月费，其安装由 INFOBIP 托管、管理和升级；

WhatsApp App over INFOBIP Platform during Customer Support Window;

"Highly Structured Message (HSM)" means a message template the CLIENT shall use when initiating conversation with End User. Every HSM shall be approved by WhatsApp before it can be used;

"Monthly Hosted sender fee" means monthly fee for sender provided via WhatsApp OnPremises API, whose installation is hosted, managed and upgraded by INFOBIP;

"Monthly Cloud sender fee" means monthly fee for sender hosted by Meta in Cloud API.

"**Network Operator**" means WhatsApp as defined below;

"**WhatsApp**" shall mean WhatsApp Inc., a limited liability company incorporated in the United States of America and whose principal place of business is at 1601 Willow Road, Menlo Park, CA 94025, United States;

"**WhatsApp App**" shall mean a mobile first, platform developed by WhatsApp that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on mobile devices;

"**WhatsApp Platform**" shall mean the server, hardware, software and other equipment that WhatsApp uses in connection with performance or the Services;

"WhatsApp MO Message" means each message sent by the WhatsApp user using WhatsApp App through INFOBIP Platform to the CLIENT;

"**WhatsApp Traffic**" shall mean the CLIENT Services provided to CLIENT's WhatsApp Users via the WhatsApp Platform and WhatsApp App;

"**WhatsApp User**" shall mean an End-User who has downloaded the WhatsApp App to his/her device and has expressed its consent to receive WhatsApp Traffic from Client. Each WhatsApp user is defined by the MSISDN used to register in WhatsApp App.

WhatsApp Terms of Use:

CLIENT also accepts and acknowledges the below terms as issued and amended from time to time by WhatsApp and to be also applied to CLIENT's usage of the WhatsApp Service under this Agreement.

WhatsApp Business Solution Policy (found at https://www.whatsapp.com/legal/business-solution-policy/)

"云发送方月费"是指云 API 中 Meta 托管的发送方的月费。"网络运营商"与上述 WhatsApp 的含义相同；

"**WhatsApp**"是指 WhatsApp Inc.，一家在美利坚合众国注册成立的有限责任公司，主要营业地点是 1601 Willow Road, Menlo Park, CA 94025, United States；

"**WhatsApp 应用程序**"是指 WhatsApp 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备上安装；

"**WhatsApp 平台**"是指 WhatsApp 使用的与性能或服务有关的服务器、硬件、软件和其他设备；

"WhatsApp MO 消息"是指 WhatsApp 用户使用 WhatsApp 应用程序通过英富必平台发出的每条消息；

"**WhatsApp 流量**"是指通过 WhatsApp 平台和 WhatsApp 应用程序向使用客户端的 WhatsApp 用户提供的客户端服务；

"**WhatsApp 用户**"是指已将 WhatsApp 应用程序下载到自己的/设备并已表示同意接收来自客户端的 WhatsApp 流量的最终用户。每个 WhatsApp 用户均由用于在 WhatsApp 应用程序中注册的 MSISDN 所定义。

WhatsApp 使用条款：

客户端也接受并确认以下由 WhatsApp 不时发布和修订的条款，该等条款也适用于客户根据本协议使用 WhatsApp 服务。

WhatsApp 商业解决方案政策（可在以下网址查阅：https://www.whatsapp.com/legal/business-solution-policy/）

WhatsApp 商业解决方案条款（可在以下网址查阅：https://www.whatsapp.com/legal/business-solution-terms/）

WhatsApp 定价条款：
WhatsApp 服务的定价条款应如本主服务协议對應附表的《商业计划书》中的规定所示。

任何形式的 WhatsApp 服务转售仅限于 INFOBIP 事前书面同意下才可提供。

WhatsApp Business Solution Terms (found at https://www.whatsapp.com/legal/business-solution-terms/) **WhatsApp Pricing Terms:** The pricing terms for WhatsApp services shall be as provided in Business proposal in corresponding Schedule of this Master Services Agreement Any form of reselling of the WhatsApp Service shall be allowed exclusively if prior written consent from INFOBIP is obtained.	
VOICE AND VIDEO	语音与视频
<mark>**WEB AND IN-APP CALLS**</mark> **1. Service Description** Infobip Web and In-App Call represent call, implemented using InfobipRTC SDK, that is ether initiated from Client's web or mobile application by end-user or answered from Client's web or mobile application by end-user. Call initiated from Client's web or mobile application by the end-user trough InfobipRTC SDKs, in accordance with client configuration, can be terminated in one of the following ways: • By placing the call to another end-user of Client's web or mobile application. Call may contain both audio and video components. • By forwarding the call to either phone number designated by the CLIENT or Static-Public IP address designated by the CLIENT or forwarding of the call to CLIENT's softphone Calls that are in accordance with configuration terminated inside Client's web or mobile application trough Infobip provided SDKs and answered by the application end-user, are initiated in one of the following ways: • By end-user making the inbound call towards Voice number • By end-user initiating the call from Client's web or mobile application. Call may contain both audio and video components. Service configuration is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform. **INFOBIP Services include:** • Provisioning of Voice number, if needed • Configuration of the INFOBIP Platform • Billing of Services provided by Infobip • Technical support	<mark>**网页和应用程序内呼叫**</mark> **1.服务说明** 英富必的网页和应用内呼叫是指使用 InfobipRTC SDK 实现的呼叫，即由最终用户从网页或移动应用程序版的客户端发起或应答的通话。 最终用户通过 InfobipRTC SDK 从网页或移动应用程序版客户端发起的呼叫，可以根据客户端的配置，通过以下方式之一终止： • 通过网页或移动应用程序版客户端向另一个最终客户发起呼叫。呼叫可包括音频和视频方式； • 将呼叫转接到客户端指定的电话号码或静态公共 IP 地址，或者将呼叫转接到客户端的软件电话。 通过 Infobip 提供的 SDK 的配置到达客户的网页或移动应用程序，并由应用程序的终端用户接听的呼叫，以下列方式之一启动： • 由最终用户向语音号码发起的入站呼叫； • 最终用户从网页或移动应用程序版客户端发起。呼叫可包括音频和视频方式； 服务配置可在客户门户 (Customer Portal) 进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户实行。 **英富必服务包括：** • 在按需提供语音号码； • 英富必平台的配置； • 对英富必提供的服务进行计费； • 技术支持。 在提供英富必服务时，除了本协议规定的条款外，英富必应：

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational.
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP.
- Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
- Ensure that its own information systems are properly configured, designed and developed to initiate and receive calls to and from the INFOBIP Platform.
- Create and maintain at its own expense a database of Users making and receiving calls over INFOBIP Platform.
- Announce a larger volume of traffic a few days in advance; and
- Fulfil all its payment obligations

2. Chargeable Event and other Web and In-App Calls Particulars

"Chargeable Event" shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.

"Client Platform" is the system Client uses to operate Client services.

"SDK" or "Software Development Kit" is software which the CLIENT has to download and adjust in cooperation with INFOBIP, in order for mobile app and INFOBIP Platform to be able to establish call.

"Voice Number" means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest.

"Inbound call" means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup.

"Network Operator" means any company operating a GSM-based mobile and landline telephony network,

- 确保客户的信息系统和平台之间的连接经过测试并可使用；
- 开具向客户提供英富必服务相关所有费用的发票；
- 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺：

- 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息；
- 确保自身的信息系统正确配置、设计和开发，可使用英富必平台发起或接收呼叫；
- 自费创建和维护一个通过英富必平台发起和接收呼叫的用户数据库；
- 提前数天通知需要更大流量；以及
- 履行其所有付款义务。

2.网页和应用内呼叫收费事件及其他详情

"收费事件"是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。

"客户端平台"是指客户使用客户端服务的平台。

"SDK"或"软件开发工具包"是指客户必须配合英富必下载和调整的软件，以便移动应用程序和英富必平台建立呼叫。

"语音号码"是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。

"入站呼叫"是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。

"网络运营商"是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司；

"静态公共 IP 地址"是指某台设备获得可在全球范围内通过互联网访问的 IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。

"软件电话"是指在互联网上通过 SIP 协议发起和/或接收呼叫的软件程序。

offering mobile telephony services to its subscriber base. **"Static-Public IP address"** means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf. **"Softphone"** means software program for sending and/ or receiving calls over SIP protocol over Internet.	

VOICE MESSAGES	语音消息 (VOICE MESSAGES)
1. Service Description Infobip **Voice Messages** services enables the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile telephony) and, on establishment of the call, play a pre-recorded or text-to-speech converted audio file. Upon such call being established and pre-recorded or text-to-speech converted audio file been played, the End-User shall have an option of inputting command, that will be sent back to INFOBIP Platform. As a as a result of received command one of the options that the CLIENT has pre-defined on INFOBIP Platform will be executed. Pre-defined options that the CLIENT will be able to choose from shall depend on the supported features of INFOBIP Platform. INFOBIP shall not be responsible for the cases where the command signal inputted by the End-User does not reach INFOBIP Platform due to the connectivity issues. Voice Service comprises the following: • Technical support. • Conversion of text message to audio file. List of languages available for text to speech conversion may be revised by INFOBIP, from time to time. • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers. • CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call. • Billing of such services provided by INFOBIP. **2. Chargeable Event and other VOICE MESSAGES Service Particulars** **"Chargeable event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.	**1.服务说明** 英富必**语音消息**服务是指让客户端能够向一个或多个目标号码（固定或移动电话用户号码）发起出站呼叫，并在接通时播放预先录制的或从文本转为语音的音频文件。在接通该等呼叫并播放预先录制的或从文本转为语音的音频文件之后，最终用户应可选择输入将发送回英富必平台的指令。客户端在接收到指令后，将会执行在英富必平台上预定义的某个选项。客户端能够选择的预定义选项取决于英富必平台支持的功能。对于最终用户输入的指令信号因连接问题而未能到达英富必平台的情况，英富必概不负责。 语音服务包括以下内容： • 技术支持； • 将文本消息转换为音频文件；可用于将文本转为语音的语言列表，可能会不时由英富必进行修订； • 根据客户端的要求，提供语音号码用作来电号码并显示在被叫目标电话号码所使用的设备上； • 客户端可以选择使用"答录机检测功能"来检测接听电话的是机器还是人； • 对英富必提供的该等服务进行计费。 **2.语音消息服务收费事件及其他详情** **"收费事件"**是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 **"来电显示"**是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。 **"网络运营商"**是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。

"Caller Id" means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities; **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base; **"Answering machine detection"** means an optional add-on INFOBIP Service that detects whether machine or human has answered the call. It is additionally charged per request in case the call was answered. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending on the local telecom regulations in the market of interest. **"Outbound call"** means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	**"答录机检测"**是指可选的英富必附加服务，用于检测接听电话的是机器还是人。根据每个呼叫接通后的请求额外收费。 **"语音号码"**是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。 **"出站呼叫"**是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。
INTERACTIVE VOICE RESPONSE (IVR) **1. Service Description** Infobip IVR (**Outbound IVR)** services enable the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile telephony) or to receive inbound calls to Voice number from End-User (**Inbound IVR**). Upon establishment of the call, the previously created IVR scenario is being executed. In the IVR scenario CLIENT has pre-defined options to be executed, such as play a pre-recorded or text-to-speech converted audio file, forward the call, contact CLIENT's platform URL, or record End-User's feedback. Upon such a call being established, End-User can have an option of inputting command, that will be sent back to INFOBIP Platform. As a as a result of received command one of the options that the CLIENT has pre-defined on INFOBIP Platform will be executed. Pre-defined options that the CLIENT will be able to choose from shall depend on the supported features of INFOBIP Platform. INFOBIP shall not be responsible for the cases where the command signal inputted by the End-User does not reach INFOBIP Platform due to the connectivity issues. IVR Service comprises the following: • Technical support. • Conversion of text message to audio file. List of languages available for text to speech	交互式语音应答 (IVR) **1.服务说明** 英富必 IVR（**出站 IVR）**服务让客户能够向一个或多个目标号码（固定或移动电话用户号码）发起出站呼叫，或者接收最终用户向语音号码发起的入站呼叫（**入站 IVR**）。呼叫接通后，将会执行先前创建的 IVR 场景。客户已在 IVR 场景中预定义所要执行的选项，例如播放预先录制的或文本转为语音的音频文件、转发呼叫、联系客户的平台 URL 或者录下最终用户的反馈。在该等呼叫接通后，最终用户可选择输入将发送回英富必平台的指令。客户端在接收到指令后，将会执行在英富必平台上预定义的某个选项。客户端能够选择的预定义选项取决于英富必平台支持的功能。对于最终用户输入的指令信号因连接问题而未能到达英富必平台的情况，英富必概不负责。 IVR 服务包括以下内容： • 技术支持； • 将文本消息转换为音频文件；可用于将文本转为语音的语言列表，可能会不时由英富必进行修订； • 根据客户的要求，提供语音号码用作来电号码并显示在被叫目标电话号码的设备上，或者用于入站 IVR；

conversion may be revised by INFOBIP, from time to time.
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers or to be used for Inbound IVR.
- CLIENT can choose to use Answering machine detection on Outbound IVR in order to detect whether machine or human answered the call.
- Billing of such services provided by INFOBIP.

2. Chargeable Event and other IVR Service Particulars

"IVR" means Interactive Voice Response, that automates voice call processes for business. It provides CLIENT with a 2-way communication channel which allows interaction with your End-User during a call. IVR can be initiated by the CLIENT towards End-User ("Outbound IVR") or by the End – User towards the Voice Number of CLIENT ("Inbound IVR").

"Chargeable event" shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.

The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.

"Caller Id" means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities.

"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base.

"Answering machine detection" means an optional add-on INFOBIP Service that detects whether machine or human has answered the call. It is additionally charged per request in case the call was answered.

"Voice Number" means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest.

"Inbound call" means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup.

- 客户端可以在出站 IVR 中，选择使用答录机检测功能来检测接听电话的是机器还是人；
- 对英富必提供的该等服务进行计费。

2.IVR 服务收费事件及其他详情

"IVR"是指交互式语音应答，可以实现业务自动化语音呼叫，能为客户端提供一个允许在呼叫期间与最终用户进行交互的双向通信通道。IVR 可以由客户端向最终用户发起（"出站 IVR"），也可以由最终用户向客户端的语音号码发起（"入站 IVR"）。

"收费事件"是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。

客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

"来电显示"是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。

"网络运营商"是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司；

"答录机检测"是指可选的英富必附加服务，用于检测接听电话的是机器还是人。根据每个呼叫接通后的请求额外收费。

"语音号码"是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。

"入站呼叫"是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。

"出站呼叫"是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。

"Outbound call" means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	
  1. Service Description Infobip Click to call service enables the CLIENT to initiate two outbound calls towards two destination numbers (subscriber numbers of landline or mobile telephony) and if answered, engage the called parties in to the conversation. Order in which the number will be called is defined by Click to call solution design and Client's request. Service comprises the following: • Technical support • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers • CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call • Billing of such services provided by INFOBIP **2. Chargeable Event and other Click to Call Service Particulars** The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **"Chargeable event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Caller Id"** means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities; **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base; **"Answering machine detection"** means an optional add-on INFOBIP Service that detects whether machine or human has answered the call. It is additionally charged per request in case the call was answered. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller	 **1.服务说明** 英富必一键呼叫服务让客户端能够向两个目标号码（固定电话或移动电话用户号码）发起两个出站呼叫，且如果两个被叫方均有应答，则均可参与对话。 一键呼叫的顺序取决于一键呼叫解决方案的设计和客户的请求。 服务包括以下内容: • 技术支持； • 根据客户的要求，提供语音号码用作来电号码并显示在被叫目标电话号码的设备上； • 客户可以选择使用答录机检测功能来检测接听电话的是机器还是人； • 对英富必提供的该等服务进行计费。 **2.一键呼叫服务收费事件及其他详情** 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 **"收费事件"**是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 **"来电显示"**是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。 **"网络运营商"**是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 **"答录机检测"**是指可选的英富必附加服务，用于检测接听电话的是机器还是人。根据每个呼叫接通后的请求额外收费。 **"语音号码"**是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。 **"出站呼叫"**是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。

ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Outbound call"** means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	

==NUMBER MASKING==
 	
1. Service Description
    a) Number Masking is a solution that enables two parties using phone numbers (mobile or landline) to engage in a conversation over the phone without exposing their Caller ID to each other. Number Masking enables dynamic call forwarding of the inbound calls based on the response received from Client's Platform.
 	
    b) Once the call is received on Voice Number leased from Infobip by the Client, Infobip Number Masking platform sends HTTP request towards Client's Platform with information about the received call. In a response, Infobip platform shall:
 	
      o receive phone number to which to forward the inbound call to; or
      o play pre-recorded audio file in accordance with Number Masking solution design and if agreed so in advance with the Client
      o shall execute any other flow as agreed with the CLIENT and in accordance with solution design
 	
    c) Inbound call gets bridged to the phone number received in the Client's response described under b); however, Infobip shall not be held responsible should the call forwarding be delayed due to no or late response from Client's Platform.
 	
    d) Charging starts once the call is established, meaning either a) inbound call was forwarded to End-User and connection was established, or b) pre-recorded audio file is released to play.
 	
Number Masking comprises the following:
 	
    a) Provision of the Voice number.
    b) Technical support
    c) Billing of such services provided by INFOBIP
 	
2. Chargeable Event and other NUMBER MASKING Service Particulars
	==号码屏蔽 (NUMBER MASKING)==
	
	1.服务说明
	• a) 号码屏蔽是一种让使用（移动或固定）电话号码的双方能够通过电话进行对话，但无需相互暴露来电显示的解决方案。号码屏蔽可根据从客户端平台接收的应答，启用入站呼叫的动态呼叫转移。
	
	• b) 一旦客户端在英富必租用的语音号码上收到呼叫，英富必号码屏蔽平台就会向客户端平台发送 HTTP 请求，其中含有所收到呼叫的相关信息。英富必平台将在应答中：
	
	    o 接收应将入站呼叫转移到的目标电话号码；或者
	    o 在事先与客户端达成一致的情况下，根据数字屏蔽解决方案的设计播放预先录制的音频文件；
	    o 在事先与客户端达成一致的情况下，根据数字屏蔽解决方案的设计执行任何其他流程。
	
	• c) 将入站呼叫桥接到 b) 项中所述客户端在应答中接收的电话号码；但是如果呼叫转移由于客户端平台没有应答或延迟应答而导致有所延迟，则英富必不承担任何责任。
	
	• d) 呼叫接通后开始计费，表示 a) 项入站呼叫被转交给最终用户并建立连接，或者 b) 项预先录制的音频文件被播放。
	
	号码屏蔽包括以下内容：
	
	• a) 提供语音号码；
	• b) 技术支持；
	• c) 对英富必提供的该等服务进行计费。
	
	2.号码屏蔽服务收费事件及其他详情
	
	客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.	**"收费事件"**是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。
"Chargeable Event" shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.	**"来电显示"**是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。
"Caller Id" means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities;	**"网络运营商"**是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。
"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;	**"动态呼叫转移"**是指英富必号码屏蔽平台先向客户端平台发送查询目标号码的请求，并在客户端平台向其返回应答后，才将语音呼叫转移到目标号码的呼叫转移；
"Dynamic call forwarding" shall mean such call forwarding where Infobip Number Masking Platform, prior to forwarding a voice call to destination number, sends a query requesting destination number to Client's platform and Client's platform returns response to Infobip Number Masking Platform;	"**英富必号码屏蔽平台**"是**英富必平台**的一部分，可确保号码屏蔽解决方案的执行。
"**Infobip Number Masking Platform**" is part of **INFOBIP Platform** that enables implementation of Number Masking solution	**"语音号码"**是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。
"Voice Number" means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest.	**"入站呼叫"**是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。
"Inbound call" means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup.	
1. Service Description	**1.服务说明**
Infobip SIP Trunking services enables the CLIENT to initiate outbound calls from its voice capable platform to destination numbers (subscriber numbers of landline or mobile telephony) using INFOBIP Platform. Client platform is integrated with Infobip platform using SIP protocol and Static-Public IP address on both sides.	英富必 SIP 中继链接服务让客户端能够使用英富必平台，从其支持语音的平台向目标号码（固定电话或移动电话用户号码）发起出站呼叫。客户端平台与英富必平台结合，双方共同使用 SIP 协议和静态公共 IP 地址。
SIP Trunking comprises the following: • Technical support • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and	SIP 中继链接服务包括以下内容： • 技术支持；

presented to called destination phone number
- Billing of such services provided by INFOBIP

2. Chargeable Event and other SIP TRUNKING Service Particulars

The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.

"Client Platform" is the system Client uses to operate Client services

"Chargeable event" shall mean 60 second of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.

"Caller Id" means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities;

"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;

"SIP protocol" Session Initiation Protocol (SIP) is a signalling protocol used for initiating, maintaining, modifying and terminating real-time sessions like voice calls over internet.

"IP address" means an identifying number for network hardware connected to a network. IP address allows a device to communicate with other devices over Internet.

"Static-Public IP address" means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf.

"Voice Number" means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest.

"Outbound call" means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.

==INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE==

1. Service Description

- 根据客户端的要求，提供语音号码用作来电号码并显示在被叫目标电话号码所使用的设备上；
- 对英富必提供的该等服务进行计费。

2.SIP 中继链接服务收费事件及其他详情

客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

"客户端平台"是指客户使用客户端服务的平台。

"收费事件"是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。

"来电显示"是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。

"网络运营商"是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。

"SIP 协议"会话发起协议 (SIP) 是一种信令协议，用于发起、维持、修改和终止实时会话（例如互联网上的语音呼叫）。

"IP 地址"是指网络硬件连接网络的标识号。IP 地址让设备能够通过互联网与其他设备通信。

"静态公共 IP 地址"是指某台设备获得可在全球范围内通过互联网访问的 IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。

"语音号码"是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。

"出站呼叫"是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。

==入站呼叫（转移到电话号码/IP/软件电话）==

1.服务说明

Infobip Voice Numbers – Forward to Phone Number / IP / Softphone services means Inbound call made by End-User to Voice number and, in accordance with CLIENT's configuration setup on INFOBIP platform, forwarding of the call to phone number designated by the CLIENT, Static-Public IP address designated by the CLIENT, or forwarding of the call to CLIENT's softphone, respectively. Service comprises the following: • Provision of the Voice number. • Technical support • Billing of such services provided by INFOBIP **2. Chargeable Event and other INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE Service Particulars** The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **"Chargeable event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base; **"IP address"** means an identifying number for network hardware connected to a network. IP address allows a device to communicate with other devices over Internet. **"Static-Public IP address"** means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf. **"Softphone"** means software program for sending and/ or receiving calls over SIP protocol over Internet. **"SIP protocol"** Session Initiation Protocol (SIP) is a signalling protocol used for initiating, maintaining, modifying and terminating real-time sessions like voice calls over internet. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Inbound call"** means a call initiated by End-User to Voice Number. Such call, Network operator shall route	英富必语音号码（转移到电话号码/IP/软件电话）服务是指最终用户向语音号码发起的入站呼叫，将根据客户端在英富必平台上的配置设置，分别转移到客户端指定的电话号码和静态公共 IP 地址，或者客户端的软件电话。 服务包括以下内容： • 提供语音号码； • 技术支持； • 对英富必提供的该等服务进行计费。 **2.入站呼叫（转移到电话号码/IP/软件电话）服务的收费事件及其他详情** 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 **"收费事件"**是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 **"网络运营商"**是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 **"IP 地址"**是指网络硬件连接网络的标识号。IP 地址让设备能够通过互联网与其他设备通信。 **"静态公共 IP 地址"**是指某台设备获得可在全球范围内通过互联网访问的 IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。 **"软件电话"**是指在互联网上通过 SIP 协议发起和/或接收呼叫的软件程序。 **"SIP 协议"**会话发起协议 (SIP) 是一种信令协议，用于发起、维持、修改和终止实时会话（例如互联网上的语音呼叫）。 **"语音号码"**是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。 **"入站呼叫"**是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。

To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup.	
<mark>**MISSED CALL VOICE SERVICE DESCRIPTION**</mark> **1. Service Description** **"Missed call service"** means Inbound call made by End-User to which, in accordance with CLIENT's configuration setup on Infobip platform, there is no call answer. Upon registering the call, INFOBIP Platform alerts CLIENT platform by providing information about End-User phone number, called Voice number and time stamp of the call. Voice Service comprises the following: • Provision of the Voice number . • Technical support • Billing of such services provided by INFOBIP **2. Chargeable Event and other Missed call Voice Service Particulars** **"Chargeable event"** shall mean monthly fee for Voice number configured to receive Inbound calls. **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base; **"Client Platform"** is the system Client uses to operate Client services **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Inbound call"** means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup. The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.	<mark>未接呼叫语音服务说明</mark> **1.服务说明** **"未接呼叫服务"**指由最终用户发起但根据客户在英富必平台上的配置并未应答的的入站呼叫。在记录呼叫后，英富必平台将通过提供有关最终用户电话号码、被叫语音号码和呼叫时间戳的信息来提醒客户平台。 语音服务包括以下内容： • 提供语音号码； • 技术支持； • 对英富必提供的该等服务进行计费。 **2.未接呼叫语音服务收费事件及其他详情** **"收费事件"**是指已配置为可接收入站呼叫的语音号码的月费。 **"网络运营商"**是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 **"客户端平台"**是指客户使用客户端服务的平台。 **"语音号码"**是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为出站呼叫的来电显示。 **"入站呼叫"**是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。
<mark>**VOICE AND VIDEO RECORDING**</mark> **1. Voice Recording Service Description** **Description:**	<mark>语音与视频录制</mark> **1.录音服务说明** **说明：**

Infobip's Voice recording Service enables recording of the Voice calls interaction initiated by client using the Infobip platform or calls initiated by end users over Infobip infrastructure to the voice numbers leased by clients from Infobip.

Particulars:
Unless differently agreed by the Parties in writing, CLIENT shall be limited, by default and unless CLIENT instructs INFOBIP to do otherwise in writing, to a maximum of 10 (ten) simultaneous calls using Infobip's Voice Recording feature ("Recording Limit"). At any moment where such threshold is met and there are 10 (ten, or more if so instructed) simultaneous calls being recorded via the Voice Recording feature, each subsequent call shall be either rejected or accepted but without the Voice Recording feature depending on the explicit instruction provided by the Client. Whereas such instruction is not given to Infobip by the Client, any such subsequent call shall be rejected.

Exceptionally, the Recording Limit for Clients using the Voice Recording feature through Infobip's Conversations solution shall not be set at 10 simultaneous calls, as noted above, instead it shall be equal to the number of licenses for the Conversations service purchased by that Client.

Chargeable Event and other Recording Particulars
Recording charges within Conversations Full solution

Recording is included in Conversations Full solution license fee and is not charged separately to Clients.

Recording storage shall be charged per GB (gigabytes) of call recordings stored on a daily basis, meaning over a period of 24 (twenty four) hours. As an example, a 5 GB call recording stored with Infobip for a period of 2 days shall be charged twice (once for each day) as five individual GB each.

Recording charges in all other cases (Conversations Full solution)
On top of the call traffic charges, which will be charged as per Infobip's standard pricing communicated to client via email and subject to change with as much prior notice as possible, the charges for the Service shall be as follows:

- **Recording Licence Fees** – shall be charged monthly and correspond to the number of concurrent calls using Voice Recording Service whereas one recorded call shall correspond to one Recording Licence Fee charged. Client shall inform Infobip in writing before the commencement of the Service about the Recording Limit to be setup and consequently Infobip shall charge the Recording Licence Fee for each call Client performs with the Voice Recording Service

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英富必的录音服务可以录制客户端使用英富必平台发起的语音呼叫交互，或最终用户通过互联网基础设施向客户端从英富必租用的语音号码发起的呼叫。

详情：
在默认情况下，除非客户以书面形式指示英富必进行其他操作，否则客户最多可同时进行 10（十）个使用英富必录音功能的呼叫（"录音限额"），但双方另有书面约定除外。在达到该等阈值并且通过录音功能录制 10 个（十个，或在有指示的情况下则为更多）同时呼叫时，随后各个呼叫应被拒接或应答但不录音，具体取决于客户提供的明确指令。如果客户未向英富必提供该等指示，则应拒绝任何该等随后呼叫。

在特殊情况下，通过英富必的 Conversations 解决方案使用录音功能的客户端，其录音限制不应设置为上述 10 个同时呼叫，而应等同于该客户端购买的 Conversations 服务的许可数量。

录音收费事件及其他详情
在 Conversations 全套解决方案中录音的收费

录音包含在 Conversations 全套解决方案的许可费中，不会单独向客户端收取。

录音存储应按日，即按 24 小时（二十四小时）存储的每 GB（千兆字节）呼叫录音收费。例如，使用英富必存储 5 GB 呼叫录音 2 天，则需收取两次（每天一次）5 GB 的费用。

在其他所有情况下的录制收费（Conversations 全套解决方案）
除了呼叫流量费用外，将根据英富必通过电子邮件向客户传达的标准定价收费（并且如有变更将尽可能提前通知的情况），服务收费如下：

- **录音许可费用**根据使用录音服务的并行数量按月收取，每录制一次呼叫则收取一次录音许可费用。客户应在服务开始前将所要设置的录音限额的有关信息以书面形式通知英富必，而相应地，在客户已激活录音服务的情况下，英富必应每月对其执行的每次呼叫收取录音许可费，直至达到录音限额为止；

- **录音存储收费**应按日，即按 24 小时（二十四小时）存储的每分钟呼叫收费。例如，使用英富必存储 5 分钟呼叫 2 天，则需收取两次（每天一次）5 分钟 的费用。

activated until the Recording Limit is reached over any single month;

- **Recording Storage Charges** – shall be charged per minute of call(s) stored on a daily basis, meaning over a period of 24 (twenty four) hours. As an example, a 5 minute call stored with Infobip for a period of 2 days shall be charged twice (once for each day) as five individual minutes each.

2. Additional Video Recording Service Description Particulars

Infobip's Video recording Service enables recording of the Video calls interaction initiated by client using the Infobip platform or calls initiated by end users over the Infobip infrastructure to the client's platform or other end users.

Any calls CLIENT elects to record, as per the terms contained in this article 4, shall be recorded over their duration ("Recording Source"). Such recording may be performed automatically and as such for all calls or, on demand meaning from the activation of the option and until the Client disables the same. For the sake of clarity, calls shall be recorded according to the predefined parameters set by Infobip and chosen by the CLIENT.

CLIENT shall be able to stream any stored video call from the Recording Source on the Infobip Platform. Recording Source shall be stored, accordingly charged and as such enabled to CLIENT for streaming until CLIENT chooses to remove the Recording Source from the Infobip Platform. CLIENT understands that, in the event CLIENT wishes to transfer the Recording Source to the CLIENT Platform, it needs to be properly formatted meaning additional charges will be applied – the conversion, formatting, merging and otherwise enablement for such transfer requires additional resources which are, as mentioned, charged separately. Furthermore, in order for any Recording Source to be created and eligible for possible download and transfer, the proper parameters need to be set beforehand indicating such calls to be recorded as well as marking the eligibility for future downloads. Unless both actions are taken, future downloads will not be possible.

CLIENT may elect to store the recordings on their Platform and activate the storage on the Infobip Platform as a secondary failover option to be triggered in the event Client's platform is not available. In the event Client chooses to set their own Platform as primary storage destination while disabling the Infobip storage as a secondary (failover) option, Infobip shall not be responsible for any possible loss of Client's recordings. Likewise, Infobip shall bear no responsibility for any data which is erased, lost or

2.附加视频录制服务说明详情

英富必的视频录制服务可以录制客户使用英富必平台发起的视频呼叫交互，或最终用户在英富必平台上向客户平台或其他最终用户发起的呼叫。

根据本第 4 条中所含条款，客户选择录制的任何呼叫均应在其持续时间内录制（"录制源"）。该等录制可以对所有呼叫自动执行，或者按需执行，即在激活该选项后直到客户禁用该选项前执行。为明确起见，应根据英富必设置并由客户选择的预定义参数录制呼叫。

客户应能够从英富必平台上的录制源传输任何已存储的视频通话。录制源应在收取相应费用的情况下被存储，并让客户端能够传输，直到客户端选择在英富必平台删除为止。客户理解，如果客户希望将记录源转移到客户平台，则需要对其进行正确格式化，对此需收取额外费用，即上述转换、格式化、合并和该等转移所需的额外资源需单独收费。此外，为使任何记录源能被生成、下载和转移，需要预先设置适当的参数、发出录制该等呼叫的指示并勾选日后下载的资格。除非同时执行上述两项措施，否则日后无法进行下载。

客户可以选择将录像存储在其平台上，并在英富必平台上激活存储功能，作为在客户平台无法使用时触发的故障转移备用选项。如果客户选择将自身平台设置为主要存储区，并同时禁用作为备用（故障转移）选项的英富必存储功能，则英富必对客户所存储录像的任何可能发生的丢失概不负责。同样地，对于因客户端的行为而导致任何数据被删除、丢失或其他情况，无论该等数据是存储于英富必平台或客户端平台，英富必均不负责。

otherwise as a result of Client's actions, irrespective if such data is stored with Infobip or with Client.	
  1. Service Description With BYOC (Bring your Own Carrier) for voice calls, CLIENT will have the ability to use existing PSTN Voice Provider and keep phone numbers with that carrier while using Infobip Conversations. BYOC allows CLIENT to control voice connectivity while utilizing INFOBIP's cloud contact center features, whereas INFOBIP shall not be responsible for CLIENT's connection toward operator. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Service configuration for BYOC is done by INFOBIP upon request by the CLIENT on CLIENT's behalf in INFOBIP Platform. **2. Chargeable Event and other BYOC Particulars** BYOC setup is charged on top of SaaS price list. Chargeable event is minute per inbound or outbound calls by CLIENT over any INFOBIP service.	 **1.服务说明** 通过 BYOC（自带运营商）进行语音呼叫，客户将能够使用现有的 PSTN 语音提供商，并在使用英富必 Conversations 时通过该运营商记住电话号码。 BYOC 让客户能够在使用英富必云联络中心功能的同时控制语音连接，但英富必不负责客户与运营商的连接。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 BYOC 的服务配置由英富必应客户的要求，代客户在平台中设置。 **2.BYOC 收费事件及其他详情** BYOC 设置的收费列于 SaaS 价目表顶端。"收费事件"是指客户通过任何英富必服务进行的每次入站呼叫或出站呼叫均按分钟计费。
  1. Service Description Infobip Live chat channel allows for real-time chat communication with customers on Client's website or through Client's mobile app. The communication can be initiated from Client's web or mobile application by customers or by Client from Live chat on Customer Portal. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Service configuration for web chat is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform. Service configuration for mobile chat "Mobile In–App Chat" is done over Customer Portal through Mobile App setup (see Mobile App Messaging section). Once the Mobile App Profile is added client needs to connect the live chat widget with the Mobile App.	 **1.服务说明** 英富必即时聊天频道可实现通过网页或移动应用与客户进行即时聊天通信。 通信可以由客户从网页或移动应用发起，也可以由客户在客户门户上的即时聊天板块发起。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 网页聊天的服务配置可使用客户门户进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户完成。 "移动应用内聊天 (Mobile In–App Chat)"的服务配置是通过移动应用的设置在客户门户上完成的（参见"移动应用程序消息发送"部分）。添加移动应用的配置文件后，客户需要将即时聊天小插件与移动应用程序连接。 即时聊天仅可作为 SaaS 产品的一部分使用，并根据 SaaS 价目表进行销售和计费。

Live chat can be used only as part of SaaS product and is sold and billed as per SaaS Price list.	
  1. Service Description Infobip Social media channels allows for communication with customers on CLIENT's social media pages by receiving public comments and managing replies utilizing INFOBIP's cloud contact center solution. The communication can be initiated from CLIENT's social media pages by customers. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Social media channels shall be sold and billed as per SaaS Price list. Service configuration for social media is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform.	 **1.服务说明** 英富必社交媒体频道可实现在客户的社交媒体页面上接收公开评论，并使用英富必云联络中心解决方案管理回复，与客户进行交流。 交流可以由客户在客户的社交媒体页面发起。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。社交媒体频道应按照 SaaS 价目表进行销售和计费。 社交媒体的服务配置可使用客户门户进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户完成。
  1. Service Description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Google Business Messages Platform through the INFOBIP Platform as well as processing messages received from the Google Business Messages Platform. INFOBIP Services include: • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive Google BM traffic generated by CLIENT and the handling and routing of such Google BM traffic to the Google Platform; • Billing of such Google BM traffic processed by INFOBIP; and • Provide technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Google BM traffic generated by CLIENT to the Google Business Messages Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;	 **1.服务说明** 英富必服务中包括一种解决方案，让客户能够通过英富必平台向 Google Business Messages 平台发送消息，并处理从 Google Business Messages 平台接收的消息。 英富必服务包括: • 客户信息系统和英富必平台之间的连接; • 配置英富必平台以接收由客户所产生的 Google BM 流量并处理和路由该等 Google BM 流量到 Google 平台; • 对英富必处理的该等 Google BM 流量进行计费; 以及 • 提供技术支持。 在提供英富必服务时，除了本协议规定的条款外，英富必应: • 确保客户的信息系统和平台之间的连接经过测试并可使用; • 将客户产生的 Google BM 流量路由到 Google Business Messages 平台; • 开具向客户提供英富必服务相关所有费用的发票; • 管理与 Google 的所有合同关系，确保英富必服务的可使用性。

• Manage all contractual relationships with Google to ensure the operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route Google BM traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of Google BM Users receiving each message processed by INFOBIP; • Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform; • Announce a larger volume of traffic a few days in advance; and • Fulfil all its payment obligations **2. Chargeable Event and other Google BM Particulars** **"Chargeable Event"** means Active User; "**Network Operator**" means Google Business Messages platform as defined below; "**Google**" shall mean Google LLC, a limited liability company incorporated in the United States of America and whose principal place of business is at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States; "**Google BM App**" shall mean any mobile, desktop or web-based application developed by Google that enables the usage of Google Business Messages Services. "**Google Platform**" shall mean the server, hardware, software and other equipment that Google uses in connection with performance or the Services; "**Google BM Traffic**" shall mean the CLIENT Services provided to CLIENT's Google BM Users via the Google Business Messages Platform and Google Appa; "**Google BM User**" shall mean an End-User who is using any of the Google Apps and has expressed its consent to use the Google BM Service. "**Google Policies**" shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Google Apps and available at google.com. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Google	除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置，可将 Google BM 流量路由至英富必平台； • 自费创建和维护一个 Google BM 用户数据库，接收经英富必处理的每条消息； • 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM)； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。 **2.Google BM 收费事件及其他详情** **"收费事件"**是指活跃用户； "**网络运营商**"是指上述 Google Business Messages 平台； "**Google**"是指 Google LLC，一家在美利坚合众国注册成立的有限责任公司，主要营业地点是 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States； "**Google BM 应用程序**"是指由 Google 开发的任何移动、桌面或 Web 应用程序，可支持使用 Google Business Messages 服务。 "**Google 平台**"是指 Google 使用的提供性能或服务的服务器、硬件、软件和其他设备； "**Google BM 流量**"是客户指通过 Google Business Messages 平台和 Google 应用程序向客户的 Google BM 用户提供的服务； "**Google BM 用户**"是指正在使用任何 Google 应用程序并已表示同意使用 Google BM 服务的最终用户。 "**Google 政策**"是指适用于任何使用 Google 应用程序的用户或实体，并可在 google.com 上查阅的届时有效条款与条件和/或政策。 客户同意并确认，Google 可能会不时实行特定的流量限制，而英富必也必须相应就 Google BM 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发出通知，通知内容应随附确认流量限制的正式文件。

and, in turn, INFOBIP must apply the same to CLIENT in respect of the Google BM Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal document confirming the limitations.	
1. Service Description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Apple Business Chat Platform through the INFOBIP Platform as well as processing messages received from the Apple Business Chat Platform. INFOBIP Services include: • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive Apple Business Chat traffic generated by CLIENT and the handling and routing of such Apple Business Chat traffic to the Apple Business Chat Platform; • Billing of such Apple Business Chat traffic processed by INFOBIP; and • Provide technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Apple Business Chat traffic generated by CLIENT to the Apple Business Chat Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage all contractual relationships with Apple to ensure the operability of the INFOBIP Services; and Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route Apple Business Chat traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of Apple Business Chat Users receiving each message processed by INFOBIP; • Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform; • Announce a larger volume of traffic a few days in advance; and	**APPLE BUSINESS CHAT** **1.服务说明** 英富必服务中包括一种解决方案，让客户能够通过英富必平台向 Apple Business Chat 平台发送消息，并处理从 Apple Business Chat 平台接收的消息。 英富必服务包括: • 客户信息系统和英富必平台之间的连接; • 配置英富必平台以接收由客户所产生的 Apple Business Chat 流量并处理和路由该等 Apple Business Chat 流量到 Apple Business Chat 平台; • 对英富必处理的该等 Apple Business Chat 流量进行计费; 以及 • 提供技术支持。 在提供英富必服务时，除了本协议规定的条款外，英富必应: • 确保客户的信息系统和平台之间的连接经过测试并可使用; • 将客户产生的 Apple Business Chat 流量路由到 Apple Business Chat 平台; • 开具向客户提供英富必服务相关所有费用的发票; • 管理与 Apple 的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺: • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息; • 确保自身的信息系统正确配置，可将 Apple Business Chat 流量路由至英富必平台; • 自费创建和维护一个 Apple Business Chat 用户数据库，接收经英富必处理的每条消息; • 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM); • 提前数天通知需要更大流量; 以及 • 履行其所有付款义务。 **2.Apple Business Chat 收费事件及其他详情** **"收费事件"** 是指活跃用户; "**网络运营商**"是指上述 Apple Business Chat 平台;

• Fulfil all its payment obligations **2. Chargeable Event and other Apple Business Chat Particulars** **"Chargeable Event"** means Active User; "**Network Operator**" means Apple Business Chat platform as defined below; "**Apple**" shall mean Apple Inc., a limited liability company incorporated in the United States of America and whose principal place of business is at One Apple Park Way, Cupertino, CA 95014, United States; "**Apple App**" shall mean any mobile, desktop, tablet or web-based application developed by Apple that enables the usage of Apple Business Chat Services. "**Apple Business Chat Platform**" shall mean the server, hardware, software and other equipment that Apple uses in connection with performance or the Services; "**Apple Business Chat Traffic**" shall mean the CLIENT Services provided to CLIENT's Apple Business Chat Users via the Apple Business Chat Platform and Apple Apps; "**Apple Business Chat User**" shall mean an End-User who is using any of the Apple Apps and has expressed its consent to use the Apple Business Chat Service. "**Apple Policies**" shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Apple Apps and available at apple.com. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Apple and, in turn, INFOBIP must apply the same to CLIENT in respect of the Apple Business Chat Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal document confirming the limitations.	"**Apple**"是指 Apple Inc.，一家在美利坚合众国注册成立的有限责任公司，主要营业地点是 One Apple Park Way, Cupertino, CA 95014, United States； "**Apple 应用程序**"是指由 Apple 开发的任何移动、桌面、平板或 Web 应用程序，可支持使用 Apple Business Chat Services 服务。 "**Apple Business Chat Services**"是指 Apple 使用的提供性能或服务的服务器、硬件、软件和其他设备； "**Apple Business Chat Services 流量**"是指客户通过 Apple Business Chat Services 平台和 Apple 应用程序向客户的 Apple Business Chat 用户提供的服务； "**Apple Business Chat 用户**"是指正在使用任何 Apple 应用程序并已表示同意使用 Apple Business Chat 服务的最终用户。 "**Apple 政策**"是指适用于任何使用 Apple 应用程序的用户或实体，并可在 apple.com 上查阅的届时有效条款与条件和/或政策。 客户同意并确认，Apple 可能会不时实行特定的流量限制，而英富必也必须相应就 Apple Business Chat 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发出通知，通知内容应随附确认流量限制的正式文件。
<mark>**VIBER BOT**</mark> **1. Service Description** INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Viber Bot Platform through the INFOBIP Platform as well as processing messages received from the Viber Platform. INFOBIP Services include:	<mark>**VIBER BOT**</mark> **1.服务说明** 英富必服务中包括一种解决方案，让客户能够通过英富必平台向 Viber Bot 平台发送消息，并处理从 Viber 平台接收的消息。 英富必服务包括： • 客户信息系统和英富必平台之间的连接；

- Connectivity between CLIENT's information system and the INFOBIP Platform;
- Configuration of the INFOBIP Platform to receive Viber Bot traffic generated by CLIENT and the handling and routing of such Viber Bot traffic to the Viber Platform;
- Billing of such Viber Bot traffic processed by INFOBIP; and
- Provide technical support

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
- Route Viber Bot traffic generated by CLIENT to the Viber Platform;
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
- Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services; and

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
- Ensure that its own information systems are properly configured to route Viber Bot traffic to the INFOBIP Platform;
- Create and maintain at its own expense a database of Viber Bot Users receiving each message processed by INFOBIP;
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
- Announce a larger volume of traffic a few days in advance; and
- Fulfil all its payment obligations

2. Chargeable Event and other Viber Bot Particulars
"Chargeable Event" means each Outbound Message delivered outside of CSW;

"Outbound Messages" – shall mean all types of messages sent by the CLIENT to Subscribers of the Viber Bot through a Bot.

"Customer Support Window (CSW)" means period of 24 hours starting from the last Viber Bot message received by the CLIENT through INFOBIP Platform, sent by Viber Bot User using the Viber App;

"**Viber**" shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number

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- 配置英富必平台以接收由客户所产生的 Viber Bot 流量并处理和路由该等 Viber Bot 流量到 Viber 平台；
- 对英富必处理的该等 Viber Bot 流量进行计费；以及
- 提供技术支持。

在提供英富必服务时，除了本协议规定的条款外，英富必应：
- 确保客户的信息系统和平台之间的连接经过测试并可使用；
- 路由客户所产生的 Viber Bot 流量到 Viber 平台；
- 开具向客户提供英富必服务相关所有费用的发票；
- 管理与 Viber 的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺：
- 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息；
- 确保自身的信息系统正确配置，可将 Viber Bot 流量路由至英富必平台；
- 自费创建和维护一个 Viber Bot 用户数据库，接收经英富必处理的每条消息；
- 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM)；
- 提前数天通知需要更大流量；以及
- 履行其所有付款义务。

2.Viber Bot 收费事件及其他详情
"收费事件"是指在客服窗口期 (CSW) 以外发送的每条出站消息；

"出站消息"是指由客户通过 Bot 向 Viber Bot 用户发送的所有类型消息。

"客服窗口期 (CSW)"是指客户通过英富必平台收到由 Viber Bot 用户使用 Viber 应用程序发出的最新 Viber Bot 消息起 24 小时这段时间；

"**Viber**"是指 Viber Media S.a.r.l.，一家在卢森堡大公国注册成立的有限责任公司 (societe a responsabilite limitee)，注册号为 B184956，主要营业地点是 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg；

"**Viber 应用程序**"是指由 Viber 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装；

B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;

"**Viber App**" shall mean a mobile first, platform developed by Viber that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices;

"**Viber Platform**" shall mean the server, hardware, software and other equipment that Viber uses in connection with performance or the Services;

"**Viber Bot Traffic**" shall mean the CLIENT Services provided to CLIENT's Viber Users via the Viber Platform and Viber App;

"**Viber Bot User**" shall mean an End-User who has downloaded the Viber App to his device and has expressed its consent to receive Viber Bot Traffic from Client.

"**Network Operator**" shall mean Viber as defined above.

"**Viber Policies"** shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Viber App and available at viber.com.

CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Viber and, in turn, INFOBIP must apply the same to CLIENT in respect of the Viber Bot Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal document confirming the limitations.

"**Viber 平台**"是指 Viber 使用的提供性能或服务的服务器、硬件、软件和其他设备;

"**Viber Bot 流量**"是指客户通过 Viber 平台和 Viber 应用程序向客户的 Viber 用户提供的服务;

"**Viber Bot 用户**"是指已将 Viber 应用程序下载到自己的设备并已同意接收来自客户的 Viber Bot 流量的最终用户。

"**网络运营商**"与上述 Viber 的含义相同;

"**Viber 政策"**是指适用于任何使用 Viber 应用程序的用户或实体,并可在 viber.com 上查阅的届时有效条款与条件和/或政策。

客户同意并确认,Viber 可能会不时实行特定的流量限制,而英富必也必须相应就 Viber Bot 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发出通知,通知内容应随附确认流量限制的正式文件。

KAKAO

1. Service Description

INFOBIP Services (as defined in the Agreement) features a solution that shall enable CLIENT to deliver mobile terminated Service Messages to the Kakao Platform through the INFOBIP Platform.
INFOBIP Services include:

- Connectivity between CLIENT's information system and the INFOBIP Platform;
- Configuration of the INFOBIP Platform to receive Kakao traffic generated by CLIENT and the handling and routing of such KakaoTalk traffic to the KakaoTalk Platform;
- Billing of such KakaoTalk traffic processed by INFOBIP; and
- Technical support

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:

KAKAO
1.服务说明

英富必服务(定义见本协议)中包括一种解决方案,让客户能够通过英富必平台向 Kakao 平台提供移动台终止的服务消息。
英富必服务包括:

- 客户信息系统和英富必平台之间的连接;
- 配置英富必平台以接收由客户所产生的 Kakao 流量并处理和路由该等 KakaoTalk 流量到 KakaoTalk 平台;
- 对英富必处理的该等 KakaoTalk 流量进行计费;以及
- 技术支持;

在提供英富必服务时,除了本协议规定的条款外,英富必应:

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
- Route Kakao traffic generated by CLIENT to the Kakao Platform;
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
- Manage all contractual relationships with Kakao to ensure the operability of the INFOBIP Services;

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
- Ensure that its own information systems are properly configured to route Kakao traffic to the INFOBIP Platform;
- Create and maintain at its own expense a database of Kakao Users receiving each message processed by INFOBIP;
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
- Announce a larger volume of traffic a few days in advance; and
- Fulfil all its payment obligations

2. Chargeable Event and other Kakao Particulars

Kakao solutions are offered as three separate messaging services: Notification Talk (Alim Tog) and Friends Talk (Chingu Tog) for transactional and promotional messages which are charged per delivery, while Consultation Talk (Sangdam Tog) for chat consultations is charged per session.

"Chargeable Event" for Notification and Friends Talkmeans Service Messages sent by CLIENT to INFOBIP which is subject to Successful Delivered by INFOBIP to Kakao User;

"Chargeable Event" for Consultation Talk means each Kakao Session initiated by the End –User within the time range.

"Service Message" means the message sent through the Kakao App to a Kakao User which has opted in with CLIENT to receive such message.

"**Kakao**" shall mean Kakao Corp., a company registered in Republic of Korea and whose principal place of business is at 242 Cheomdan-ro, Jeju-Si, Jeju-do, South Korea;

"Kakao App" shall mean a mobile first, platform developed by Kakao that consists of a VoIP system,

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- 确保客户的信息系统和平台之间的连接经过测试并可使用;
- 路由客户所产生的 Kakao 流量到 Kakao 平台;
- 开具向客户提供英富必服务相关所有费用的发票;
- 管理与 Kakao 的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺:

- 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息;
- 确保自身的信息系统正确配置，可将 Kakao 流量路由至英富必平台;
- 自费创建和维护一个 Kakao 用户数据库，接收经英富必处理的每条消息;
- 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM);
- 提前数天通知需要更大流量; 以及
- 履行其所有付款义务。

2.Kakao 收费事件及其他详情

Kakao 解决方案以三种各自独立形式提供消息服务: 发送交易和促销信息的 Notification Talk (Alim Tog) 和 Friends Talk (Chingu Tog) 按发送次数收费，而聊天咨询的 Consultation Talk (Sangdam Tog) 则按会话次数收费。

Notification Talk 和 Friends Talk 的**"收费事件"**是指客户发送给英富必且英富必已成功提交给 Kakao 用户的服务消息。

Consultation Talk 的**"收费事件"**是指最终用户在某个时间范围内发起的每个 Kakao 会话。

"服务消息"是指通过 Kakao 应用程序向已选择通过客户接收该等消息的 Kakao 用户发送的消息。

"**Kakao**"是指 Kakao Corp.，一家在韩国注册的公司，其主要营业地点是 242 Cheomdan-ro, Jeju-Si, Jeju-do, South Korea;

"**Kakao 应用程序**"是指由 Kakao 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装;

"**Kakao 平台**"是指 Kakao 使用的提供性能或服务的服务器、硬件、软件和其他设备;

messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices;

"**Kakao Platform**" shall mean the server, hardware, software and other equipment that Kakao uses in connection with performance or the Services;

"**Kakao Traffic**" shall mean the CLIENT Services provided to CLIENT's Kakao Users via the Kakao Platform and Kakao App;

"**Kakao User**" shall mean an End-User who has downloaded the Kakao App to his device and has expressed its consent to receive Kakao Traffic from Client.

"**Network Operator**" shall mean Kakao as defined above.

CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Kakao and, in turn, INFOBIP must apply the same to CLIENT in respect of the Kakao Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal Kakao document confirming the limitations.

"**Kakao 流量**"是指客户通过 Kakao 平台和 Kakao 应用程序向客户的 Kakao 用户提供的服务；

"**Kakao 用户**"是指已将 Kakao 应用程序下载到自己的设备并已同意接收来自客户的 Kakao 流量的最终用户。

"**网络运营商**"与上述 Kakao 的含义相同；

客户同意并确认，Kakao 可能会不时实行特定的流量限制，而英富必也必须相应就 Kakao 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发出通知，通知内容应随附确认流量限制的正式 Kakao 文件。