Service description

服務條款

INTRODUCTION
This document lists INFOBIP's services and defines their chargeable events.

介紹

本文件列出 INFOBIP 的服務並定義其計費事件。

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.

免責聲明

Infobip 並不保證每個國家都可提供清單中的訊息通道。訊息通道在不同國家的地理涵蓋範圍應由 Infobip 代表及客戶另行約定。

SAAS SERVICES
CONVERSATIONS
軟體即服務（SAAS）

CONVERSATIONS

1. Service description
Conversations is INFOBIP's contact center service, which enables engagement in conversations with End-Users over multiple channels.

1. 服務說明

Conversations 是 INFOBIP 的一項聯繫中心服務，促成終端用戶透過多種訊息通道進行對話。

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.

Conversations 以網路介面（Conversations 完整方案）、行動應用或 HTTP 應用程式介面（Conversations API）提供，具下列功能：對話執行緒（threading）、Conversations 管理：排程及導向管理、代理分配、決策管理、歷史記錄。

2. Chargeable events and other particulars
2. 計費事件及其他特色

Conversations Full solution

Conversations 完整服務

CLIENT shall be granted a package of Monthly Active Agents (MAA) and be charged a monthly fee for the same.

客戶將獲取一組每月活躍專員（Monthly Active Agents；MAA）套裝，按月收費。

CLIENT shall be prohibited from using Named User Licences for more than 1 (one) concurrent session.
客戶不應將一組指名使用者授權同時用於超過一組的對話。

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 Conversations product, for example: admin, supervisor, agent, or any other role.
用戶之間不得相互轉讓指名使用者授權，亦不得在數個用戶間同時分享。可使用 Conversations 產品的任何人均屬用戶，例如：管理人、監督人、代理人或任何其他身分。

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.
指名使用者費用於每月首日收費。用戶授權數量依照您的帳戶中可使用 Conversations 產品任何部分的關連用戶數量來計算。在某個月份中若有新增新用戶，則將在提供時就額外授權數量收費。

Users added during the month will be charged for the full cost of the user and not be prorated.
於月中新增的用戶將收取完整用戶費用，不按比例計算。

When selecting Named User Pricing, the initial charges for the first month will be prorated based on the day of the transfer.
選擇指名使用者費用時，首月初始費用將依照移轉日期依比例計算。

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.
客戶將依照每月最高同時用戶人數付費。如在取消用戶數量後再新增用戶數量，不會產生額外費用。

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.
除每月活躍專員套組費用外，客戶在下列清單所選擇之訊息通道上所發生的計費事件，將額外計費。

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.
額外服務例如但不限於長號與短號、設定費、IP 位址及其他項目費用，均不包含在以上服務費用中，並將另外收費。

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.
客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能：

"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 Conversations product, example: admin, supervisor, agent or any other role.
「每月活躍專員（**Monthly Active Agents；MAA**）」指當月所使用的指名使用者授權單位數。一個「使用者」指一個使用 Conversations 產品的人，例如：管理人、監督人、代理人或任何其他身分。

"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.
「**指名使用者授權**」指 INFOBIP 賦予單一客戶代表的專屬授權，目的在連結及使用 INFOBIP 的 Conversations 用戶介面。

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).
客戶指示 INFOBIP 創造正在與客戶聯繫之客戶顧客檔案，這有助於在 CDP（客戶數據平台）中對顧客類型進行分類。

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.
此外，客戶授權 INFOBIP 執行新服務功能及優化客戶使用之服務。INFOBIP 應通知客戶新服務功能或服務優化的細節，使客戶於該功能或優化生效前，得選擇退出且不採納該功能或優化。

Conversations API
Conversations API

CLIENT shall be granted a package of Monthly Active Conversations and be charged a monthly fee for it.
客戶將獲取一個每月活躍對話（Monthly Active Conversations）套組，按月收費。

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.
除對話套組的費用外，客戶在下列清單中所選擇使用的訊息通道上發生的計費事件，將額外計費。

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.
額外服務例如但不限於長短號、設定費、IP 位址及其他項目費用，均不包含在 Conversations 服務費用中，並將另外收費。

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.
客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能：

"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.

「**每月活躍對話**」（**Monthly Active Conversations；MAC**）是在一個月中的有效對話數。一組「活躍對話」指在計費月份中至少有一個訊息交換的對話。一組「對話」指對話者之間的一串或一組訊息。有效對話中的訊息，可能是對話者之間在一個對話中的進站或出站訊息。

MOMENTS
MOMENTS

1. Service description
1. 服務說明

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.

Moments 是透過網站及 API 介面組成而使客戶藉此透過不同訊息通道與終端用戶溝通的 INFOBIP 服務 Moments 服務得同時對受眾及溝通進行分割、自動化及分析。

2. Chargeable events and other MOMENTS particulars
2. 計費事件及 MOMENTS 的其他功能

CLIENT shall be granted a package of Monthly Engaged Person and be charged a monthly fee for it.

客戶將獲取一組每月互動用戶（Monthly Engaged Person）的套組，並按月收費。

In case the CLIENT goes over allotted Monthly Engaged Person limit in chosen package, the CLIENT shall be charged per additional Monthly Engaged Person.

若客戶接觸的互動用戶超過其選用套組中所分配的每月追蹤使用者數量上限，依照額外的每月互動用戶數量，應另行計費。

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.

除每月互動用戶套組費用外，客戶在下列清單所選擇之訊息通道上所發生的計費事件，將額外計費。

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.

額外服務例如但不限於，長短號、設定費、IP 位址及其他項目費用，均不包含在 Moments 服務費用中，並將另外收費。

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.

客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能：

"Moments" shall mean both individually and collectively the Services provided to Client under this agreement consisting of Broadcast, Events, Flow, People and Push / MAM.

「**Moments**」指依照本協議向客戶提供的個別或整體服務，該服務包含 Broadcast, Events, Flow, People 與推播/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.

「**每月互動用戶（MEP）**」指任一終端用戶於一日曆月內 a)收到客戶透過 Flow 經下列任何訊息通道所發出的至少一則訊息，及／或 b)經下列任何訊息通道的進站訊息進入一個 Flow 對話。

ANSWERS
ANSWERS

1. Service description
1. 服務說明

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.

INFOBIP 的 Answers 服務是建立、測試及使用聊天機器人的平台，透過不同的訊息通道與終端用戶自動進行對話。

2. Chargeable events and other ANSWERS particulars
2. 計費事件及其他 ANSWERS 功能

CLIENT shall be granted a package of Monthly Active Sessions (MAS) and be charged a monthly fee for it.

客戶將獲取一組每月活躍對話套組（MAS），按月計費。

In case the CLIENT goes over allotted MAS limit in chosen package, the CLIENT shall be charged additional Session charge.

若客戶開啟的對話超過其選配套組中分配的 MAS 上限，依照額外的對話數量，應另行計費。

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.

除 MAS 套組費用外，客戶在下列清單選擇之訊息通道上所發生的計費事件將額外計費。

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.

額外服務例如但不限於長短號、設定費、IP 位址及其他項目費用，均不包含在 Answers 服務費用中，並將另外收費。

Events feature is incorporated in Answers

Events 功能包含在 Answers 服務中。

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.
客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:
其他功能：
„Monthly Active Sessions (MAS)" is the number of active sessions within the month.
「每月活躍對話」（MAS）指一個月中的有效對話數量。
"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.
「對話」指終端用戶與聊天機器人間多個進站及出站訊息的對話。自終端用戶收到一則訊息，即開始並建立一組對話。每組對話包含多則訊息，交換的訊息量不限。對話將在以下情況結束：a) 任一方的任何訊息經過事先規定時間（以分鐘數表示）後無回應時，或 b) 聊天機器人成功啟動時；或 c) 對話依照聊天機器人或 Agent 的要求，被移轉到 Agent 時。於聊天機器人設定中，得設定對話結束時間，但最多不得超過 24（二十四）小時。

"Chatbot" means a computer program that simulates and processes written or spoken human conversations;
「聊天機器人」指模擬與處理人類書面或口頭對話的電腦程式。

SAAS FEATURES:
SAAS 功能：

The following is the list of features that, among other, come as part of one of SaaS services:
下列功能包含在 SaaS 服務範圍內：

"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;
「Events」指 Infobip 提供的服務中，能夠追蹤、儲存及分析透過行動設備、網頁或第三方服務所蒐集之客戶行為的功能；
"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;
「Flow」指 Infobip 向客戶提供且能依照 Infobip 提供服務中事先設定的受眾或行為啟動，建立多元、多通道溝通的視覺工具；
"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;
「Broadcast」指 Infobip 向客戶提供並讓客戶能夠在 Infobip 提供的方案中，向終端用戶寄發單一通道單次對話的工具；
"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;

「行動應用訊息」係只能在 SaaS 服務中使用的功能，其讓客戶透過 Apple 推播通知服務（Apple Push Notification Service；APNS）、Google 雲端通信（Google Cloud Messaging；GCM）及 Firebase 雲端通信（Firebase Cloud Messaging；FCM）系統向終端用戶的智慧手機發出發出推播通知（透過網路協定向終端用戶手機發出的訊息，以終端用戶在手機上事先安裝的應用程式作為目標）；

"Messenger" is a feature, available exclusively within the SaaS Services, 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. "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

「**Messenger**」係只能在 SaaS 服務中使用的功能，讓客戶透過 INFOBIP 平台將終端用戶設備端發起的標準及訂閱訊息寄發到 Messenger 平台，也可以處理自 Messenger 平台收到的訊息。

「Messenger 平台」指 Facebook 使用與操作的平台及相關系統、網路連結及介面功能。

「Facebook」指設立於美國的 Facebook Inc,公司，註冊地址位於 1 Hacker Way, Menlo Park, California 94025。

CHANNELS / COMMUNICATION SERVICES

訊息通道／通訊服務

SMS

簡訊

1. Service Description

服務說明

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.

   INFOBIP 服務包括讓客戶在全球多個行動網路運營商的終端用戶之間，透過平台向終端用戶設備端發出簡訊（SMS MT），及接收終端用戶設備端發出的簡訊（SMS MO）。

2. INFOBIP Services include:

   INFOBIP 服務包含：

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

   a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

   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);

   b. 平台設定接收客戶處產生的流量，處理並路由簡訊流量以及為客戶自網路運營商處接收流量（若適用）；

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

   c. 計算與收取 INFOBIP 處理簡訊流量的流量帳單；及

   d. Technical Support.

d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
a. 確保並測試客戶資訊系統與平台之間的連結正常；

b. Route SMS traffic generated by CLIENT to available Network Operators;
b. 制定客戶端到可用的網路運營商之簡訊流量傳輸路徑；

c. Route SMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);
c. 將網路運營商終端用戶發出的簡訊流量導向客戶的資訊系統（若適用）；

d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
d. 提供客戶就 INFOBIP 服務費用的發票；

e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

b. Ensure that its own information systems are properly configured to:
b. 確保其資訊系統已適當設定，足以：

i. route SMS traffic to the Platform, and
i. 將簡訊流量導向平台，且
ii. receive inbound traffic from the Platform (if applicable);
ii. 自平台接收進站訊息流量（若適用）；

c. Ensure that an appropriate Service Request shall first have been received from the End User;
c. 確保先自終端用戶收到適當服務請求；

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 receiving each message processed by INFOBIP, and
d. 自費建立維持更新的資料庫，資料庫應包含終端用戶就收取 INFOBIP 每項訊息的相關服務請求及選擇停用／停止請求，及

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;

i. 在適用法律規定期間內保存相關證據，佐證向該終端用戶寄發的每則訊息均為回應服務請求且已經適當驗證；

ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice;

ii. 於書面要求的 5 日內將此等證據提供給 INFOBIP；

e. Ensure under no circumstances to send Unsolicited SMS (SPAM) to the messaging Platform;

e. 確保在任何情況下都不會向訊息平台發出未經邀約的簡訊（垃圾訊息）；

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

f. 流量將變大時，提前數日告知；且

g. Fulfill all its payment obligations.

g. 履行所有付款義務。

2. Chargeable event and other SMS Particulars

2. 計費事件及其他簡訊詳情

"MT Chargeable Event" means SMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;

「**MT 計費事件**」指由客戶向 INFOBIP 寄發之簡訊，且該簡訊由 INFOBIP 成功提交至目標網路運營商；

"MO Chargeable Event" shall mean SMS sent by the End User which is successfully accepted by INFOBIP Platform;

「**MO 計費事件**」指由終端用戶寄發且 INFOBIP 平台成功接收的簡訊；

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

「**網路運營商**」指經營 GSM 或 CDMA 基礎行動電話網路，並以提供其用戶行動電話服務為業的任何公司；

"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.

「**成功提交**」指 INFOBIP 接受客戶發送的簡訊，並在將簡訊導向提交前進行簡訊驗證。驗證成功後，INFOBIP 將會回覆客戶提交成功訊息，以記錄簡訊已成功導向並由網路運營商發送至終端用戶。未能通過 INFOBIP 驗證程序的簡訊將會被退回且回覆錯誤訊息到客戶端，該簡訊則不會被收費。

MMS

多媒體簡訊

1. Service Description

1. 服務說明

   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.
INFOBIP 服務包括讓客戶在全球多個行動網路運營商的終端用戶之間，透過平台向中斷用戶設備端發出簡訊（MMS MT），及收取終端用戶設備端發出的簡訊（MMS MO）。

   2. INFOBIP Services include:
INFOBIP 服務包含：

   a. Connectivity between CLIENT's information system and the INFOBIP Platform;
a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

   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);
b. 平台設定接收客戶處產生的流量，處理並路由多媒體簡訊流量以及為客戶自網路運營商處接收流量（若適用）；

   c. Billing of such MMS traffic processed by INFOBIP; and
c. 計算與收取 INFOBIP 處理多媒體簡訊流量的流量帳單；及

   d. Technical Support.
d. 技術支援。

   3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

   a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
a. 確保並測試客戶資訊系統與平台之間的連結正常；

   b. Route MMS traffic generated by CLIENT to available Network Operators;
b. 制定客戶端到可用的網路運營商之多媒體簡訊流量傳輸路徑；

   c. Route MMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);
c. 將網路運營商終端用戶發出的多媒體簡訊流量導向客戶的資訊系統（若適用）；

   d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
d. 提供客戶就 INFOBIP 服務費用的發票；

   e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

b. Ensure that its own information systems are properly configured to:
b. 確保其資訊系統已適當設定，足以：

i. route MMS traffic to the Platform, and
i. 將簡訊流量導向平台，且
ii. receive inbound traffic from the Platform (if applicable);
ii. 自平台接收進站流量（若適用）；

c. Ensure that an appropriate Service Request shall first have been received from the End User;
c. 確保先自終端用戶收到適當服務請求；

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 receiving each message processed by INFOBIP, and
d. 自費建立維持更新的資料庫，應包含終端用戶就收取 INFOBIP 每項訊息的相關服務請求及選擇停用／停止請求，及

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;
i. 在適用法律規定期間內保存相關證據，佐證向該終端用戶寄發的每則訊息均為回應服務請求且已經適當驗證；
ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice;
ii. 於書面要求的 5 日內將此等證據提供給 INFOBIP；

e. Ensure under no circumstances to send Unsolicited MMS (SPAM) to the messaging Platform;
e. 確保在任何情況下都不會向訊息平台發出未經邀約的簡訊（垃圾訊息）；

f. Announce a larger volume of traffic a few days in advance; and
f. 流量將變大時，提前數日告知；且

g. Fulfill all its payment obligations.
g. 履行所有付款義務。

2. *Chargeable event and other MMS Particulars*
2. 計費事件及其他多媒體簡訊詳情

"MT Chargeable Event" means MMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;

「**MT 計費事件**」指由客戶向 INFOBIP 寄發之多媒體簡訊，且該簡訊由 INFOBIP 成功提交至目標網路運營商；

"MO Chargeable Event" shall mean MMS sent by the End User which is successfully accepted by INFOBIP Platform;
「**MO 計費事件**」指由終端用戶寄發且 INFOBIP 平台成功接收的多媒體簡訊；

"Network Operator" means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base;
「**網路運營商**」指經營 GSM 或 CDMA 基礎行動電話網路，並以提供其用戶行動電話服務為業的任何公司；

"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.
「**成功提交**」指 INFOBIP 接受客戶發送的多媒體簡訊，並在將簡訊導向提交前進行簡訊驗證。驗證成功後，INFOBIP 將會回覆客戶提交成功訊息，以記錄多媒體簡訊已成功導向並由網路運營商發送至終端用戶。未能通過 INFOBIP 驗證程序的多媒體簡訊將會被退回且回覆錯誤訊息到客戶端，該則簡訊則不會被收費。

Number Lookup
號碼查詢

1. *Service Description*
   服務說明

   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):
      讓客戶提升全球網路運營商用戶流量發送率的 INFOBIP 服務，服務內容包括（依照客戶服務套裝）：

      a. Number availability;
      a. 號碼使用狀態；

      b. Portability indication;
      b. 可轉換說明；

      c. Roaming indication.
      c. 漫遊說明。

   2. INFOBIP Services include:
      INFOBIP 服務包含：

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

a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

b. Configuration of the Platform to query available Network Operator Home Location Register (HLR) for such information;
b. 平台設定向可用的網路運營商請求查詢之號碼資訊；

c. Billing of such traffic processed by INFOBIP; and
c. 計算與收取 INFOBIP 處理流量的帳單；及

d. Technical Support.
d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
a. 確保並測試客戶資訊系統與平台之間的連結正常；

b. Route Number Lookup traffic generated by CLIENT to available Network Operators;
b. 制定客戶端到可用的網路運營商之號碼查詢流量傳輸路徑；

c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
d. 提供客戶就 INFOBIP 服務費用的發票；

d. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

b. Ensure that its own information systems are properly configured to route Number Lookup traffic to the Platform;
b. 確保其資訊系統已適當設定，足以將號碼查詢之流量導向平台，且

c. Use INFOBIP Service only for internal purposes without providing any received information to Third Parties;
c. 僅得將 INFOBIP 服務作為內部使用，不得將收到資訊提供給任何第三方；

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;

d. 確保將任何簡訊提交給訂戶號碼時，確保自相同 GT 作為 FSM 轉交簡訊（Forward Short Message；FSM）前，先進行另一個 SS7 MAP SRI_for_SM 查詢；

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
e. 若有網路運營商申訴時，提供記錄佐證於使用 INFOBIP 服務將簡訊提交給用戶號碼前，曾自相同 GT 作為 FSM 將 SS7 MAP SRI_for_SM 導向網路運營商；且

f. Fulfil all its payment obligations.
g. 履行所有付款義務。

2. *Chargeable Event and other Number Lookup Particulars*
2. *計費事件及其他號碼查詢詳情*

"**Chargeable Event**" means each Number Lookup Request submitted by INFOBIP to the Network Operator;
「**計費事件**」指 INFOBIP 向網路運營商提交的每個號碼查詢請求；
"**Network Operator**" means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base;
「**網路運營商**」指經營 GSM 或 CDMA 基礎行動電話網路，並以提供其用戶行動電話服務為業的任何公司；
"**Number Lookup Request**" means the query to the Network Operator HLR database producing detailed information for a mobile number;
「**號碼查詢請求**」指向網路運營商 HLR 資料庫提出之請求，以查詢特定手機號碼詳細資訊；
"**SS7 MAP SRI_for_SM message**" means Send Routing Information message;
「**SS7 MAP SRI_for_SM 訊息**」指發送導向資訊（Send Routing Information）訊息；
"**FSM**" means Forward Short Message, which is part of GSM MAP protocol used for SMS content delivery to mobile device**;**
「**FSM**」指簡訊轉發（Forward Short Message），用以向行動設備寄發簡訊內容的 GSM MAP 協定的一部分；
"**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.
「**GT**」指 Global Title，是一個符合國際電信聯盟電信標準化部門（International Telecommunications Union Telecommunications Standardisation Sector）第 E.214 號建議的編號系統，用於蜂巢式無線電將資訊導向適當節點。

Numbers and Shortcodes
號碼及短碼

1. *Service Description*
1. *服務說明*
    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.

讓客戶使用全球數個網路運營商的當地號碼與終端用戶交換 inbound 與 outbound 通訊的 INFOBIP 服務。

2. INFOBIP Services include:
   INFOBIP 服務包含：

   a. Provisioning of a Number with desired capabilities (limited by availability and local regulations) such as:
   a. 提供一組具所需功能的號碼（受可用性及當地機關限制），例如：

   i. Support for SMS, MMS and/or Voice communication;
   i. 支援簡訊、多媒體簡訊及／或語音溝通；
   ii. Possibility to receive inbound traffic;
   ii. 可接收 inbound 流量；
   iii. Upon request of the CLIENT the possibility to be used as an SMS and/or MMS Originator and/or Voice Caller ID.
   iii. 經客戶要求，可作為簡訊及／或多媒體簡訊發送方及／或語音來電號碼使用。

   b. Configuration of the Number for inbound and outbound communication;
   b. 為 inbound 及 outbound 溝通而進行號碼設定；

   c. Billing of such Numbers and associated fees processed by INFOBIP; and
   c. 計算與收取號碼費用及 INFOBIP 處理費；及

   d. Technical Support.
   d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
   關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

   a. Request necessary documents as mandated by the local regulations from CLIENT prior to Number provisioning;
   a. 依照當地法規，在提供號碼前先向客戶要求所需文件；

   b. Ensure that the Number is successfully provisioned and operational;
   b. 確保號碼成功提供及正常操作；

   c. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services;
   e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

   d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP.
   d. 提供客戶就 INFOBIP 服務費用的發票；

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
   在不影響客戶義務的前提下，客戶茲此承諾下列各項：

a. Provide through completion of all registration and technical forms and requests provided by INFOBIP:
a. 妥善填寫 INFOBIP 提供的所有註冊與技術表格，及回應 INFOBIP 提出之需求：

i. Registration information and authorization as mandated by the local regulations;
i. 當地法規要求的註冊資訊及授權；
ii. Technical configuration information.
ii. 技術設定資訊。

b. Ensure that procured Numbers shall be used in accordance with the local regulations;
b. 確保取得的號碼依照當地法規使用；

c. Fulfill all its payment obligations.
g. 履行所有付款義務。

2.　*Chargeable event and other Numbers Particulars*
2.　計費事件及其他號碼詳情

"Number" means long number, toll-free number, or short code provisioned from Network Operators according to capabilities desired by the CLIENT;
「**號碼**」指由網路運營商依照客戶的功能需求提供之長碼，免費號碼或短碼；
"Setup Fee chargeable event" means a Number was provisioned according to the CLIENT request and set up on INFOBIP Platform;
「**設定費計費事件**」指依照客戶要求所提供訂在 INFOBIP 平台上設定的號碼；
"Recurring Fee chargeable event" means a regular payment for upkeep of the Number and keeping it reserved for the CLIENT;
「**固定費計費事件**」指為客戶專用保留而收取之固定費用；
"Network Operator" means any company operating a fixed line, GSM or CDMA-based telephony network, offering telephony services to its subscriber base;
「**網路運營商**」指經營固網、GSM 或 CDMA 基礎行動電話網路，並以提供其用戶行動電話服務為業的任何公司；

EMAIL
電子郵件

1. Service Description
1. 服務說明

1. INFOBIP Services features a solution that shall enable CLIENT to deliver emails through the Platform.
讓客戶透過平台寄發電子郵件的 INFOBIP 服務。

2. INFOBIP Services include:
INFOBIP 服務包含：

a. Connectivity between CLIENT's information system and the INFOBIP Platform;
a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

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;
b. 平台設定接收客戶處產生的電子郵件流量，處理並將電子郵件流量導向電子郵件服務提供商；

c. Billing of such Email traffic processed by INFOBIP; and
c. 計算與收取 INFOBIP 處理電子郵件流量的流量帳單；及

d. Technical support.
d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
   關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

   a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
   a. 確保並測試客戶資訊系統與平台之間的連結正常；

   b. Route Email traffic generated by CLIENT to Email Service Providers;
   b. 制定客戶端到電子郵件服務提供商之電子郵件流量傳輸路徑；

   c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
   d. 提供客戶就 INFOBIP 服務費用的發票；

   d. Manage all contractual relationships with Email Service Providers to ensure the operability of the INFOBIP Services; and
   e. 管理與電子郵件服務提供商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT CLIENT further undertakes to:
   在不影響客戶義務的前提下，客戶茲此承諾下列各項：

   a. Provide all the configuration information through the proper completion of all technical instructions provided by INFOBIP;
   a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

   b. Ensure that its own information systems are properly configured to route email traffic to the Platform;
   b. 確保其資訊系統已適當設定，足以將電子郵件流量導向平台；

   c. Create and maintain at its own expense a database of End-Users receiving each email message processed by INFOBIP;
   d. 自費建立並維持接收 INFOBIP 處之電子郵件的終端用戶資料庫；

   d. Ensure under no circumstances to send Unsolicited Email (SPAM) to the messaging Platform;
   e. 確保在任何情況下都不會向訊息平台發出未經邀約的電子郵件（垃圾郵件）；

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

f. 流量將變大時，提前數日告知；且

f. Fulfil all its payment obligations
g. 履行所有付款義務。

2. Chargeable Event and other Email Particulars
2.　計費事件及其他電子郵件詳情

"Chargeable Event" means Email sent by CLIENT to INFOBIP which is subject to Email Successful Submit by INFOBIP to destination Email Service Provider;
「**計費事件**」指由客戶向 INFOBIP 寄發之電子郵件，且該電子郵件由 INFOBIP 成功提交至目標電子郵件服務提供商；
"Email" short for electronic mail, defined as messages sent via a system of telecommunication links between computers or terminals using dedicated software;
「**電子郵件**」定義為透過電信連結系統在電腦或使用專屬軟體終端設備間所發送的訊息；

"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;
「**電子郵件成功提交**」指 INFOBIP 自客戶接受電子郵件後將電子郵件提交導向前，先驗證電子郵件。電子郵件成功提交至路由時，INFOBIP 應返還成功提交的登記予客戶。未通過 INFOBIP 驗證測試的電子郵件將被拒絕，且其錯誤訊息返還給客戶，該則電子郵件不計費。若客戶寄給 INFOBIP 的電子郵件地址形式無效或寄到無效的地址時，首次提交之電子郵件將被計費，收到電子郵件供應商錯誤訊息後，該組電子郵件地址將被列入無效清單。客戶後續向 INFOBIP 寄發的任何訊息若屬無效清單中的電子郵件地址不再提交，且將收費；
"Email Service Provider" means INFOBIP's technology partner(s) used in the chain of delivery of Email messages;
「**電子郵件服務提供商**」指 INFOBIP 在電子郵件訊息發送鏈中使用的技術合作方；
"Network Operator" means Email Service Provider as defined above;
「**網路經營商**」指上述電子郵件服務提供商；
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:
同意– 電子郵件（行銷電子郵件／電子報）原則上僅得寄給已同意接收（選擇接收）此項服務的對象。同意必須遵守下列條件：

- 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.

須以主動且獨立的方式，表示同意透過電子郵件／電子報接收廣告內容者。收受方必須點擊／打勾或以其他類似方式明確表示同意。此項聲明不得與任何其他聲明（例如同意一般業務條件條款、一般資料保護條款）附合，且須明示與廣告相關。

- 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.

  該同意必須特定且經告知，同意權的相對人應明確列出。行銷電子郵件寄送時，該電子郵件的行業及領域並須明確且可理解。

- It should be noted that the consent of minors is only valid if:
  未成年人的同意必須符合下列條件，否則無效：

  - the minor has reached the age of 16 years, or
    未成年人已滿 16 歲，或

  - the legal guardians have given consent.
    法定監護人已同意。

- 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.
  主體行使同意權時，必須明確知悉未來得隨時撤銷同意，同時必須說明如何撤銷同意及撤銷同意時的相對人。撤銷同意的流程不得較行使同意更複雜。撤銷同意後最遲必須在五（5）日後生效。

On an exceptional basis, emails may also be sent to customers without explicit opt-in (see 1.1) under the following conditions:
在例外情況下，未明確取得同意時（第 1.1 條）仍可依照下列條件發送電子郵件給客戶：

- Existing customer relationship (existence of an exchange contract in return for payment),
  既有客戶關係（有付款作為對價之契約存在），

- Direct advertising for similar proprietary products or services,
  類似的專有產品或服務的直接廣告，

- 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
  告知隨時可選擇拒絕（取得及每次使用電子郵件時），除基本費率的傳送費用外，不產生任何費用，且

- The customer has not objected.
  客戶未表示拒絕。

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:
第三方資料蒐集（例如透過共同贊助）－使用客戶自第三方取得之電子郵件地址時，應適用下列規定：

- 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.
  在進行行銷活動以前，客戶必須確保已取得同意聲明（第 1.1 條）。本項同意聲明必須明確以客戶作為對象。

- During the collection of the data the list of beneficiaries must be easy to understand and unambiguous for the user.
  在蒐集資料時，受益人清單必須容易理解且對用戶而言沒有模糊空間。

- 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 of their consent, and to easily monitor the legal handling of their data.
- 應控管蒐集郵件地址的公司或個人的數量，以避免用戶資料不當散播於大量的第三方團體。數量須讓用戶輕易掌握同意的重要性及範圍，並輕易監督資料的合法處理。

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
為求清晰，而須特別說明者係，除非再度取得用戶同意聲明，否則獲得電子郵件地址的公司不得將該地址再轉傳給第三方。

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:
電子郵件設計－商業相關電子郵件的寄信者契約合作方，即締約方，必須足供明確辨識。每封寄出的郵件必須有簡單可識別且以完整文字顯示的法律聲明（註腳）。法律聲明必須包含下列內容：

- 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;
  寄信者的姓名及地址；寄信者為法人時，法人的法律架構，商業登記資料、合資登記資料、合夥登記資料或其他組織登記資料，及相關登記編號；

- Contact information, at least one valid telephone number or an electronic contact form, and an email address;
  聯繫方式，至少一組有效的電話號碼，或電子聯繫表格，以及一組電子郵件地址；

- A sales tax identification number or a business identification number, if applicable.
  若有稅籍編號或公司登記編號，則應註明。

Further obligations to provide information in accordance with national laws are not affected

其他依照國家法律應提供資訊的義務仍應適用。

The option to revoke permission to send emails (Opt-out) must be indicated in every email.
每封電子郵件中皆須載明有撤銷同意（停止接受）的選擇。

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.
收信人須得隨時停止訂閱電子郵件，無須存取資料（例如登錄及密碼）。若所提供服務之特性，則可例外透過存取資料之方式行使停止訂閱的權力。

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.
在電子郵件標題及主旨欄中不得隱匿寄信者及商業訊息的資訊。所謂隱匿資訊，係指故意設計讓收信人在瀏覽訊息內容以前，無法在電子郵件標題或主旨欄中獲得關於寄信者的身份或訊息的商業性質，或獲得誤導資訊。

Email validation service
電子郵件驗證服務

1. Service Description
1. 服務說明

1. INFOBIP Services features a solution that shall enable CLIENT to check validity of its email addresses database through usage of the INFOBIP Platform.

   讓客戶透過 INFOBIP 平台檢查電子郵件地址資料庫有效性的 INFOBIP 服務。

2. INFOBIP Services include:
   INFOBIP 服務包含：

   a. Connectivity between CLIENT's information system and the INFOBIP Platform;
   a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

   b. Configuration of the Platform to receive queries about email addresses generated by CLIENT and the validation of such email addresses over Network Operator;
   b. 平台設定接收客戶處產生的電子郵件地址驗證的請求，並透過網路運營商驗證該電子郵件地址；

   c. Billing of such email validations processed by INFOBIP; and
   c. 計算與收取 INFOBIP 處理該電子郵件驗證的費用帳單；及

   d. Technical support.
   d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

   a. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
   a. 確保並測試客戶資訊系統與平台之間的連結正常；

   b. Route email validation queries initiated by the CLIENT to available Network Operator;
   b. 制定客戶端到網路運營商之電子郵件驗證請求的傳輸路徑；

   c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
   d. 提供客戶就 INFOBIP 服務費用的發票；

   d. Manage all contractual relationships with ESP-s to ensure the operability of the INFOBIP Services.
   e. 管理與電子郵件服務供應商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

   a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
   a. 妥善填寫 INFOBIP 提供的技術表格，以提供完整的配置資訊；

   b. Ensure that its own information systems are properly configured to route email validation requests to the Platform;
   b. 確保其資訊系統已適當設定，足以將電子郵件驗證請求導向平台；

   c. Announce a larger volume of traffic a few days in advance; and
   c. 流量將變大時，提前數日告知；且

   d. Fulfil all its payment obligations.
   d. 履行所有付款義務。

2. Chargeable Event and other Email validation Particulars
2. 計費事件及其他電子郵件驗證詳情

"Chargeable Event" means Email validation request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;
「**計費事件**」指由客戶向 INFOBIP 寄發之電子郵件驗證請求，且該驗證請求已由 INFOBIP 成功提交至目標網路運營商；
"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.
「**成功提交**」指 INFOBIP 接受客戶發送的電子郵件驗證請求，並在將該請求提交予網路運營商前進行電子郵件地址驗證。
"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.

「**電子郵件確認請求**」指客戶向 INFOBIP 發出欲查詢之電子郵件地址請求。在 INFOBIP 平台上收到請求後，INFOBIP 應將請求導向網路運營商要求 Syntax 檢查，角色基礎（Role-Based）檢查、一次性（Disposable）電子郵件地址檢查及全面涵蓋（Catch-all）電子郵件地址檢查。收到網路經營商平台的回應後，若電子郵件地址有效且存在，INFOBIP 應給予客戶「正面」回覆。若電子郵件地址無效或找不到，應給予「負面」回覆。若 SMTP 請求不完整，應回覆「未知」。

"Network Operator" means any company operating as an email service provider, offering email capabilities services to its subscriber base.

「**網路運營商**」指任何以經營電子郵件服務的提供商，並以提供其訂閱用戶電子郵件服務為業；

"Syntax check" means checking whether the email address is of the right format to be considered a valid email address

「**Syntax 檢查**」指檢查電子郵件地址格式是否正確而屬有效的電子郵件地址。

"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

「**角色基礎（Role-Based）檢查**」指檢查地址是否屬於自然人或屬公司相關之部門或組織，而非自然人的電子郵件地址。

"Disposable email address" means temporary email addresses which are revoked after a set period of time

「**一次性（Disposable）電子郵件地址**」指於特定時間後即遭撤銷的暫時性電子郵件地址。

"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.

「**全面涵蓋（Catch-all）電子郵件檢查**」指檢查電子郵件地址是否有全部涵蓋的設定。全部涵蓋設定指將主機設定為接受寄到域名的所有電子郵件，無論特定電子郵件地址是否存在。

VIBER
1. Service Description
1. 服務說明

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.

透過 INFOBIP 平台，客戶得發送服務訊息欲傳送予終端用戶之訊息至 Viber 平台的 INFOBIP 服務（如本協議所定義）。

INFOBIP Services include:
INFOBIP 服務包括：

1. Connectivity between CLIENT's information system and the INFOBIP Platform;
   客戶資訊系統與 INFOBIP 平台之間的連通性；

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;
   平台設定接收客戶處產生的 Viber 流量，處理與路由該 Viber 流量到 Viber 平台；

3. Billing of such Viber traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理該 Viber 流量的流量帳單；及

4. Technical support
技術支援。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

1. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；

2. Route Viber traffic generated by CLIENT to the Viber Platform;
制定客戶端到 Viber 平台之 Viber 流量的傳輸路徑；

3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；

4. Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services.
管理與 Viber 的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

1. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

2. Ensure that its own information systems are properly configured to route Viber traffic to the INFOBIP Platform;
確保其資訊系統已適當設定，足以將 Viber 流量導向 INFOBIP 平台；

3. Create and maintain at its own expense a database of Viber Users receiving each Service message processed by INFOBIP;
自費設置與維護接收 INFOBIP 服務訊息的 Viber 用戶資料庫；

4. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;
確保絕不會發送的訛傳訊息(垃圾訊息)至訊息平台；

5. Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且

6. Fulfil all its payment obligations
   履行所有付款義務。

2. Chargeable Event and other Viber Particulars
2. 計費事件及其他 Viber 服務詳情

"Chargeable Event" means Service Messages sent by CLIENT to INFOBIP which is subject to successful delivery by INFOBIP to End -User.
「**計費事件**」指客戶向 INFOBIP 寄發的服務訊息，INFOBIP 必須成功傳送至終端用戶；

"Service Message" means the message sent through the Viber App to a Viber User which has opted in with CLIENT to receive such message.
「**服務訊息**」指透過 Viber 應用程式向同意接收客戶訊息之 Viber 用戶發出之訊息。

"**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 B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;
「**Viber**」指 Viber Media S.a.r.l.，一家盧森堡有限責任公司，公司編號 B184956，主要營業地址位於 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 應用程式**」指由 Viber 開發且可安裝在行動裝置或桌機的行動優先平台，其功能包含 VoIP 系統、訊息服務、族群及其他互動方式；

"**Viber Platform**" shall mean the server, hardware, software and other equipment that Viber uses in connection with performance or the Services;
「**Viber 平台**」指 Viber 於效能或服務所使用之主機、硬體、軟體及其他設備；

"**Viber Traffic**" shall mean the CLIENT Services provided to CLIENT's Viber Users via the Viber Platform and Viber App;
「**Viber 流量**」指透過 Viber 平台及 Viber 應用程式，向客戶的 Viber 戶提供的客戶服務；

"**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.
「**Viber 用戶**」指下載 Viber 應用程式並同意由客戶端接收 Viber 流量的終端用戶。

"**Network Operator**" shall mean Viber as defined above.
「**網路經營商**」指如上定義的 Viber。

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.
客戶同意且承認，Viber 可能隨時對特定流量進行限制，而 INFOBIP 必須遵守該規定而對客戶之 Viber 流量實施相同限制。INFOBIP 應合理儘速通知客戶該限制，並提供 Viber 發布之正式文件佐證。

THE FOLLOWING WORDING SHALL APPLY IN CASE THE CLIENT IS ON POST PAY CHARGING MODEL:
下列規定將適用於採用後付款模式（POST PAY CHARGING MODEL）的客戶：

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.

本協議期間內，客戶承諾每月發送流量至少達到三百（300）歐元。客戶符合或超過該標準者，INFOBIP 應依照實際發送之流量向客戶收費。客戶在某月份未達前述標準而發送流量低於 300 歐元時，無論客戶該月的實際發送流量金額多寡，INFOBIP 均應向客戶收取 300 歐元。

THE FOLLOWING WORDING SHALL APPLY IN CASE THE CLIENT IS ON PRE-PAY CHARGING MODEL:

下列規定將適用於採用預付款模式（PRE-PAY CHARGING MODEL）的客戶：

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.

客戶承諾每月發送流量至少達到三百（300）歐元。客戶符合或超過該標準者，INFOBIP 應按本協議或附表規定就實際發送之流量費用於客戶帳戶中扣款。

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.

客戶在某月份未達前述標準而發送流量低於 300 歐元時，無論客戶該月的實際發送流量金額多寡，INFOBIP 均應於客戶帳戶中扣款 300 歐元。若客戶帳戶中的餘額不足，於 INFOBIP 通知後，客戶應儲值足夠金額以進行扣款。

USSD

1. Service Description

1. 服務描述

1. USSD DEFINITION

   USSD 定義

   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 signaling 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.

   非結構化補充服務資料（Unstructured Supplementary Service Data (USSD)）是以對話為基礎而於網路及行動站點間透明傳輸資料的協定。電波介面上的通訊傳輸係透過使用短對話於信號通道上發生。USSD 透過終端用戶與應用程式之間的雙向互動溝通，讓訊息可以在移動站點與網路服務之間交換。

2. USSD MESSAGES and USSD SESSION

USSD 信息及 USSD 對話

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.

USSD 訊息至多為 182 字元長度，視 USSD 服務使用之網路而定。與簡訊（SMS）不同，USSD 信息在 USSD 對話中建立即時連結。該連結持續開放，讓多個 USSD 信息間得雙向交換。依此模式建立的連結及自由的數據流動被稱為 USSD 對話。

3. PROTOCOLS USED FOR USSD TRANSMISSION
   USSD 傳輸使用之協定

   1. USSD uses non-call-related messages over DTAP and MAP SS7 protocols.
      USSD 透過 DTAP 及 MAP SS7 協定，使用非來電相關的訊息。

   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.
      直接移轉應用部分(Direct Transfer Application Part DTAP)是一項應用協定，用於 GSM 網路中的行動站點與行動交換中心間傳輸信號資訊。

   3. Mobile Application Part MAP is a protocol which enables real time communication between nodes in a mobile cellular network.
      行動應用程式部分（Mobile Application Part MAP）是用於行動網路節點中進行即時通訊的應用協定。

   4. USSD is specified by the following specifications:
      USSD 規格如下：

      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
   其他客戶義務

   Without prejudice to the any other obligations of the CLIENT , CLIENT further undertakes that:

在不影響客戶義務的前提下，客戶茲此承諾:

a) Perform maintenance and monitoring of the self-hosted application
a) 維護及監控本地主機上的應用程式

b) Use the USSD service and short codes according to the rules imposed by the country within which the short codes are being used
b) USSD 服務及短號碼之使用，須遵守短號碼使用地國家的相關規定

c) Held responsible in front of local authorities in case of transmitting forbidden or unsolicited content through USSD channels
c) 在 USSD 通道上若有禁止傳輸禁止或未經邀約的內容，應對當地機關自負責任

5. **API**

   Support APIs:
   支援 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. Chargeable Event and other USSD Particulars
2. 計費事件及其他 USSD 特性

"Chargeable Event" means each USSD Session initiated by the CLIENT or any Third Party Provider;
「**計費事件**」指客戶或任何第三方供應商所發起的每個 USSD 對話；
"Network Operator" means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base;
「**網路經營商**」指經營 GSM 基礎行動電話網路，並以提供其用戶行動電話服務為業的任何公司；

Mobile App Messaging
行動 APP 訊息

1. Service Description
1. 服務描述

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 服務讓客戶可以向支援 Android 或 iOS 系統的設備發送推播通知。此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。

INFOBIP Services include:

INFOBIP 服務包含：

1. Connectivity between CLIENT's information system and the INFOBIP Platform;
   客戶資訊系統與 INFOBIP 平台之間的連通性；

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;
   平台設定（安卓與 iOS 資料庫）以接收客戶的終端用戶處產生的推播通知，處理並路由該流量至雲端供應商；

3. Billing of such Push Notifications traffic processed by INFOBIP; and
   計算與收取 INFOBIP 處理簡訊流量的流量帳單；及

4. Technical support.
   技術支援。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

1. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
   確保並測試客戶資訊系統與平台之間的連結正常；

2. Submit Push Notifications traffic generated by CLIENT to Cloud Vendors;
   提交客戶端產生的推播通知流量至雲端供應商；

3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
   提供客戶就 INFOBIP 服務費用的發票；

4. Manage connectivity with Cloud Vendors to ensure the operability of the INFOBIP Services.
   管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT (Section 5 of the Agreement), CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

1. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
   妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

2. Ensure that its own information systems are properly configured to submit Push Notifications traffic to the Platform;
   確保其資訊系統已適當設定，而得提交推播通知流量至平台：

3. Create and maintain at its own expense a database of End-Users receiving each Push Notification processed by INFOBIP;
自費設置與維護接收 INFOBIP 推播通知的終端用戶資料庫；

4. Ensure under no circumstances to send SPAM Push Notifications to the Push Notifications platform;
確保在任何情況下都不會向推播通知平台發出未經邀約的推播通知（垃圾推播訊息）；

5. Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且

6. Fulfil all its payment obligations
履行所有付款義務。

2. Chargeable event and other Mobile App Messaging Particulars
2.計費事件及其他行動 APP 訊息詳情

"Registered device" means a device with the downloaded applications which contains SDK.
「**註冊設備**」指已載有包含 SDK 應用程式的設備。
"Network Operator" are Google Cloud Messaging (GCM) system, Apple Push Notifications Service (APNS) and Windows Push Notification which are in charge for delivering push notifications to Android and iOS platforms.
「**網路運營商**」為負責將推播通知送達安卓及 iOS 平台的 Google Cloud Messaging (GCM)系統、Apple Push Notifications Service (APNS)及 Windows Push Notification。
"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.
「**推播通知**」指通過網際網路發送給終端用戶智慧手機的訊息。推播通知的對象為終端用戶智慧手機中已安裝的應用程式；
"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;
「**SDK**」或「**軟體開發工具包**」指為使應用程式與 INFOBIP 平台能同步且不間斷提供推播通知服務，客戶必須下載與 INFOBIP 平台相容應用的軟體，以便行動應用程式和 INFOBIP 平台能同步，並允許不間斷地傳送推播通知；
"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**」指 INFOBIP 接收客戶發送的推播通知，並在推播通知提交給雲端供應商之前進行驗證。INFOBIP 將會回覆客戶提交成功訊息，以報告推播通知處理設定已成功啟動。未通過 INFOBIP 驗證程序的推播通知將會被退回且回覆錯誤訊息到客戶。

MESSENGER

1. Service Description
1. 服務說明

1. INFOBIP Services features a solution 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. 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 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的標準及訂閱訊息發送到 Messanger 平台，亦能處理自 Messenger 平台接收之訊息。此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。

2. INFOBIP Services include:
   INFOBIP 服務包含：

   a. Connectivity between CLIENT's information system and the INFOBIP Platform;
   a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

   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;
   b. 平台設定接收客戶處產生的 Messenger 流量，處理並路由該流量至 Messenger 平台；

   c. Billing of such Messenger traffic processed by INFOBIP; and
   c. 計算與收取 INFOBIP 處理 Messenger 流量的流量帳單；及

   e. Technical support
   d. 技術支援。

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
   關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

   a. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
   a. 確保並測試客戶資訊系統與平台之間的連結正常；

   b. Route Facebook traffic generated by CLIENT to the Messenger Platform;
   b. 制定客戶端到 Messenger 平台之臉書流量傳輸路徑；

   c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
   c. 提供客戶就 INFOBIP 服務費用的發票；

   d. Manage connectivity with Messenger to ensure operability of the INFOBIP Services.
   d.管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
   在不影響客戶義務的前提下，客戶茲此承諾下列各項：

a. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

b. Ensure that its own information systems are properly configured to route Messenger traffic to the INFOBIP Platform;
b. 確保其資訊系統已適當設定，得將 Messenger 流量傳輸至 INFOBIP 平台；

c. Create and maintain at its own expense a database of Messenger Users receiving each Service and Subscription message processed by INFOBIP;
c. 自費設置與維護接收 INFOBIP 服務與用戶訊息的 Messenger 用戶資料庫；

d. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;
d. 確保在任何情況下都不會向 Messenger 平台發出未經邀約的訊息（垃圾訊息）；

e. Announce a larger volume of traffic a few days in advance; and
e. 流量將變大時，提前數日告知；且

f. Fulfill all its payment obligations
f. 履行所有付款義務。

2. Chargeable Event and other Facebook Particulars
2. 計費事件及其他 Messenger 服務詳情

"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;
「**有效用戶**」指於特定月份中已成功接收至少一次由客戶於本協議下發送之通知的終端用戶；
"Chargeable Event" means Active User;
「**計費事件**」指有效用戶；
"Network Operator" means Facebook as defined below;
「**網路運營商**」指定義如下的 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;
「**Facebook**」指於美國設立且註冊地址位於 1 Hacker Way, Menlo Park, California 94025 的 Facebook Inc；
"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;
「**成功接收**」指客戶寄給 INFOBIP 的通知，並在提交至 Facebook 平台之前先行驗證該通知已發送至終端用戶的手機；
"Messenger Platform" means the platform and associated systems, network connection and interfacing capabilities used and operated by Facebook;
「**Messenger 平台**」指 Facebook 使用經營的平台及相關系統、網路連結及介面；

TELEGRAM

1. Service Description
1. 服務說明

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 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的標準及訂閱訊息發送到 Telegram 平台，亦能處理自 Telegram 平台接收之訊息。此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。

INFOBIP Services include:
INFOBIP 服務包含：

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
  確保並測試客戶資訊系統與平台之間的連結正常；

- Route Telegram traffic generated by CLIENT to the Telegram Platform;
  制定客戶端到 Telegram 平台之 Telegram 訊息流量傳輸路徑；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
  提供客戶就 INFOBIP 服務費用的發票；

- Manage connectivity with Telegram to ensure operability of the INFOBIP Services.
  管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
  妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route Telegram traffic to the INFOBIP Platform;
  確保其資訊系統已適當設定，得將 Telegram 流量傳輸至 INFOBIP 平台；

- Create and maintain at its own expense a database of Telegram Users receiving each Service and Subscription message processed by INFOBIP;
  自費設置與維護接收 INFOBIP 服務與用戶訊息的 Telegram 用戶資料庫；

- Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;
  確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfill all its payment obligations
  履行所有付款義務。

2. Chargeable Event and other Telegram Particulars
2. 計費事件及其他簡訊詳情

"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;
「**有效用戶**」指於特定月份中已成功接收至少一次由客戶於本協議下發送之通知的終端用戶；
"Chargeable Event" means Active User;
「**計費事件**」指有效用戶；
"**Network Operator**" means Telegram as defined below;
「**網路運營商**」指定義如下的 Telegram；
"**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;
「**成功接收**」指客戶寄給 INFOBIP 的通知，並在提交至 Telegram 平台之前先行驗證該通知已發送至終端用戶的手機；
"**Telegram**" shall mean Telegram Messenger LLP, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5;
「**Telegram**」指地址位於 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5 的 Telegram Messenger LLP，；
"**Telegram Platform**" means the platform and associated systems, network connection and interfacing capabilities used and operated by Telegram;
「**Telegram 平台**」指 Telegram 所使用操作的平台及相關系統、網路連結及介面；

WHATSAPP
1. Service Description
1. 服務說明

INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the WhatsApp Platform through the INFOBIP Platform.
INFOBIP 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的寄發到 WhatsApp 平台。

INFOBIP Services include:
INFOBIP 服務包含：
- Connectivity between CLIENT's information system and the INFOBIP Platform;
  客戶資訊系統與 INFOBIP 平台之間的連通性；

- 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;
  INFOBIP 平台設定接收客戶處產生的 WhatsApp 訊息流量，處理並路由該流量至 WhatsApp 平台；

- Billing of such WhatsApp traffic processed by INFOBIP.
  計算與收取 INFOBIP 處理 WhatsApp 流量的流量帳單；及

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
  確保並測試客戶資訊系統與平台之間的連結正常；

- Route WhatsApp traffic generated by CLIENT to the WhatsApp Platform;
  制定客戶端到 WhatsApp 平台之臉書流量傳輸路徑；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
  提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with WhatsApp to ensure the operability of the INFOBIP Services.
  管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
  妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route WhatsApp traffic to the INFOBIP Platform;
  確保其資訊系統已適當設定，得將 WhatsApp 流量傳輸至 INFOBIP 平台；

- Create and maintain at its own expense a database of WhatsApp Users receiving each message processed by INFOBIP;
  自費設置與維護接收 INFOBIP 服務與用戶訊息的 WhatsApp 用戶資料庫；

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging Platform;
  確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
  履行所有付款義務。

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 的 WhatsApp 服務含有兩種不同寄送者寄存選項，供客戶於註冊寄送者前得選擇使用：

- 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).
  Infobip 寄存 – 將透過 WhatsApp 內部部署 API 提供寄送者/服務，由 Infobip 寄存於 Infobip 的系統或 Infobip 自有的硬體架構或於公用雲端提供商架構（微軟 Azure 雲端）的虛擬資源中。
- Cloud hosting (beta) – sender/service will be provided via WhatsApp Cloud API, hosted by Meta.
  雲端寄存（預覽版）-將透過 WhatsApp 雲端 API 寄送者/服務，由 Meta 寄存。

2. Chargeable Event and other WhatsApp Particulars
2. 計費事件及其他 WhatsApp 服務詳情

"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.**

「**計費事件**」指任何透過 WhatsAPP Business API 發送的訊息，費用將改以每一段對話基礎為準。WhatsAPP 對話定義為固定 24 小時區間內企業用戶與個人間無限次的訊息交換。24 小時區間從以下時點開始：
- 於 24 小時 CSW 外，企業傳送到用戶的訊息（企業觸發對話）。
- 於 24 小時 CSW 內，企業端回復用戶訊息的訊息（用戶觸發對話）。

於以上兩種情況，對話區間將從企業訊息傳送時點開始。當企業觸發訊息至用戶時（制式訊息），無論用戶是否於接下來的 24 小時內回覆該則訊息，都將計為每一對話。在固定 24 小時對話區間內企業與用戶交換的訊息沒有數量限制。更多資訊與更新詳見：
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;

「**Customer Support Window（CSW）**」指 WhatsApp 用戶使用 WhatsApp 應用程式發出的 MO 訊息，由客戶透過 INFOBIP 平台收到後開始起算之 24 小時期間；

"Free Form Message (FFM)" means any message sent by the CLIENT to WhatsApp User using WhatsApp App over INFOBIP Platform.

「**Free Form Message（FFM）**」指客戶使用 WhatsApp 應用程式透過 INFOBIP 平台向 WhatsApp 用戶發送的訊息。

"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;

「**Highly Structured Messag（HSM）**」指客戶開始與終端用戶對話時必須使用的訊息範本。每則 HSM 在使用前應先經 WhatsApp 核准；

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

「**託管發件人月費**」指適用於透過 WhatsApp OnPremises API 的發送人的每月費用，其安裝由 INFOBIP 託管、管理和升級

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

「**雲端發送者月費**」指雲端 API 中 Meta 託管的發送方的月費。

"Network Operator" means WhatsApp as defined below;

「**網路運營商**」指定義如下的 WhatsApp；

"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**」指於美國成立且主要營業地址位於 1601 Willow Road, Menlo Park, CA 94025, United States 的有限責任公司 WhatsApp Inc.；

"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 應用程式**」指由 WhatsApp 開發且可安裝在行動裝置或桌機的行動優先平台，其功能包含 VoIP 系統、訊息服務、族群及其他互動方式；

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

「**WhatsApp 平台**」指 WhatsApp 履行服務時所使用之主機、硬體、軟體及其他設備；

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

「**WhatsApp MO 訊息**」指 WhatsApp 用戶使用 WhatsApp 應用程式透過 INFOBIP 平台發送給客戶之每則訊息；

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

「**WhatsApp 流量**」指客戶透過 WhatsApp 平台及 WhatsApp 應用程式，向客戶的 WhatsApp 用戶提供的客戶服務；

"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 用戶**」指下載 WhatsApp 應用程式並同意由客戶端接收 WhatsApp 流量的終端用戶。MSISDN 將每位 WhatsApp 用戶定義為註冊 WhatsApp 應用程式。

WhatsApp Terms of Use:
WhatsApp 使用條款：
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.
客戶接受且同意 WhatsApp 可能隨時修改下列條款，客戶基於本協議使用 WhatsApp 服務時，將受下列條款的拘束。

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

WhatsApp Pricing Terms:
WhatsApp 定價條款：
The pricing terms for WhatsApp services shall be as provided in Business proposal in corresponding Schedule of this Master Services Agreement.

WhatsApp 服務定價依照本主服務協議對應附表的商業提案規定。

Any form of reselling of the WhatsApp Service shall be allowed exclusively if prior written consent from INFOBIP is obtained.

任何形式的 WhatsApp 服務轉售僅限於 INFOBIP 事前書面同意下才可提供。

VOICE AND VIDEO
語音及影片

WEB AND IN-APP CALLS
網頁/APP 即時通訊

1. Service Description
1. 服務說明
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.
Infobip 網頁/APP 即時通訊指終端用戶透過使用 InfobipRTC SDK 的客戶網頁或行動應用程式中撥打或接聽通話。

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:
終端用戶透過 InfobipRTC SDK 自客戶的網頁或行動應用程式撥打之通話，依照客戶設定，可能按下列任一方式接收：

- By placing the call to another end-user of Client's web or mobile application. Call may contain both audio and video components.

撥打通話予客戶網頁或行動應用程式中的另一終端用戶，通話可能含有語音與影像元件。

- 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
  轉接通話予客戶指定的電話號碼或靜態公用 IP 位址或將通話轉接至客戶的軟體電話

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:
依照設定，在客戶網頁或行動應用程式中透過 Infobip 提供之 SDK 接收的通話，以及由應用程式終端用戶接聽的通話，將以下列任一方式播送：

- By end-user making the inbound call towards Voice number
  由終端用戶對語音號碼撥入

- By end-user initiating the call from Client's web or mobile application. Call may contain both audio and video components.
- 由終端用戶自客戶的網頁或行動應用程式撥打通訊。通話可能含有語音與影像元件。

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.
使用客戶平台入口得進行服務配置，或於客戶要求時，由 INFOBIP 客戶經理於 INFOBIP 平台上代表客戶進行配置。

INFOBIP Services include:
INFOBIP 服務包含：

- Provisioning of Voice number, if needed
  必要時，提供語音號碼

- Configuration of the INFOBIP Platform
  INFOBIP 平台設定

- Billing of Services provided by Infobip
  計算與收取 INFOBIP 服務費用

- Technical support
  技術支援

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational.
  確保並測試客戶資訊系統與平台之間的連結正常；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP.
  提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
  管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
  妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured, designed and developed to initiate and receive calls to and from the INFOBIP Platform.
  確保其資訊系統已適當設定、設計與開發，得透過 INFOBIP 平台撥打或接收通話；

- Create and maintain at its own expense a database of Users making and receiving calls over INFOBIP Platform.
  自費設置與維護接收 INFOBIP 平台撥打與接收通話的用戶資料庫；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
  履行所有付款義務。

2. Chargeable Event and other Web and In-App Calls Particulars
2. 計費事件及其他網頁/APP 即時通訊服務詳情
"Chargeable Event" shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.
「**計費事件**」指由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。
"Client Platform" is the system Client uses to operate Client services.
「**客戶平台**」指客戶用來操作客戶服務的系統。
"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.
「**SDK 或軟體開發套件**」是客戶必須下載並與 INFOBIP 合作調整的軟體，以便行動應用程式及 INFOBIP 平台能夠建立通話。
"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.
「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在撥出電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。 INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

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

「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；

"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.

「**靜態公用 IP 位址**」指提供全球網路服務的 IP 位址服務提供商分配給設備的永久編號，且客戶須自行購入；

"Softphone" means software program for sending and/ or receiving calls over SIP protocol over Internet.

「**軟體電話**」指基於 SIP 協定透過網路撥打及／或接聽通話的軟體程式。

VOICE MESSAGES
語音訊息

1. Service Description

1. 服務說明

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.

Infobip **語音訊息**服務讓客戶得撥打通話給一個或數個目標號碼（市話或行動電話用戶號碼），且通話撥通後，播放事先錄製或文字轉語音的語音檔案。通話撥通且播放事先錄製或文字轉語音的語音檔案後，終端用戶可選擇輸入指令，輸入之指令將發送給 INFOBIP 平台。INFOBIP 平台收到指令後，依照客戶在 INFOBIP 平台所事先設定的選項而執行該指令。客戶得選擇之事先設定的選項視 INFOBIP 平台所支援的功能而定。若因連線問題，導致終端客戶的請求指令訊號無法發送至 INFOBIP 平台，INFOBIP 概不負責。

Voice Service comprises the following:
語音服務包含下列：

- Technical support.
  技術支援。

- 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.
  將文字訊息轉為語音檔案。INFOBIP 得隨時修改文字轉語音服務所適用語種清單。

- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers.
經客戶要求提供語音號碼作為 Caller ID，並以該號碼做為來電顯示號碼。

- CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call.
客戶得選擇使用自動答錄機偵測，以偵測接聽通話者為機器或人類。

- Billing of such services provided by INFOBIP.
計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other VOICE MESSAGES Service Particulars
2. 計費事件及其他語音訊息服務詳情

"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.
「**計費事件**」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。
客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

"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;
「**Caller ID**」指終端用戶電話號碼及／或配發給客戶而向終端用戶顯示的電話號碼。Caller ID 的顯示方式視網路運營商提供之功能而定。

"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;
「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；
"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.
「**答錄機偵測**」指可偵測通話由機器或用戶接聽的 INFOBIP 服務，此服務為額外選配服務。每次通話接聽時，按需求額外計費。
"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.
「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在撥出電話時作為 Caller ID，視相關市場當地的電信規則而定。
"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.
「**出站電話**」指客戶撥出的通話，由 INFOBIP 平台導向網路運營商，再導向終端用戶。

INTERACTIVE VOICE RESPONSE (IVR)
互動語音回應（IVR）

1. Service Description
1. 服務描述

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.

Infobip 互動語音回應（IVR）（**出站互動語音回應（Outbound IVR）**）服務讓客戶得向一個或多個目標號碼（市話或行動電話用戶號碼）撥打通話，或接聽撥打至語音號碼的終端用戶通話來電（**進站互動語音回應（Inbound IVR）**）。通話撥通後，將執行預設的互動語音情境。在互動語音情境中，執行的客戶預設的選項有播放事先錄製或文字轉語音的語音檔案，將轉接通話，聯繫客戶的平台網址，或錄製終端用戶的反饋。電話撥通後，終端用戶得選擇輸入指令，該指令將發送給 INFOBIP 平台，INFOBIP 平台收到指令後，依照客戶在 INFOBIP 平台所事先設定的選項而執行該指令。客戶得選擇之事先設定的選項視 INFOBIP 平台所支援的功能而定。若因連線問題，導致終端客戶的請求指令訊號無法發送至 INFOBIP 平台，INFOBIP 概不負責。

IVR Service comprises the following:
互動語音回應服務包含下列：

- Technical support.
  技術支援。

- 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.
  將文字訊息轉為語音檔案。INFOBIP 得隨時修改文字轉語音服務所適用語種清單。

- 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..
  經客戶要求提供語音號碼作為 Caller ID，並以該號碼作為來電顯示號碼；或將該語音號碼作為進站互動語音回應。

- CLIENT can choose to use Answering machine detection on Outbound IVR in order to detect whether machine or human answered the call.
  客戶得於出站互動語音回應情境選擇使用自動答錄機偵測，以偵測接聽通話者為機器或人類。

- Billing of such services provided by INFOBIP.

計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other IVR Service Particulars
2. 計費事件及其他互動語音回應服務詳情

"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").

「**IVR**」指互動語音回應，為企業自動處理語音通話。其提供客戶雙向的通訊通道讓客戶與其終端用戶於通話中互動。互動語音回應可能由客戶向終端用戶撥打（「出站互動語音回應」），或由終端用戶向客戶的語音號碼撥打（「進站互動語音回應」）。

"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.

「**計費事件**」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。
客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

"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;

「**Caller ID**」指終端用戶電話號碼及／或配發給客戶而向終端用戶顯示的電話號碼。Caller ID 的顯示方式視網路運營商提供之功能而定。

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

「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；

"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.

「**答錄機偵測**」指可偵測通話由機器或用戶接聽的 INFOBIP 服務，此服務為額外選配服務。每次通話接聽時，按需求額外計費。

"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.

「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在撥出電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

"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.

「**出站電話**」指客戶撥出的通話，由 INFOBIP 平台導向網路運營商，再導向終端用戶。

CLICK TO CALL
一點即撥

1. Service Description
1. 服務描述

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.
Infobip 一點即撥服務讓客戶可以對兩組目標號碼（市話或行動電話用戶號碼）撥打兩則通話，接通後，即得與目標號碼的接聽方開始對話。

Order in which the number will be called is defined by Click to call solution design and Client's request.
一點即撥服務設計及客戶得設定兩組號碼的撥打順序。

Service comprises the following:
服務包括下列：

- Technical support.
  技術支援。

- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers.
  經客戶要求提供語音號碼作為 Caller ID，並以該號碼做為來電顯示號碼。

- CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call.
  客戶得選擇使用自動答錄機偵測，以偵測接聽通話者為機器或人類。

- Billing of such services provided by INFOBIP.
  計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other Click to Call Service Particulars
2. 計費事件及其他一點即撥服務詳情

"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.
「**計費事件**」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。
客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。
 "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;
「**Caller ID**」指終端用戶電話號碼及／或配發給客戶而向終端用戶顯示的電話號碼。Caller ID 的顯示方式視網路運營商提供之功能而定。

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

「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；

"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.

「**答錄機偵測**」指可偵測通話由機器或用戶接聽的 INFOBIP 服務，此服務為額外選配服務。每次通話接聽時，按需求額外計費。

"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.

「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在撥出電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.

「**出站電話**」指客戶撥出的通話，由 INFOBIP 平台導向網路運營商，再導向終端用戶。

NUMBER MASKING
隱藏號碼

1. Service Description
1. 服務描述

- 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.
  a) 隱藏號碼讓使用電話號碼（行動或市話電話）的兩方透過電話進行通話，且不互相顯示對方號碼。根據客戶平台接收到的回應，隱藏號碼服務得讓進站電話進行動態電話轉接。

- 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:
  b) 客戶自 Infobip 租用的語音號碼接到來電後，Infobip 隱藏號碼平台向客戶平台發出 HTTP 請求並提供關於來電的資訊。Infobip 平台將以此回應：

  o receive phone number to which to forward the inbound call to; or
    接通電話並對其進行進站電話轉接；或

  o play pre-recorded audio file in accordance with Number Masking solution design and if agreed so in advance with the Client
    依照隱藏號碼方案設計，且在與客戶事先約定的情況下，播放事先錄製的語音檔案

  o shall execute any other flow as agreed with the CLIENT and in accordance with solution design
    依照與客戶的約定及方案設計，執行任何其他流程

- 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.

  c) 進站電話連接到客戶於 b)款描述下所接收的電話號碼，然因客戶平台延遲接聽或未接聽而無法連接時，Infobip 概不負責。

- 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.

  d) 電話接通後將收費，即 a) 來電轉到終端用戶且接通，或 b) 事先錄製的語音檔案已開始播放。

Number Masking comprises the following:

隱藏號碼包括下列：

- a) Provision of the Voice number.

  a) 提供語音號碼。

- b) Technical support

  b) 技術支援

- c) Billing of such services provided by INFOBIP

  c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other NUMBER MASKING Service Particulars

計費事件及其他隱藏號碼服務詳情

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

「**計費事件**」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。

"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;

「**Caller ID**」指終端用戶電話號碼及／或配發給客戶而向終端用戶顯示的電話號碼。Caller ID 的顯示方式視網路運營商提供之功能而定。

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

「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；

"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;

「**動態電話轉接**」指 Infobip 隱藏號碼平台在將語音電話轉到目標號碼前，先向客戶平台發出查詢目標號碼，且客戶平台向 Infobip 隱藏號碼平台作出回應。

"**Infobip Number Masking Platform**" is part of **INFOBIP Platform** that enables implementation of Number Masking solution

「**Infobip 隱藏號碼平台**」是 **INFOBIP 平台**的一部分，實施隱藏號碼方案。

"**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.

「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在出站電話時作為 Caller ID，視相關市場當地的電信規則而定。

"**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.

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

SIP TRUNKING
1. Service Description
服務描述

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.

Infobip 的 SIP Trunking 服務讓客戶透過 INFOBIP 平台，使用語音平台向目標號碼（固網或行動電話用戶號碼）撥打出站電話。客戶平台使用兩方的 SIP 協定及靜態公共 IP 地址與 Infobip 平台整合。

SIP Trunking comprises the following:
SIP Trunking 包括下列：

- Technical support
  技術支援

- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone number
  經客戶要求提供語音號碼，作為來電顯示號碼，向去電對象顯示。

- Billing of such services provided by INFOBIP
  對 INFOBIP 提供的服務收費

2. Chargeable Event and other SIP TRUNKING Service Particulars
計費事件及其他 SIP TRUNKING 服務詳情

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

"Client Platform" is the system Client uses to operate Client services
「客戶平台」指客戶用以經營客戶服務的系統；

"Chargeable event" shall mean 60 second of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.
「計費事件」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每60秒長度的單一通話。

"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;
「Caller ID」指終端用戶電話號碼及／或配發給客戶而向終端用戶顯示的電話號碼。Caller ID 的顯示方式視網路運營商提供之功能而定。

"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;
「網路運營商」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；

"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.
「SIP 協定」指對話啟動協定（Session Initiation Protocol (SIP)），其為用來開始、維持、修改或終止即時對話（如網路語音電話）的訊號協定。

"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.
「IP 位址」指與網路連接的網路硬體識別編號，其允許該設備與其他設備透過網路進行通訊。

"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.
「靜態公用 IP 位址」指提供全球網路服務的 IP 位址服務提供商分配給設備的永久編號，且客戶須自行購入；

"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.
「語音號碼」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在出站電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.
「出站電話」指客戶撥出的通話，由 INFOBIP 平台導向網路運營商，再導向終端用戶。

INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE
進站電話–轉接至電話號碼/ IP / 軟體電話

1. Service Description
服務描述

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.
Infobip 語音號碼－轉接至電話號碼/ IP / 軟體電話服務，指終端用戶撥打給語音號碼的進站電話，且依照客戶在 INFOBIP 平台上的設定，分別轉接至客戶指定的電話號碼、客戶指定的靜態公開 IP 地址或客戶的軟體電話。

Service comprises the following:
服務包含：

- a) Provision of the Voice number.
  a) 提供語音號碼。

- b) Technical support
  b) 技術支援

- c) Billing of such services provided by INFOBIP
  c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE Service Particulars
計費事件及其他進站電話– 轉接至電話號碼/IP／軟體電話服務詳情

The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.
客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

"Chargeable event" shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties.
「**計費事件**」指除雙方書面同意外，由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。
"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;
「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；
"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.
「**IP 位址**」指與網路連接的網路硬體識別編號，其允許該設備與其他設備透過網路進行通訊。
"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.
「**靜態公用 IP 位址**」指提供全球網路服務的 IP 位址服務提供商分配給設備的永久編號，且客戶須自行購入；
"Softphone" means software program for sending and/ or receiving calls over SIP protocol over Internet.
「**軟體電話**」指經由 SIP 協定透過網路撥打及／或接聽通話的軟體程式。
"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.
「**SIP 協定**」指對話啟動協定（Session Initiation Protocol (SIP)），其為用來開始、維持、修改或終止即時對話（如網路語音電話）的訊號協定。
"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.
「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在出站電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

MISSED CALL VOICE SERVICE DESCRIPTION
未接來電語音服務描述

1. Service Description
服務描述

"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.

「**未接來電服務**」指終端用戶撥入的進站電話，依照客戶在 Infobip 平台上的設定並未接聽。收到來電的 INFOBIP 平台將通知客戶平台，並提供終端用戶的電話號碼、來電語音號碼及來電時間的資訊。

Voice Service comprises the following:
語音服務包括下列：

- a) Provision of the Voice number.
  a) 提供語音號碼。

- b) Technical support
  b) 技術支援

- c) Billing of such services provided by INFOBIP
  c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other Missed call Voice Service Particulars
計費事件及其他未接來電服務詳情

"Chargeable event" shall mean monthly fee for Voice number configured to receive Inbound calls.
「**計費事件**」指用來接聽進站通話之語音號碼的月費。
"Network Operator" means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;
「**網路運營商**」指經營以 GSM 為基礎的行動電話網路並以提供其用戶行動電話服務為業的公司；
"Client Platform" is the system Client uses to operate Client services
「**客戶平台**」指客戶用以經營客戶服務的系統
"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.

「**語音號碼**」指 INFOBIP 向網路運營商租用並轉出租給客戶的電話號碼。客戶可使用語音號碼接聽來自終端用戶的電話，或在出站電話時作為 Caller ID，視相關市場當地的電信規則而定。

"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.

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。客戶應依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

VOICE AND VIDEO RECORDING
語音及影片錄製

1. Voice Recording Service Description
語音錄製服務描述
Description:
服務描述：
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.
語音錄製服務讓客戶使用 INFOBIP 平台錄製客戶觸發的語音通話互動，或是錄製終端用戶於 INFOBIP 架構下撥入客戶租用號碼的通話。

Particulars:
服務詳情：
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.
除雙方另有書面協議且於客戶沒有額外書面指示 INFOBIP 的情況下，客戶僅能使用 INFOBIP 語音錄製功能錄製最多 10 通同時發生的通話（「錄製上限」）。於任何時候達到錄製上限時，按客戶的明確指示，後續接通的通話應被拒絕接通或縱使接通亦無法使用語音錄製功能。客戶沒有明確指示時，INFOBIP 將逕採拒絕接通後續通話之作法。

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.
此外，客戶若是採用 Conversations 方案的語音錄製功能，錄製上限不應限於十通同時發生的通話，該上限應等同於客戶購入的 Conversations 服務授權數量。

Chargeable Event and other Recording Particulars
計費事件及其他錄製服務詳情

Recording charges within Conversations Full solution
於 Conversations 完整方案中的錄製服務費用

Recording is included in Conversations Full solution license fee and is not charged separately to Clients.
錄製服務費用已包含於 Conversations 完整方案的授權費用中，而不另外向客戶收費。

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)
錄製容量應以每日通話錄製儲存的每十億位元組（GB, gigabytes）來計價，即超過 24 小時區間。例如，儲存在 Infobip 兩天的 5GB 通話錄製檔案應以個五個計費單位收取兩次費用（每日計費一次）。錄製服務費用於全部情況（Conversations 完整方案）。

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:
除通話流量費用（計費依據 Infobip 標準價目，以電子郵件跟客戶溝通且得以通知調整價格者）外，服務費用如下：

- **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 activated until the Recording Limit is reached over any single month;
  錄製授權費 – 每月收費，並以使用語音錄製服務時同時發生的通話數量為計費標準。一通錄製的通話應對應到一組錄製授權費用。服務開始前，客戶應書面告知 INFOBIP 擬設定的錄製上限，而 INFOBIP 應對客戶以語音錄製服務進行的每通通話收取錄製授權費，直至通話數量達到單月的錄製上限。
- **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.
  錄製容量費用 – 以每天儲存的通話分鐘數計費，即超過 24 小時區間。例如，儲存在 Infobip 兩天的 5 分鐘通話錄製檔案應以個五個計費單位收取兩次費用（每日計費一次）。

2. Additional Video Recording Service Description Particulars
2. 其他影像錄製服務詳情

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.
影像錄製服務讓客戶使用 INFOBIP 平台錄製客戶觸發的影像通話互動，或是錄製終端用戶於 INFOBIP 架構下撥入客戶租用號碼的通話。

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.

依第四條之規定，客戶選擇錄製通話時，錄製時間應超過其持續時間（「錄製來源」）。錄製得自動進行於全部的通話或特定選取之通話，即以客戶觸發錄製選項開始直至客戶停止錄製。為清楚起見，通話應依照 INFOBIP 設定及客戶選擇的預設參數來錄製。

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.

客戶應得 INFOBIP 平台的錄製來源上串流任何儲存影像電話。錄製來源應被儲存且計費，客戶應得串流被儲存之影片直到客戶在 INFOBIP 平台上刪除之。客戶了解，若客戶希望移轉錄製來源至客戶平台，其需適當格式，即轉換、格式化、合併與其他為移轉來源而所需的資源都應另外收費。此外，為創造錄製來源並使其供下載與移轉，應事前設定適當參數，允其通話得被錄製且未來可供下載。未採取以上兩種動作時，未來無法供下載。

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 otherwise as a result of Client's actions, irrespective if such data is stored with Infobip or with Client.

客戶得選擇儲存錄製檔案於其平台，並將 Infobip 平台設定為客戶平台無法支援時的備援儲存平台。若客戶以其平台為主要儲存空間並取消 Infobip 平台的備援儲存功能時，客戶錄製檔案遺失時，Infobip 概不負責。同樣的，因客戶行為而造成的檔案遺失或刪除，無論該檔案儲存於客戶或 Infobip 空間，Infobip 概不負責。

Bring Your Own Carrier (BYOC)
自帶運營商(BYOC)

1. Service Description
服務描述

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.

語音通話中的 BYOC（自帶運營商）讓客戶使用客戶既有的 PSTN 語音供應商及該運營商的電話號碼，同時使用 Infobip Conversations 服務。

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.
BYOC 讓客戶在使用 INFOBIP 的雲端聯繫中心功能時，得以控制語音連線，INFOBIP 對客戶與運營商間的連線概不負責。

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.
此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。

Service configuration for BYOC is done by INFOBIP upon request by the CLIENT on CLIENT's behalf in INFOBIP Platform.
BYOC 的服務設定由 INFOBIP 依照客戶要求，代表客戶在 INFOBIP 平台上建立。

2. Chargeable Event and other BYOC Particulars
計費事件及其他BYOC服務詳情

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.
BYOC 設定於 SaaS 價目表上為另外收費。計費事件為客戶透過任何 INFOBIP 服務進行的進站或出站通話，以每分鐘計價。

Live chat
即時聊天

1. Service Description
服務描述

Infobip Live chat channel allows for real-time chat communication with customers on Client's website or through Client's mobile app.
Infobip 的即時聊天通道讓客戶在客戶網站或透過客戶行動應用程式進行即時聊天通訊。

The communication can be initiated from Client's web or mobile application by customers or by Client from Live chat on Customer Portal.
通訊可由客戶於其網站或行動應用程式啟動，或由客戶在客戶入口網站上進行現場聊天。

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.
此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。

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.
網路聊天服務得透過客戶入口網站設定，或由 INFOBIP 的客戶經理依客戶要求代表客戶在 IFOBIP 平台上設定。

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.

行動聊天「行動應用程式內聊天」的服務於客戶入口網站上透過行動應用設置（見行動應用訊息章節）設定。增加行動應用程式檔案後，客戶需連結即時聊天工具與行動應應程式。

Live chat can be used only as part of SaaS product and is sold and billed as per SaaS Price list.
即時聊天服務僅得與 SaaS 產品共同使用，並依據 SaaS 價目表出售與計價。

Social media
社群媒體

1. Service Description
1. 服務描述

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.
Infobip 的社群媒體通道讓客戶得使用 INFOBIP 雲端聯繫中心方案，即得在客戶的社群媒體網頁上，收取公眾評論與管理回覆。

The communication can be initiated from CLIENT's social media pages by customers.
通訊得由客戶透過客戶的社群媒體頁面啟動。

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.
此服務僅得與 INFOBIP 的 SaaS 產品組合搭配使用，而非單獨提供之產品。社群媒體通道依據 SaaS 價目表出售與計價。

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.
社群媒體服務得使用客戶入口網站設定或由 INFOBIP 的客戶經理依客戶要求，代表客戶在 IFOBIP 平台上設定。

GOOGLE BUSINESS MESSAGING (GOOGLE BM)
GOOGLE 商業訊息 （GOOGLE BM）

1. Service Description
1. 服務描述

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 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端發送至 Google 商業訊息平台傳送行動端訊息，同時終端用戶設備端亦得處理自 Google 商業訊息平台接收之訊息。

INFOBIP Services include:

INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
客戶資訊系統與 INFOBIP 平台之間的連通性；

- 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;
INFOBIP 平台設定接收客戶處產生的 Google BM 流量，處理並路由該 Google BM 流量至 Google 平台；

- Billing of such Google BM traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理 Google BM 流量的帳單；及

- Provide technical support
提供技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；

- Route Google BM traffic generated by CLIENT to the Google Business Messages Platform;
將客戶端產生的 Google BM 流量導向至 Google 商業訊息平台；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Google to ensure the operability of the INFOBIP Services.
管理與 Google 的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

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

妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route Google BM traffic to the INFOBIP Platform;

  確保其資訊系統已適當設定，而得將 Google BM 流量導向 IFNOBIP 平台：

- Create and maintain at its own expense a database of Google BM Users receiving each message processed by INFOBIP;

  自費建立並維持的收取 INFOBIP 處理的每則訊息的 Google BM 使用者資料庫；

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
  確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
  履行所有付款義務。

2. Chargeable Event and other Google BM Particulars
2. 計費事件及其他 *Google BM* 詳情

"Chargeable Event" means Active User;
「**計費事件**」指有效用戶；
"**Network Operator**" means Google Business Messages platform as defined below;
「**網路運營商**」指如下定義的 Google 商業訊息平台；
"**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**」指 Google LLC,，設立於美國的有限責任公司，主營業所位於 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 BM 應用程式**」指 Google 開發的任何行動、桌面或網路應用程式，而得使用 Google 商業訊息服務。
"**Google Platform**" shall mean the server, hardware, software and other equipment that Google uses in connection with performance or the Services;
「**Google 平台**」指 Google 用以提供服務所使用之伺服器、硬體、軟體及其他設備；
"**Google BM Traffic**" shall mean the CLIENT Services provided to CLIENT's Google BM Users via the Google Business Messages Platform and Google App;
「**Google BM 流量**」指客戶透過 Google 商業訊息平台及 Google 應用程式，向客戶的 Google 商業訊息用戶提供的客戶服務；
"**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 BM 用戶**」指使用任何 Google 應用程式並同意使用 Google 商業訊息服務的終端用戶；
"**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.

「**Google 政策**」指適用於使用 Google 應用程式之任何用戶或實體的最新條款及／或政策，該政策可於 google.com 上取得。

CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Google 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.

客戶同意且承認，Google 可能不時實施特定流量限制，因此 INFOBIP 必須將該限制同等適用於客戶之 Google BM 流量。INFOBIP 應合理儘快通知客戶該限制，通知時並應提供正式文件佐證。

APPLE BUSINESS CHAT

1. Service Description
1. 服務描述

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 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的傳送至 Apple Business Chat 平台，同時終端用戶設備端亦得處理自 Apple Business Chat 平台接收之訊息。

INFOBIP Services include:
INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
  客戶資訊系統與 INFOBIP 平台之間的連通性；

- 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;
  INFOBIP 平台設定接收客戶處產生的 Apple Business Chat 流量，處理並路由該 Apple Business Chat 流量至 Apple Business Chat 平台；

- Billing of such Apple Business Chat traffic processed by INFOBIP; and
  計算與收取 INFOBIP 處理 Apple Business Chat 流量的帳單；及

- Provide technical support
  提供技術支援。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

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

確保並測試客戶資訊系統與平台之間的連結正常；

- Route Apple Business Chat traffic generated by CLIENT to the Apple Business Chat Platform;
將客戶端產生的 Apple Business Chat 流量導向至 Apple Business Chat 平台；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Apple to ensure the operability of the INFOBIP Services; and
管理與 Apple 的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route Apple Business Chat traffic to the INFOBIP Platform;
確保其資訊系統已適當設定，而得將 Apple Business Chat 流量導向 IFNOBIP 平台：

- Create and maintain at its own expense a database of Apple Business Chat Users receiving each message processed by INFOBIP;
自費建立並維持的收取 INFOBIP 處理的每則訊息的 Apple Business Chat 使用者資料庫；

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
履行所有付款義務。

2. Chargeable Event and other Apple Business Chat Particulars
2. 計費事件及其他 *Apple Business Chat* 詳情

"Chargeable Event" means Active User;
「**計費事件**」指有效用戶；
"**Network Operator**" means Apple Business Chat platform as defined below;
「**網路運營商**」指如下定義的 Apple Business Chat 平台；
"**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**」指 Apple Inc.，設立於美國的有限責任公司，主營業所位於 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 應用程式**」指 Apple 開發的任何行動、桌面、平板或網路應用程式，而得使用 Apple Business Chat 服務。

"**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 平台**」指 Apple 用以提供服務所使用之伺服器、硬體、軟體及其他設備；

"**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 流量**」指客戶透過 Apple Business Chat 平台及 Apple 應用程式，向客戶的 Apple Business Chat 用戶提供的客戶服務；

"**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 Business Chat 用戶**」指使用任何 Apple 應用程式並同意使用 Apple Business Chat 服務的終端用戶；

"**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.

「**Apple 政策**」指適用於使用 Apple 應用程式之任何用戶或實體的最新條款及／或政策，該政策可於 apple.com 上取得。

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.

客戶同意且承認，Apple 可能不時實施特定流量限制，因此 INFOBIP 必須將該限制同等適用於客戶之 Apple Business Chat 流量。INFOBIP 應合理儘快通知客戶該限制，通知時並應提供正式文件佐證。

VIBER BOT
1. Service Description
1. 服務描述

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 服務讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的訊息發送至 Viber Bot 平台，同時終端用戶設備端亦得處理自 Viber 平台接收之訊息。

INFOBIP Services include:
INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
  客戶資訊系統與 INFOBIP 平台之間的連通性；

- 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;
  INFOBIP 平台設定接收客戶處產生的 Viber Bot 流量，處理並路由該 Viber Bot 流量至 Viber 平台；

- Billing of such Viber Bot traffic processed by INFOBIP; and
  計算與收取 INFOBIP 處理 Viber Bot 流量的帳單；及

- Provide technical support
  提供技術支援。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
  確保並測試客戶資訊系統與平台之間的連結正常；

- Route Viber Bot traffic generated by CLIENT to the Viber Platform;
  將客戶端產生的 Viber Bot 流量導向至 Viber 平台；

- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
  提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services; and
  管理與 Viber 的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
  妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route Viber Bot traffic to the INFOBIP Platform;
  確保其資訊系統已適當設定，而得將 Viber Bot 流量導向 IFNOBIP 平台：

- Create and maintain at its own expense a database of Viber Bot Users receiving each message processed by INFOBIP;
  自費建立並維持的收取 INFOBIP 處理的每則訊息的 Viber Bot 使用者資料庫；

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
  確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
  履行所有付款義務。

2. Chargeable Event and other Viber Bot Particulars
2. 計費事件及其他 Viber Bot 詳情

"Chargeable Event" means each Outbound Message delivered outside of CSW;
「**計費事件**」指非採 CSW 發出的每則出站訊息；

"Outbound Messages" – shall mean all types of messages sent by the CLIENT to Subscribers of the Viber Bot through a Bot.
「**出站訊息**」指客戶透過 Bot 向 Viber Bot 用戶發出的所有類型的訊息；

"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;
「**客戶支援窗口（CSW）**」指從使用 Viber 應用程式發出訊息至客戶透過 INFOBIP 平台收到最後一則 Viber Bot 訊息為止的 24 小時區間；

"**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 B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;
「**Viber**」指 Viber Media S.a.r.l.，於盧森堡設立的有限責任公司，公司註冊編號為 B184956，其主營業所地址位於 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;
「**Apple 應用程式**」指 Viber 所開發並由 VoIP 系統、訊息服務、群組聊天與其他互動方式組成並得下載於行動、平板或桌上型裝置的行動優先平台；

"**Viber Platform**" shall mean the server, hardware, software and other equipment that Viber uses in connection with performance or the Services;
「**Viber 平台**」指 Viber 用以提供服務所使用之伺服器、硬體、軟體及其他設備；

"**Viber Bot Traffic**" shall mean the CLIENT Services provided to CLIENT's Viber Users via the Viber Platform and Viber App;
「**Viber Bot 流量**」指客戶透過 Viber 平台及 Viber 應用程式，向客戶的 Viber 用戶提供的客戶服務；

"**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.
「**Viber Bot 用戶**」指任何下載 Viber 應用程式於其裝置中並同意自客戶端接收 Viber Bot 流量的終端用戶；

"**Network Operator**" shall mean Viber as defined above.
「**網路運營商**」指如上定義的 Viber；

"**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.
「**Viber 政策**」指適用於使用 Viber 應用程式之任何用戶或實體的最新條款及／或政策，該政策可於 viber.com 上取得。

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.

客戶同意且承認，Viber 可能不時實施特定流量限制，因此 INFOBIP 必須將該限制同等適用於客戶之 Viber Bot 流量。INFOBIP 應合理儘快通知客戶該限制，通知時並應提供正式文件佐證。

KAKAO
1. Service Description
1. 服務描述

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 服務（如本協議所定義）讓客戶透過 INFOBIP 平台將欲發送至終端用戶設備端的訊息發送至 Kakao 平台。

INFOBIP Services include:
INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
  客戶資訊系統與 INFOBIP 平台之間的連通性；

- Configuration of the INFOBIP Platform to receive Kakao traffic generated by CLIENT and the handling of such Kakao Talk traffic to the Kakao Talk Platform;
  INFOBIP 平台設定接收客戶處產生的 Kakao 流量，處理並路由 Kakao Talk 流量至 Kakao Talk 平台；

- Billing of such Kakao Talk traffic processed by INFOBIP; and
  計算與收取 INFOBIP 處理 Kakao Talk 流量的帳單；及

- Provide technical support
  技術支援。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:
關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
  確保並測試客戶資訊系統與平台之間的連結正常；

- Route Kakao traffic generated by CLIENT to the Kakao Platform;
  將客戶端產生的 Kakao 流量導向至 Kakao 平台；

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

提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Kakao to ensure the operability of the INFOBIP Services; and
  管理與 Kakao 的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
  妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

- Ensure that its own information systems are properly configured to route Kakao traffic to the INFOBIP Platform;
  確保其資訊系統已適當設定，而得將 Kakao 流量導向 IFNOBIP 平台：

- Create and maintain at its own expense a database of Kakao Users receiving each message processed by INFOBIP;
  自費建立並維持的收取 INFOBIP 處理的每則訊息的 Kakao 使用者資料庫；

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
  確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
  流量將變大時，提前數日告知；且

- Fulfil all its payment obligations
  履行所有付款義務。

2. Chargeable Event and other Kakao Particulars
2. 計費事件及其他 Kakao 詳情

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.
Kakao 方案提供三種不同的訊息服務：通知聊天(Alim Tog)與好友聊天(Chingu Tog)以交易及促銷訊息為主，並以傳送之每則訊息計費；而諮詢聊天(Sangdam Tog)以聊天諮詢為主，並以每段對話計費。
"Chargeable Event" for Notification and Friends Talk means Service Messages sent by CLIENT to INFOBIP which is subject to Successful Delivered by INFOBIP to Kakao User;
通知與好友聊天的「**計費事件**」指客戶寄送給 INFOBIP 且由 INFOBIP 成功傳送予 Kakao 用戶的服務訊息；
"Chargeable Event" for Consultation Talk means each Kakao Session initiated by the End –User within the time range.
諮詢聊天的「**計費事件**」指由終端用戶於時間範圍內觸發的每段 Kakao 對話；

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

「服務訊息」指透過 Kakao 應用程式寄送予同意接收來自客戶訊息的 Kakao 用戶的訊息；

"**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**」指 Kakao Corp.，於大韓民國登記設立的公司，其主營業所地址位於 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, messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices;

「**Kakao 應用程式**」指 Kakao 所開發並由 VoIP 系統、訊息服務、群組聊天與其他互動方式組成並得下載於行動、平板或桌上型裝置的行動優先平台；

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

「**Viber 平台**」指 Kakao 用以提供服務所使用之伺服器、硬體、軟體及其他設備；

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

「**Kakao 流量**」指客戶透過 Kakao 平台及 Kakao 應用程式，向客戶的 Kakao 用戶提供的客戶服務；

"**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.

「**Kakao 用戶**」指任何下載 Kakao 應用程式於其裝置中並同意自客戶端接收 Kakao 流量的終端用戶；

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

「**網路運營商**」指如上定義的 Kakao；

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.

客戶同意且承認，Kakao 可能不時實施特定流量限制，因此 INFOBIP 必須將該限制同等適用於客戶之 Kakao 流量。INFOBIP 應合理儘快通知客戶該限制，通知時並應提供正式文件佐證。