SERVICE DESCRIPTION Last changed: 19 October 2026 **INTRODUCTION** This document lists INFOBIP's services and defines their chargeable events. **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.	**服务说明** 最新更改：2026 年 10 月 19 日 **简介** 本文件列明英富必的服务及相应收费情况的定义。 **免责声明** 英富必不保证所列通道在各个国家/地区的可用性。关于按国家/地区划分的通道，其地理区域覆盖范围应由英富必代表和客户单独商定。
SAAS SERVICES	**软件即服务 (SAAS)**
CONVERSATIONS **1. Service description** Conversations is INFOBIP's contact center service, which enables engagement in conversations with End-Users over multiple channels. Conversations is available either as a web interface (Conversations Full solution), mobile app or over HTTP API (Conversations API), with the following functionality: Conversation threading, Conversation management: queue and routing management, agent assignment, resolution management, history overview. **2. Chargeable events and other particulars** **Conversations Full solution** CLIENT shall be granted a package of Monthly Active Agents (MAA) and be charged a monthly fee for the same. CLIENT shall be prohibited from using Named User Licences for more than 1 (one) concurrent session. Named User Licences cannot be transferred from one user to another and shared simultaneously by more users. A user is anyone that has access to Conversation product, for example: admin, supervisor, agent, or any other role. Named User Pricing is billed at the first of each month. The number of seats is calculated as the number of users associated with your account that have access to any part of the Conversations product. If a new user is provisioned within the month, an additional seat will be billed at the time of provisioning. Users added during the month will be charged for the full cost of the user and not be prorated. When selecting Named User Pricing, the initial charges for the first month will be prorated based on the day of the transfer.	**即时对话 (CONVERSATIONS)** **1. 服务说明** 即时对话 (CONVERSATIONS)是英富必的联络中心服务，可通过多种渠道与最终用户对话。 即时对话 (CONVERSATIONS)可作为网页界面（即时对话全套解决方案）、移动应用程序或通过 HTTP API (Conversations API) 使用，具有以下功能：对话线程、对话管理：队列和路由管理、代理分配、解决方案管理、历史记录概览。 **2. 收费情况及其他详情** **即时对话全套解决方案** 支付相应月费后，客户端可获得每月活跃代理 (MAA) 套餐。 禁止客户端在 1（一）个以上的并行对话中使用同一用户许可。 指定用户许可不得由某个用户转让给另一个用户，也不得由多个用户同时共享。用户是指可以使用即时对话产品的任何人，例如：管理员、主管、代理或任何角色。 指定用户套餐在每月第一天结算。坐席数按与您账户相关联且有权使用任何即时对话产品的用户数计算。如果在月内为新用户提供服务，则将在提供服务时收取额外的席位费用。 当月新增用户的费用将全额收取，而不是按比例收取。 选定指定用户套餐时，初始第一个月的月费将自付费日起按比例收取。 客户端的费用将按当月最大的并行用户数计算。例如，取消服务后重新添加用户不会产生额外费用。

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

Other particulars: **"Monthly Active Conversations (MAC)"** is the number of active conversations active within the month. An active conversation is a conversation having at least 1 message exchanged within the charged month. A conversation is a thread or container for messages exchanged between participants. Message involved in Active Conversation is either an inbound or outbound message exchanged between participants within one conversation.	
MOMENTS **1. Service description** Moments is INFOBIP's service consisting of both web and API interfaces which enables the CLIENT to communicate with End-Users through different channels as well as segment, automate and analyze the audience and the communication. **2. Chargeable events and other MOMENTS particulars** CLIENT shall be granted a package ofMonthly Engaged Person and be charged a monthly fee for it. In case the CLIENT goes over allotted Monthly Engaged Person limit in chosen package, the CLIENT shall be charged per additional Monthly Engaged Person. CLIENT shall, in addition to Monthly Engaged Person, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below. Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately. Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement. **Other particulars:** **"Moments"** shall mean both individually and collectively the Services provided to Client under this agreement consisting of Broadcast, Events, Flow, People and Push / MAM. **"Monthly Engaged Person (MEP)"** shall mean any one End-user which in a period of one calendar month a) entered into at least one Flow session. An end user can be counted as an MEP only once per month, meaning a unique person can enter in an unlimited number of Flow campaigns in a single month, and will be still counted as one MEP.	**自动化客户互动平台 (MOMENTS)** **1. 服务说明** 英富必的 Moments 服务由 Web 和 API 接口组成，让客户端能够通过不同的通道与最终用户交流，并细分、自动化和分析受众和交互。 **2. MOMENTS 收费项目及其他详情** 支付相应月费后，客户端可获得每月参与人员套餐。 如果客户端超🎧所选套餐中分配的每月参与人数限额，则按超额的每月参与人数收费。 除每月参与人员外，还将根据客户端在下述列表中选择使用的通道，就收费项目单独向客户端收费。 额外服务包括但不限于，长短号、安装费用、IP 地址以及套餐中未含并需单独收费的其他服务。 客户端选择的服务套餐应按纳入主协议的参考目录（线上）或按服务协议的附表 2 《商业计划书》实行。 **其他详情：** **"Moments"** 是指根据本协议向客户提供的单独和集体服务，包括广播（Broadcast）、事件（Events）、流（Flow）、人员（People）和推送（Push）/MAM。 **"每月参与人"（MEP）**应指在一个日历月内至少参加一次流会话的任何一名终端用户。一名终端用户每月只能算作MEP一次，即同一个人在一个月内可参加不限次数的流活动，但仅被视为一个 MEP。
ANSWERS	**聊天机器人（ANSWERS）**

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

"Events" shall mean a feature within the solution provided by Infobip which allows tracking, storage and analysis of customer behaviour collected from mobile, web or 3rd party services; **"Flow"** shall mean a visual tool provided by Infobip to Client that allows to build complex, multichannel communication flows based on a predefined audience or behavioural triggers within the solution provided by Infobip; **"Broadcast"** shall mean a tool provided by Infobip to Client that enables the Client to send single channel one-time communication to End Users within the solution provided by Infobip; **"Mobile App Messaging"** is a feature, available exclusively within the SaaS Services, which enables customers to deliver Push notification (messages which are sent over the Internet Protocol to the end users smartphone. They are targeting the application which is previously installed by end user on the smartphone), using Apple Push Notification Service (APNS), Google Cloud Messaging (GCM) and Firebase Cloud Messaging (FCM) system, to end- user's smartphone; **"Messenger"** is a feature, available exclusively within the SaaS Services, that shall enable CLIENT to deliver mobile terminated standard and subscription messages to the Messanger Platform through the INFOBIP Platform as well as processing messages received from Messenger Platform. "Messanger Platform" means the platform and associated systems, network connection and interfacing capabilities used and operated by Facebook. "Facebook" shall mean Facebook Inc, a company incorporated in the United States and whose registered office is situated at 1 Hacker Way, Menlo Park, California 94025	**"Events"** 是指英富必所提供解决方案的一项功能，允许跟踪、存储和分析从移动应用程序、网络或第三方服务处收集的客户行为； **"Flow"** 是指英富必向客户提供的可视化工具，允许根据英富必所提供解决方案中的预定义受众或行为触发器，构建复杂的多通道通信流； **"Broadcast"** 是指英富必向客户提供的工具，让客户能够在英富必提供的解决方案内向最终用户单向发送信息的一次性通信； **"Mobile App Messaging（移动应用程序消息）"** 是一项仅在 SaaS 服务中可用的功能，让客户端能够（通过网际协议将消息发送到最终用户的智能手机。该消息针对的是最终用户之前在智能手机上安装的应用程序）， 使用 Apple Push Notification Service (APNS)、Google Cloud Messaging (GCM) 和 Firebase Cloud Messaging (FCM) 系统，将 Push 通知发送到最终用户的智能手机； **"Messenger（即时通讯）"** 是一项仅在 SaaS 服务中可用的功能，让客户端能够通过英富必平台向 Messanger 平台发送终端终止标准和订阅消息，并处理从 Messenger 平台接收的消息。"Messenger 平台"是指 Facebook 使用和运营的平台及相关系统、 网络连接和接口功能。" Facebook " 是指 Facebook Inc.，该公司注册于美国，其注册办事处地址是 1 Hacker Way, Menlo Park, California 94025。
CHANNELS / COMMUNICATION SERVICES	**通道/通信服务**
SMS **1. Service Description** 1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated SMS (SMS MT) and receive mobile originated messages (SMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform. 2. INFOBIP Services include: **a.** Connectivity between CLIENT's information system and the INFOBIP Platform; **b.** Configuration of the Platform to receive	**SMS（短信）** **1. 服务说明** 1. 英富必服务中包括让客户端能够通过平台发送终端终止短信 (SMS MT)，并从全球多个移动网络运营商处接收终端发起短信 (SMS MO)的解决方案。 2. 英富必服务包括： **a.** 客户信息系统和英富必平台之间的连接； **b.** 配置接收客户端所产生流量的平台以及该等短信流量的处理和路由，并接收来自客户端的网络运营商的流量（如适用）；

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

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

d. Technical Support.

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

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

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

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

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

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

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

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

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

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

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

d. Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users receiving each message processed by INFOBIP, and

i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to

c. 对英富必处理的该等短信流量进行计费；和

d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

b. 将客户端生成的短信流量路由到可用的网络运营商；

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

d. 开具向客户提供英富必服务相关所有费用的发票；

e. 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。

4. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

b. 确保自身的信息系统正确配置如下：

i. 将短信流量路由到平台，并
ii. 接受来自平台的入站流量（如适用）；

c. 确保应首先接受最终用户发送的适当服务请求；

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

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

e. 确保在任何情况下均不会向短信平台发送垃圾短信 (SPAM)；

f. 提前数天通知需要更大流量；以及

a Service Request that had been subject to proper validation; ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice; **e.** Ensure under no circumstances to send Unsolicited SMS (SPAM) to the messaging Platform; **f.** Announce a larger volume of traffic a few days in advance; and **g.** Fulfill all its payment obligations. **2. Chargeable event and other SMS Particulars** **"MT Chargeable Event"** means SMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator; **"MO Chargeable Event"** shall mean SMS sent by the End User which is successfully accepted by INFOBIP Platform; **"Network Operator"** means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; "**Service Request**" means legitimately obtained opt-in/consent received from End User who has expressed their willingness to receive the service from CLIENT, in compliance with all applicable law, regulations and/or Network Operator requirements. **"Successful Submit"** means the point at which INFOBIP receives an SMS message from the CLIENT's account and accepts the message for routing validation check, on its Platform. INFOBIP will notify the CLIENT once the message has been successfully submitted. Any SMS message not accepted by INFOBIP will be rejected, and an error notification will be returned to the CLIENT.	**g.** 履行其所有付款义务。 **2. 短信收费事件情况及其他详情** **"MT 收费事件"** 是指客户端发送给英富必且英富必已成功提交给目标网络运营商的短信。 **"MO 收费事件"** 是指由最终用户发送且经英富必平台成功接收的短信； **"网络运营商"** 指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； **"服务请求"**是指合法获取的终端用户的主动订阅/同意，终端用户已明确表示愿意接受客户提供的服务，且该请求符合所有适用法律、法规及/或网络运营商的要求。 **"成功提交"**是指英富必在其平台上接收来自客户账户的短信并接受该消息进行发送验证检查的时刻。一旦短信成功提交，英富必将通知客户。英富必未接受的任何短信将被拒收，届时将向客户返回错误通知。
MMS **1. Service Description** 1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated MMS messages (MMS MT) and receive mobile originated MMS messages (MMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform. 2. INFOBIP Services include: **a.** Connectivity between CLIENT's information system and the INFOBIP	**彩信（MMS）** **1. 服务说明** 1. 英富必服务中包括一种解决方案，让客户端能够通过平台发送终端终止彩信消息 (MMS MT)，并从全球多个移动网络运营商处接收终端发起彩信消息 (MMS MO)。 2. 英富必服务包括： **a.** 客户信息系统和英富必平台之间的连接； **b.** 接收客户端所产生流量的平台配置以及

Platform; **b.** Configuration of the Platform to receive traffic generated by CLIENT and the handling and routing of such MMS traffic, as well as traffic received from the Network Operators for the CLIENT (if applicable); **c.** Billing of such MMS traffic processed by INFOBIP; and **d.** Technical Support. 3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: **a.** Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; **b.** Route MMS traffic generated by CLIENT to available Network Operators; **c.** Route MMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable); **d.** Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; **e.** Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services. 4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: **a.** Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP; **b.** Ensure that its own information systems are properly configured to: i. route MMS traffic to the Platform, and ii. receive inbound traffic from the Platform (if applicable); **c.** Ensure that an appropriate Service Request shall first have been received from the End User; **d.** Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users receiving each message processed by INFOBIP, and	该等彩信流量的处理和路由，并接收来自客户端的网络运营商的流量（如适用）； **c.** 对英富必处理的该等彩信流量进行计费；以及 **d.** 技术支持。 3. 在提供英富必服务时，除了本协议规定的条款外，英富必应： **a.** 确保客户的信息系统和平台之间的连接经过测试并可使用； **b.** 将客户端生成的彩信流量路由到可用的网络运营商； **c.** 将来自最终用户的网络运营商的彩信流量路由到客户端的信息系统（如适用）； **d.** 开具向客户提供英富必服务相关所有费用的发票； **e.** 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。 4. 除了承担应尽义务外，客户还应进一步承诺： **a.** 通过正确填写英富必提供的所有技术表格来提供所有配置信息； **b.** 确保自身的信息系统正确配置如下： i. 将彩信流量路由到平台，并 ii. 接受来自平台的入站流量（如适用）； **c.** 确保应首先收到最终用户发送的适当服务请求； **d.** 自费创建和维护一个可更新的数据库，其中含有相应的服务请求以及最终用户接收经英富必处理的每条消息的 OPT OUT/STOP 请求，以及 i. 在适用法律规定的必要期限内保留证据，证明发送给最终用户的每条消息均为响应已经过验证的服务请求； ii. 在英富必提前 5 天发 🎧 书面要求的通知时，向英富必提供该等证据； **e.** 确保在任何情况下均不会向消息平台发送垃圾彩信 (SPAM)；

i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation; ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice; **e.** Ensure under no circumstances to send Unsolicited MMS (SPAM) to the messaging Platform; **f.** Announce a larger volume of traffic a few days in advance; and **g.** Fulfill all its payment obligations. **2. Chargeable event and other MMS Particulars** **"MT Chargeable Event"** means MMS sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator; **"MO Chargeable Event"** shall mean MMS sent by the End User which is successfully accepted by INFOBIP Platform; **"Network Operator"** means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; **"Successful Submit"** means INFOBIP accepts the MMS sent from the CLIENT and validate the MMS before submitting MMS for onward routing. INFOBIP shall return Successful Submit to the CLIENT to register MMS has been successfully submitted for routing and then delivered by Network Operator to End-User. MMS which does not pass INFOBIP's validation tests is rejected and error message returned to the CLIENT and MMS not charged.	**f.** 提前数天通知需要更大流量；以及 **g.** 履行其所有付款义务。 **2. 彩信收费事件及其他详情** **"MT 收费事件"** 是指客户端发送给英富必且英富必已成功提交给目的网络运营商的彩信。 **"MO 收费事件"** 是指由最终用户发送且经英富必平台成功接收的彩信； **"网络运营商"** 指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； "**成功提交**" 是指英富必接收客户端发送的彩信并对其验证后提交接力路由。英富必应将成功提交状态返回客户端，说明彩信已成功提交路由并随即由网络运营商发送给最终客户。未通过验证测试的彩信将被拒绝，并向客户端返回 🎧 错信息，且该彩信不收费。
Number Lookup **1. Service Description** 1. INFOBIP Services feature a solution that shall enable CLIENT to improve delivery rates of their traffic to mobile Network Operator subscribers worldwide, including (according to a service package assigned to the client): **a.** Number availability; **b.** Portability indication; **c.** Roaming indication. 2. INFOBIP Services include: **a.** Connectivity between CLIENT's information system and the INFOBIP	**号码查询（Number Lookup）** **1. 服务说明** 1. 英富必服务中配有一个解决方案，让客户端能够提高其向全球范围内移动网络运营商用户的信息送达率，包括（根据分配给客户的服务套餐）： **a.** 号码可用性； **b.** 可携指示； **c.** 漫游指示。 2. 英富必服务包括：

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

2. Chargeable Event and other Number Lookup Particulars "**Chargeable Event"** means each Number Lookup Request submitted by INFOBIP to the Network Operator; **"Network Operator"** means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base; **"Number Lookup Request"** means the query to the Network Operator HLR database producing detailed information for a mobile number; **"SS7 MAP SRI_for_SM message"** means Send Routing Information message; **"FSM"** means Forward Short Message, which is part of GSM MAP protocol used for SMS content delivery to mobile device**;** **"GT"** means Global Title, a numbering system conforming to the International Telecommunications Union Telecommunications Standardisation Sector recommendation E.214, which is used to route information to appropriate nodes in a cellular radio system.	"**网络运营商**" 指运营基于 GSM 或 CDMA 的移动电话网络，为其用户群提供移动电话服务的任何公司； "**号码查询请求**" 是指向网络运营商 HLR 数据库查询某个手机号码生成的详细信息； "**SS7 MAP SRI_for_SM 消息**" 是指发送路由信息消息； "**FSM**" 是指转发短消息，属于用来向移动设备发送短信内容的 GSM MAP 协议的一部分； "**GT**" 是指全球标码，一个符合国际电信联盟电信标准化部门 E.214 建议书的编号系统，用于将信息路由到蜂窝无线电系统中的适当节点。
Numbers and Shortcodes **1. Service Description** 1. INFOBIP Services include a solution that shall enable the CLIENT to use local Numbers from multiple Network Operators worldwide for outbound and inbound communication with End Users. 2. INFOBIP Services include: **a.** Provisioning of a Number with desired capabilities (limited by availability and local regulations) such as: i. Support for SMS, MMS and/or Voice communication; ii. Possibility to receive inbound traffic; iii. Upon request of the CLIENT the possibility to be used as an SMS and/or MMS Originator and/or Voice Caller ID. **b.** Configuration of the Number for inbound and outbound communication; **c.** Billing of such Numbers and associated fees processed by INFOBIP; and **d.** Technical Support.	**号码和短代码** **1. 服务说明** 1. 英富必服务中包括一种解决方案，让客户端能够使用来自全球多个网络运营商的本地号码与最终用户进行🎧站和入站通信。 2. 英富必服务包括： **a.** 提供具有所需功能（受可用性和当地法规限制）的号码，例如： i. 短信、彩信和/或语音通信支持； ii. 可以接收入站流量； iii. 可以根据客户端请求，用作短信和/或彩信发起方和/或语音来电显示。 **b.** 配置入站和🎧站通信号码； **c.** 对英富必处理的该等号码和相关费用进行计费；以及 **d.** 技术支持。 3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: **a.** Request necessary documents as mandated by the local regulations from CLIENT prior to Number provisioning; **b.** Ensure that the Number is successfully provisioned and operational; **c.** Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services; **d.** Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP. 4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: **a.** Provide through completion of all registration and technical forms and requests provided by INFOBIP: i. Registration information and authorization as mandated by the local regulations; ii. Technical configuration information. **b.** Ensure that procured Numbers shall be used in accordance with the local regulations; **c.** Fulfil all its payment obligations. **2. Chargeable event and other Numbers Particulars** **"Number"** means long number, toll-free number, or short code provisioned from Network Operators according to capabilities desired by the CLIENT; **"Setup Fee chargeable event"** means a Number was provisioned according to the CLIENT request and set up on INFOBIP Platform; **"Recurring Fee chargeable event"** means a regular payment for upkeep of the Number and keeping it reserved for the CLIENT; **"Network Operator"** means any company operating a fixed line, GSM or CDMA-based telephony network, offering telephony services to its subscriber base;	**a.** 在提供号码之前，向客户端索取当地法规要求的必要文件； **b.** 确保号码成功配置和可用； **c.** 管理与网络运营商的所有合同关系，确保英富必服务的可用性； **d.**开具向客户端提供英富必服务相关所有费用的发票。 4. 除了承担应尽义务外，客户还应进一步承诺： **a.** 通过填写英富必提供的所有注册和技术的表格及要求，提供以下信息： i. 当地法规规定的注册信息和授权； ii. 技术配置信息。 **b.** 确保按照当地法规使用已购买的号码； **c.** 履行其所有付款义务。 **2. 号码收费事件及其他详情** "**号码**"是指网络运营商根据客户所需的功能提供的长号、免费号码或短代码； "**安装费用收费事件（Setup Fee chargeable event）**"是指根据客户端请求，予以提供并在英富必平台上设置的号码； "**经常性费用收费事件（Recurring Fee chargeable event）**"指维持并将为客户端保留号码的定期付款； "**网络运营商**"指运营基于 GSM 或 CDMA 的固定线路电话网络，为其用户群提供电话服务的任何公司；
EMAIL **1. Service Description** 1. INFOBIP Services features a solution that shall enable CLIENT to deliver emails through the Platform. 2. INFOBIP Services include:	**电子邮件** **1.服务说明** 1. 英富必服务中包括一种解决方案，让客户端能够通过平台发送电子邮件。 2. 英富必服务包括：

a. Connectivity between CLIENT's information system and the INFOBIP Platform; **b.** Configuration of the Platform to receive email traffic generated by CLIENT and the handling and routing of such email traffic to Email Service Providers; **c.** Billing of such Email traffic processed by INFOBIP; and **d.** Technical support. 3. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: **a.** Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; **b.** Route Email traffic generated by CLIENT to Email Service Providers; **c.** Invoice CLIENT for all INFOBIP Charges)relative to the provision of the INFOBIP; **d.** Manage all contractual relationships with Email Service Providers to ensure the operability of the INFOBIP Services; and 4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: **a.** Provide all the configuration information through the proper completion of all technical instructions provided by INFOBIP; **b.** Ensure that its own information systems are properly configured to route email traffic to the Platform; **c.** Create and maintain at its own expense a database of End-Users receiving each email message processed by INFOBIP; **d.** Ensure under no circumstances to send Unsolicited Email (SPAM) to the messaging Platform; **e.** Announce a larger volume of traffic a few days in advance; and **f.** Fulfil all its payment obligations **2. Chargeable Event and other Email Particulars**	**a.** 客户信息系统和英富必平台之间的连接； **b.** 接收客户端所产生电子邮件流量的平台配置并处理和路由该等电子邮件流量到电子邮件服务提供商； **c.** 对英富必处理的该等电子邮件流量进行计费；以及 **d.** 技术支持。 3. 在提供英富必服务时，除了本协议规定的条款外，英富必应： **a.** 确保客户的信息系统和平台之间的连接经过测试并可使用； **b.** 将客户端生成的电子邮件流量路由到电子邮件服务提供商； **c.** 开具向客户提供英富必服务相关所有费用的发票； **d.** 管理与电子邮件服务提供商的所有合同关系，确保英富必服务的可使用性；以及 4. 除了承担应尽义务外，客户还应进一步承诺： **a.** 通过正确填写英富必提供的所有技术指示来提供所有配置信息； **b.** 确保自身的信息系统正确配置，可将电子邮件流量路由至平台； **c.** 自费创建和维护一个最终用户数据库，接收经英富必处理的每封电子邮件； **d.** 确保在任何情况下均不会向消息平台发送垃圾电子邮件 (SPAM)； **e.** 提前数天通知需要更大流量；以及 **f.** 履行其所有付款义务。 **2.电子邮件收费事件及其他详情** "**收费事件**" 是指客户端发送给英富必且英富必已成功提交给目的电子邮件服务提供商的电子邮件。

"Chargeable Event" means Email sent by CLIENT to INFOBIP which is subject to Email Successful Submit by INFOBIP to destination Email Service Provider;
 	
"**Email**" short for electronic mail, defined as messages sent via a system of telecommunication links between computers or terminals using dedicated software;
 	
"**Email Successful Submit"** means that INFOBIP accepts the Email submitted by the CLIENT and performs an initial API validation to check if the API request is valid/correctly formatted. If the email address is incorrectly formatted (e.g., containing non-email characters or numbers instead of letters), the API request will be rejected, an error message will be returned to the CLIENT, and no charge will be applied. If the API request, including the recipient's email address, is correctly formatted, INFOBIP will accept the email for processing, routing, and delivery. Once an email is successfully submitted to INFOBIP's platform, it is considered chargeable, regardless of whether it is ultimately delivered, bounced, or suppressed. Email addresses that result in errors from the Email Service Provider upon initial submission will be added to a suppression list. If the CLIENT sends subsequent emails to an email address on the suppression list, those emails will still be subject to charges as they were successfully accepted on INFOBIP's platform for processing.;
 	
"**Email Service Provider**" means INFOBIP's technology partner(s) used in the chain of delivery of Email messages;
 	
"**Network Operator**" means Email Service Provider as defined above;
 	
Consent – Emails (marketing emails/newsletters) may, in principle, only be sent to recipients who have provided their consent to this service (Opt-In). The consent must comply with the following prerequisites:
 	
• Consent to receiving advertising material via email/newsletter must, in particular, be granted actively and separately. The recipient must either click/check a box or otherwise similarly declare their clear agreement. This declaration may not form part of any other declarations (e.g. consent to general terms and conditions of business, general data protection provisions) and may only relate to advertising.
 	
• 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.
	"**电子邮件**"是电子化信件的简称，其定义是使用专用软件通过计算机或终端之间的电信连接系统发送的消息；
	
	"**成功提交电子邮件**" 表示英富必已接收由客户提交的邮件，并执行初步的 API 验证，以检查 API 请求是否有效且格式正确。 如果邮箱地址格式不正确（例如包含非邮箱字符或用数字代替字母），API 请求将被拒绝，系统会向客户返回错误信息，并且不会产生费用。
	如果 API 请求（包括收件人邮箱地址）格式正确，英富必将接收该邮件并进行处理、路由和投递。一旦邮件成功提交至英富必平台，即视为可计费，无论邮件最终是否成功投递、被退回或被屏蔽。
	若邮箱地址在初次提交时被邮件服务提供商返回错误，该地址将被加入屏蔽列表。若客户之后再次向该屏蔽列表中的邮箱地址发送邮件，这些邮件仍将被计费，因为它们已被英富必平台成功接收并进入处理流程。；
	
	"**电子邮件服务提供商**"是指英富必在电子邮件消息传递链中使用的技术合作伙伴；
	
	"**网络运营商**"与上述电子邮件服务提供商的含义相同；
	
	同意——电子邮件（营销电子邮件/时事通讯）原则上只能发送给已同意使用该服务 (Opt-In) 的收件人。同意必须符合以下先决条件：
	
	• 通过电子邮件/时事通讯接收广告的同意尤其必须是主动和单独授予。收件人必须点击/选中一个方框或以其他方式声明其明确同意。该同意声明不得构成任何其他声明的一部分（例如同意一般业务条款和条件与一般数据保护规定等），并且仅可与广告有关。
	
	• 必须在特定情况下以知情的方式给予同意。必须明确指定同意的受益人。所发送电子邮件的营销行业和领域必须明确且易于理解。
	
	• 需要注意的是，未成年人的同意仅在以下情况时有效：
	  ○ 未成年人已年满 16 岁，或
	  ○ 法定监护人已同意。
	
	• 在取得同意时，必须清晰明确地注明可随时撤回同意并在日后有效的选项。该同意还必须含有有关如何撤回同意以及向谁撤

- It should be noted that the consent of minors is only valid if:
    - the minor has reached the age of 16 years, or
    - the legal guardians have given consent.

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

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

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

- Direct advertising for similar proprietary products or services,

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

- The customer has not objected.

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

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

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

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

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

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

- 现有客户关系（存在交换合同以换取付款），

- 直接为类似的专有产品或服务宣传广告，

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

- 客户并未反对。

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

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

- 在收集数据期间，受益人名单必须清晰明确且易于用户理解。

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

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

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

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

In the interest of clarity, it must be pointed out that the companies for whom the address data has been generated are not permitted to forward this address data to third parties without especially gaining a further consent declaration from the user **Design of the email** – The contracting entity, that is the mailer's contractual partner for a business-related mail, must be clearly identifiable. In every email sent, an easily recognizable legal notice (footer)must be contained as full text. The legal notice must contain the following details: • The name and address where the mailer is established; for legal entities also the legal structure, the commercial register, the association register, partnership register or the register of cooperatives, in which they are recorded and the applicable register number; • Contact information, at least one valid telephone number or an electronic contact form, and an email address; • A sales tax identification number or a business identification number, if applicable. Further obligations to provide information in accordance with national laws are not affected The option to revoke permission to send emails (Opt-out) must be indicated in every email. Unsubscribing from emails must always be possible without the recipient having to know any access data (for example, login and password). Exceptions can be granted in individual cases if different handling is required due to certain particularities of the service offered. The sender and the commercial nature of the message may not be obfuscated or concealed in the header and subject line of the email. An obfuscation or concealment occurs when the header and subject line have been intentionally designed such that the recipient, prior to viewing the content of the communication, receives either no information or misleading information about the actual identity of the sender or the commercial nature of the message.	不影响根据国家法律提供信息的其他义务。 必须在每封电子邮件中注明撤回发送电子邮件权限的选项 (Opt-out)。 收件人必须始终无需任何访问权限的数据（例如登录名和密码）即可取消订阅电子邮件。如果由于所提供服务具有某些特殊性而需要不同的处理，则允许在个别情况下存在例外情况。 邮件的标题和主题行中不得混淆或隐藏邮件的发件人和内容的商业性质。混淆或隐藏是指标题和主题行经过故意设计，让收件人查看通信内容之前并未察觉发件人的实际身份或内容的商业性质等相关信息，或收到的相关信息具有误导性。
Email validation service **1. Service Description** 1. INFOBIP Services features a solution that shall enable CLIENT to check validity of its email addresses database through usage of the INFOBIP Platform.	**电子邮件验证服务** **1. 服务说明** 1. 英富必服务中包括一种解决方案，让客户端能够通过使用英富必平台验证其电子邮件地址数据库的有效性。

2. INFOBIP Services include:

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

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

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

d. Technical support.

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

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

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

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

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

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

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

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

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

d. Fulfil all its payment obligations.

2. Chargeable Event and other Email validation Particulars

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

"Successful Submit" means INFOBIP accepts the Email validation request sent from the CLIENT and

2. 英富必服务包括：

a. 客户信息系统和英富必平台之间的连接；

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

c. 对英富必处理的该等电子邮件验证进行计费；以及

d. 技术支持。

3. 在提供英富必服务时，除了本协议规定的条款外，英富必应：

a. 确保客户的信息系统和平台之间的连接经过测试并可使用；

b. 将客户端发起的电子邮件验证查询路由到可用的网络运营商；

c. 开具向客户提供英富必服务相关所有费用的发票；

d. 管理与 ESP 的所有合同关系，确保英富必服务的可使用性。

4. 除了承担应尽义务外，客户还应进一步承诺：

a. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

b. 确保自身的信息系统正确配置，可将电子邮件验证请求路由至平台；

c. 提前数天通知需要更大流量；以及

d. 履行其所有付款义务。

2.电子邮件验证收费事件及其他详情

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

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

"**电子邮件验证请求**" 指客户向英富必发送的请求，内容是对电子邮件地址进行检查。在英富必平台上收到该等请求后，英富必应将该等请求路由至网络运营商，并要求进行语法检查、基于角色的检查、

validate the request before submitting Email validation request to Network operator. **"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. **"Network Operator"** means any company operating as an email service provider, offering email capabilities services to its subscriber base. **"Syntax check"** means checking whether the email address is of the right format to be considered a valid email address **"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 **"Disposable email address"** means temporary email addresses which are revoked after a set period of time. **"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.	一次性电子邮件地址检查和全域设置电子邮件地址检查。英富必平台收到网络运营商的回复后，如果电子邮件地址有效且存在，则向客户端返回"YES"回复，如果电子邮件地址无效或未找到，则回复"NO"，如果无法完成 SMTP 请求，则回复"UNKNOWN"。 "**网络运营商**"是指以电子邮件服务提供商的身份运营，并为其用户群提供电子邮件功能服务的任何公司。 "**语法检查**" 是指检查电子邮件地址的格式是否正确，可被视为有效的电子邮件地址。 "**基于角色的检查**"是指检查地址属于自然人，还是与公司、部门或收件人群组而非自然人关联的地址。 "**一次性电子邮件地址**"是指在一段时间后被废除的临时电子邮件地址。 "**全域配置电子邮件地址检查**"是指检查电子邮件地址是否具有全域配置。全域配置是指服务器被配置为接收发送到域的所有电子邮件，无论指定邮箱是否存在。
VIBER **1. Service Description** INFOBIP Services (as defined in the Agreement) features a solution that shall enable CLIENT to deliver mobile terminated Service Messages to the Viber Platform through the INFOBIP Platform. INFOBIP Services include: 1. Connectivity between CLIENT's information system and the INFOBIP Platform; 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; 3. Billing of such Viber traffic processed by INFOBIP; and 4. Technical support	**VIBER** **1. 服务说明** 英富必服务（定义见本协议）中包括一种解决方案，让客户端能够通过英富必平台向 Viber 平台提供终端终止的服务消息。 英富必服务包括： 1. 客户信息系统和英富必平台之间的连接； 2. 配置英富必平台以接收由客户所产生的 Viber 流量并处理和路由该等 Viber 流量到 Viber 平台； 3. 对英富必处理的该等 Viber 流量进行计费；以及 4. 技术支持。

In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: 1. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; 2. Route Viber traffic generated by CLIENT to the Viber Platform; 3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; 4. Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT , CLIENT further undertakes to: 1. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; 2. Ensure that its own information systems are properly configured to route Viber traffic to the INFOBIP Platform; 3. Create and maintain at its own expense a database of Viber Users receiving each Service message processed by INFOBIP; 4. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform; 5. Announce a larger volume of traffic a few days in advance; and 6. Fulfil all its payment obligations **2. Chargeable Event and other Viber Particulars** **"Chargeable Event"** means Service Messages sent by CLIENT to INFOBIP which is subject to successful delivery by INFOBIP to End -User. **"Service Message"** means the message sent through the Viber App to a Viber User which has opted in with CLIENT to receive such message. "**Viber**" shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;	在提供英富必服务时，除了本协议规定的条款外，英富必应： 1. 确保客户的信息系统和平台之间的连接经过测试并可使用； 2. 路由客户端所产生的 Viber 流量到 Viber 平台； 3. 开具向客户提供英富必服务相关所有费用的发票； 4. 管理与 Viber 的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： 1. 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； 2. 确保自身的信息系统正确配置，可将 Viber 流量路由至英富必平台； 3. 自费创建和维护一个 Viber 用户数据库，接收经英富必处理的每条服务消息； 4. 确保在任何情况下均不会向消息平台发送垃圾服务消息 (SPAM)； 5. 提前数天通知需要更大流量；以及 6. 履行其所有付款义务。 **2.Viber 收费事件及其他详情** "**收费事件**" 是指客户端发送给英富必且英富必已成功提交给最终用户的服务消息。 "**服务消息**" 指通过 Viber 应用程序向已选择通过客户端接收该等消息的 Viber 用户发送的消息。 "**Viber**" 是指 Viber Media S.a.r.l.，一家在卢森堡大公国注册成立的有限责任公司 (societe a responsabilite limitee)，注册号为 B184956，主要营业地点是 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg； "**Viber 应用程序**" 是指由 Viber 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装； "**Viber 平台**" 是指 Viber 使用的提供性能或服务的服务器、硬件、软件和其他设备；

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

that particular month. In the event CLIENT does not have enough credits, CLIENT shall, upon notice from INFOBIP, purchase enough credits for the 300 EUR deduction to be executed.	
USSD **1. Service Description** 1. USSD DEFINITION Unstructured Supplementary Service Data (USSD) is a session-based protocol that transparently transports data between the network and the MS (Mobile Station). The communication over the radio interface takes place on the signalling channels using short dialogues. USSD facilitates message exchange between an MS and a service in the network by enabling interactive 2-way communication between End-user and applications. 2. USSD MESSAGES and USSD SESSION USSD messages are up to 182 alphanumeric characters in length depending on the network on which the USSD service is being used. Unlike SMS (“Short Message Service”) messages, USSD messages create a real-time connection during a USSD session. The connection remains open, allowing a two-way exchange of multiple USSD messages. The connection that has been established in this way and available for the free data flow is called USSD session. 3. PROTOCOLS USED FOR USSD TRANSMISSION 1. USSD uses non-call-related messages over DTAP and MAP SS7 protocols. 2. Direct Transfer Application Part DTAP is an application protocol that is employed to pass signaling information between the MS (Mobile Station) and the MSC (Mobile Switching Centre) in a GSM network. 3. Mobile Application Part MAP is a protocol which enables real time communication between nodes in a mobile cellular network. 4. USSD is specified by the following specifications: GSM TS 02.30 GSM TS 02.90 GSM TS 03.38	**非结构化补充服务数据 (USSD)** **1.服务说明** 1. 非结构化补充服务数据 (USSD) 非结构化补充服务数据 (USSD) 是一种基于会话的协议，可在网络和 MS（移动站）之间透明地传输数据。无线电接口上的通信通过使用短对话在信号通道上进行。USSD 通过实现最终用户和应用程序之间的交互式双向通信，促成 MS 和网络内服务之间的消息交换。 2. USSD 消息和 USSD 会话 USSD 消息的长度最多为 182 个字母数字字符，具体取决于使用 USSD 服务的网络。与短信（“短消息服务”）消息不同，USSD 消息会在 USSD 会话期间创建一个实时连接。该连接保持打开状态，允许双向交换多个 USSD 消息。通过这种方式建立并可供自由数据流使用的连接称为 USSD 会话。 3. 用于 USSD 传输的协议 1. USSD 通过 DTAP 和 MAP SS7 协议使用非呼叫相关的消息。 2. 直接传输应用部分 DTAP 是一种应用协议， 用于在 GSM 网络中的 MS（移动站）和 MSC（移动交换中心）之间传递信令信息。 3. 移动应用部分 MAP 是一种让移动蜂窝网络中的节点之间能够进行实时通信的协议。 4. USSD 的规范如下所示： GSM TS 02.30 GSM TS 02.90 GSM TS 03.38 GSM TS 03.90 GSM TS 04.08 GSM TS 04.80 GSM TS 04.90 GSM TS 09.02 4. 客户端其他义务

GSM TS 03.90 GSM TS 04.08 GSM TS 04.80 GSM TS 04.90 GSM TS 09.02 4. ADDITIONAL CLIENT OBLIGATIONS Without prejudice to the any other obligations of the CLIENT , CLIENT further undertakes that: a) Perform maintenance and monitoring of the self-hosted application b) Use the USSD service and short codes according to the rules imposed by the country within which the short codes are being used c) Held responsible in front of local authorities in case of transmitting forbidden or unsolicited content through USSD channels 5. **API** **Support APIs:** XML (Infobip_USSD_Gateway_XML_API_V3.1) REST/JSON (Infobip_USSD_Gateway_to_Third-party_Application_HTTP_REST_JSON_Web_Service_API_v3) **2. Chargeable Event and other USSD Particulars** **"Chargeable Event"** means each USSD Session initiated by the CLIENT or any Third Party Provider; **"Network Operator"** means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base;	除了承担应尽义务外，客户还应进一步承诺： a) 执行自托管应用程序的维护和监控； b) 根据使用短代码所在国家/地区的规定使用 USSD 服务和短代码； c) 如果通过 USSD 通道传输被禁止或未经请求的内容，则向当地政府承担责任。 5. **API** **支持 API：** XML (Infobip_USSD_Gateway_XML_API_V3.1) REST/JSON (Infobip_USSD_Gateway_to_Third-party_Application_HTTP_REST_JSON_Web_Service_API_v3) **2.USSD 收费事件及其他详情** "**收费事件**" 是指由客户端或任何第三方提供商发起的每次 USSD 会话； "**网络运营商**" 指运营基于 GSM 的移动电话网络，为其用户群提供移动电话服务的任何公司；
Mobile App Messaging **1. Service Description** INFOBIP Services features a solution that will enable CLIENT to deliver push notifications to the devices supported by Android or iOS Operating System. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. **INFOBIP Services include:** 1. Connectivity between CLIENT's information system and the INFOBIP Platform; 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;	**手机应用消息推送** **1.服务说明** 英富必服务中包括一种解决方案，让客户端能够向 Android 或 iOS 操作系统支持的设备发送推送通知。并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 **英富必服务包括：** 1. 客户信息系统和英富必平台之间的连接； 2. 平台配置（Android 和 iOS 库），以便能够在最终用户的设备上接收由客户端生成的推送通知，并处理向云供应商发送的该等流量； 3. 对英富必处理的该等推送通知流量进行计费；以及

3. Billing of such Push Notifications traffic processed by INFOBIP; and
4. Technical support.

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

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

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

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

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

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

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

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

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

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

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

6. Fulfil all its payment obligations

2. Chargeable event and other Mobile App Messaging Particulars

"Registered device" means a device with the downloaded applications which contains SDK.
"Network Operator" are Google Cloud Messaging (GCM) system, Apple Push Notifications Service (APNS) and Windows Push Notification which are in charge for delivering push notifications to Android and iOS platforms.

"Push notifications" are messages which are sent over the Internet Protocol to the end users smartphone.

4. 技术支持。

在提供英富必服务时，除了本协议规定的条款外，英富必应：

1. 确保客户的信息系统和平台之间的连接经过测试并可使用；
2. 将客户生成的推送通知流量提交给云供应商；
3. 开具向客户提供英富必服务相关所有费用的发票；
4. 管理与云供应商的所有合同关系，确保英富必服务的可使用性。

除了承担应尽义务外，客户还应进一步承诺：

1. 通过正确填写英富必提供的所有技术表格来提供所有配置信息；

2. 确保自身的信息系统正确配置，可将推送通知流量路由至平台；

3. 自费创建和维护一个最终用户数据库，接收经英富必处理的每条推送通知；

4. 确保在任何情况下均不会向推送通知平台发送 SPAM 推送通知；

5. 提前数天通知需要更大流量；以及

6. 履行其所有付款义务。

2.移动应用程序消息发送收费事件及其他详情

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

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

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

"**成功提交**" 是指英富必接收客户端发送的推送通知并对其验证后提交给云供应商。英富必应将成功提交状态返回客户端，报告已成功启动推送通知的处

They are targeting the application which is previously installed by end user on the smartphone. **"SDK" or "Software Development Kit"** is software which the CLIENT has to download and adjust in cooperation with INFOBIP, in order for mobile app and INFOBIP Platform to be synchronized and to allow for uninterrupted transmission of Push Notifications; **"Successful Submit"** means INFOBIP accepts the push notifications sent from the CLIENT and validates it before submitting push notification to the Cloud Vendor. INFOBIP shall return Successful Submit to the CLIENT to report that push notification processing has been successfully initiated. Push notifications which does not pass INFOBIP's validation tests are rejected and error message returned to the CLIENT;	理。未通过验证的推送通知将被拒绝，并向客户端返回 🎧 错信息。
MESSENGER 1. Service Description 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 Services include: **a.** Connectivity between CLIENT's information system and the INFOBIP Platform **b.** Configuration of the INFOBIP Platform to receive Messenger traffic generated by CLIENT and the handling and routing of such traffic to the Messenger Platform **c.** Billing of such Messenger traffic processed by INFOBIP; and **e.** Technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: **a.** Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; **b.** Route Facebook traffic generated by CLIENT to the Messenger Platform; **c.** Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; **d.** Manage connectivity with Messenger to ensure operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: **a.** Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP	**MESSENGER** 1. 服务说明 INFOBIP 服务提供一种解决方案，该解决方案可使客户通过 INFOBIP 平台向 Messenger 平台发送移动终端标准和订阅消息，并处理从 Messenger 平台接收的消息。可单独作为 INFOBIP 的 SaaS 产品组合的一部分使用，而不是作为单独的产品发售，后者不在选择范围内。 INFOBIP 服务包括： **a.** 连接客户信息系统与 INFOBIP 平台； **b.** 配置 INFOBIP 平台， 以接收客户端产生的 Messenger 流量， 处理流量并将该流量导向 Messenger 平台； **c.** 对 INFOBIP 处理的 Messenger 流量进行计费；以及 **d.** 技术支持。 提供 INFOBIP 服务时， 除协议规定的条款外，INFOBIP 还应： **a.** 确保客户信息系统与 INFOBIP 平台的连接经过测试且运行正常； **b.** 将客户端产生的 Facebook 流量导向 Messenger 平台； **c.** 向客户开具与提供 INFOBIP 服务相关的所有 INFOBIP 费用的发票； **d.** 管理与 Messenger 平台的连接，以确保 INFOBIP 服务的可行性。 在不影响客户义务的前提下，客户进一步承诺： **a.** 通过适当填写 INFOBIP 提供的所有技术和合同表格，提供所有配置信息； **b.** 确保其自身的信息系统已适当配置， 以便将 Messenger 流量导向 INFOBIP 平台；

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

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

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

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

f. Fulfill all its payment obligations

2. Chargeable Event and Other Messenger Particulars

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

"Active User Chargeable Event" means Active User;

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

"**Meta Platform**" means the platform and associated systems, network connection and interfacing capabilities used and operated by Meta;

"MT Chargeable Event" means Messenger for Business Message sent by CLIENT to INFOBIP which is subject to Successful Delivery by INFOBIP to provider;

"**Network Operator**" means Meta as defined herein;

"Successful Delivery" means INFOBIP accepts the Messenger for Business Message sent from the CLIENT and validates the message before submitting it for onward routing. INFOBIP shall return Successful Delivery to the CLIENT once message has been accepted by Provider.

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

„Provider" means Meta as described herein.

3. Messenger Terms of Use

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

Platform to Business Notice

Found at https://www.facebook.com/legal/platformtobusinessnotice

Meta Platform Terms

c. 为接收每项服务和 INFOBIP 处理的订阅消息的 Messenger 用户自费创建并维护数据库；

d. 避免在任何情况下向通讯平台发送未经请求的服务消息（SPAM）；

e. 提前几天通知较大的流量；和

f. 履行其所有付款义务。

2. 收费事项和其他 Messenger 平台详情

"活跃用户"是指在一个参考月内通过本协议项下的服务成功收到至少一条客户消息的最终用户；

"活跃用户收费事项"是指活跃用户；

"**Meta**"是指 Meta Platforms Inc，一家在美利坚合众国注册成立的公司， 其注册办事处位于 1 Meta Way, Menlo Park, California 94025；

"**Meta** 平台"是指 Meta 使用和操作的平台及相关系统、网络连接和接口功能；

"**MT** 收费事项"是指客户发送给 INFOBIP 的 Messenger 商务消息，前提是 INFOBIP 向供应商成功发送该消息；

"网络运营商"是指本协议定义的 Meta；

"成功交付 "是指 INFOBIP 接受客户发送的 Messenger 商务消息，并在提交该消息进行后续引流之前对其进行验证。一旦供应商接受消息，INFOBIP 应向客户发送"成功交付"的回执；

"成功接收"是指在提交给 Meta 平台之前对客户向 INFOBIP 发送的通知进行验证，并确认已送达最终用户的手机；

"供应商"指本协议所述的 Meta。

3. Messenger 使用条款

客户也接受并承认 Meta 不时发布和修订的下列条款， 这些条款也适用于客户根据本协议使用 Messenger 服务的行为

平台向企业发送通知

点击 https://www.facebook.com/legal/platformtobusinessnotice 查阅

Meta 平台条款

点击 https://developers.facebook.com/terms 查阅

https://transparency.meta.com/policies/community-standards/

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

"**Network Operator**" means Telegram as defined below; "**Successful Receipt**" means notifications sent from CLIENT to INFOBIP and validated before submitting to the Telegram Platform that have been confirmed as delivered to the end-user's handset; "**Telegram**" shall mean Telegram Messenger LLP, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5; "**Telegram Platform**" means the platform and associated systems, network connection and interfacing capabilities used and operated by Telegram;	"**Telegram**" 是指位于 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5 的 Telegram Messenger LLP 公司； "**Telegram 平台**" 是指 Telegram 使用和运营的平台及相关系统、网络连接和接口功能。
WhatsApp Business Platform	**WhatsApp** 商业平台
1. Service description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the WhatsApp Business Platform through the INFOBIP Platform. **INFOBIP Services include:** • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive WhatsApp traffic sent form CLIENT's account, and the handling and routing of such WhatsApp traffic to the WhatsApp Platform, as well as to receive WhatsApp MO Messages; • Billing of such WhatsApp traffic processed by INFOBIP. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route WhatsApp traffic generated by CLIENT to the WhatsApp Business Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage all contractual relationships with WhatsApp to ensure the operability of the INFOBIP Services.	1.服务说明 INFOBIP 服务提供一种帮助客户通过 INFOBIP 平台向 WhatsApp 商业平台发送移动终端消息的解决方案。 **INFOBIP** 服务包括： • 连接客户信息系统与 INFOBIP 平台； • 配置 INFOBIP 平台以接收来自客户账户发送的 WhatsApp 流量， 并处理和路由该 WhatsApp 流量至 WhatsApp 平台，同时接收 WhatsApp 移动端发起的消息（MO 消息）； • 对 INFOBIP 处理的 WhatsApp 流量进行计费。 提供 INFOBIP 服务时， 除协议规定的条款外，INFOBIP 还应： • 确保客户端信息系统与 INFOBIP 平台的连接经过测试且运行正常； • 将客户端产生的 WhatsApp 流量导向 WhatsApp 商业平台； • 向客户开具与提供 INFOBIP 服务相关的所有 INFOBIP 费用的发票； • 管理与 WhatsApp 的所有合同关系，以确保 INFOBIP 服务的可行性。

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

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
- Ensure that its own information systems are properly configured to route WhatsApp traffic to the INFOBIP Platform;
- Create and maintain at its own expense a database of WhatsApp Users receiving each message processed by INFOBIP;
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging Platform;
- Announce a larger volume of traffic at least 3 (three) days in advance; and
- Fulfil all its payment obligations

在不影响客户义务的前提下，客户进一步承诺：

- 通过适当填写 INFOBIP 提供的所有技术和合同表格，提供所有配置信息；
- 确保其自身的信息系统已适当配置，以便将 WhatsApp 流量导向 INFOBIP 平台；
- 为接收 INFOBIP 处理的每条消息的 WhatsApp 用户自费创建并维护数据库；
- 避免在任何情况下向通讯平台发送未经请求的消息（SPAM）；
- 提前至少三（3）天通知较大的流量；以及
- 履行其所有付款义务

Chargeable Event and other WhatsApp Particulars

"Chargeable Event" means any and all messages sent through the WhatsApp Business Platform and which will be charged on a per message basis:

- per delivered marketing template;
- per delivered authentication template;
- per delivered utility template, if delivered outside of CSW.

"Templated message" means a message sent from the CLIENT's account that is used to initiate conversations with End Users. Each Templated message must be approved by WhatsApp before it can be used. Also, Templated message can be sent to End User only if End User consented to receiving messages from the CLIENT (opt-in).

There are three business-initiated template categories (Templated messages, all of which require End User opt-in):

- **Utility template** – Facilitate a specific, agreed-upon request or transaction or update to an End User about an ongoing transaction, including post-purchase notifications and recurring billing statements

  For a template to be categorized as Utility template, it must meet the following additional criteria: (i) Must be non-promotional, not

收费事件及其他 **WhatsApp** 具体条款

"收费事件" 是指通过 WhatsApp 商业平台发送的所有消息，此类消息将按消息数量收费。

- 每条成功送达的营销模板消息；
- 每条成功送达的身份验证模板消息；
- 若功能性模板消息在 CSW 外送达，每条此类消息也将计费。

"模板消息" 是指由客户账户用于发起与终端用户对话的消息。在使用每条模板消息之前必须经过 WhatsApp 审核。此外，仅当终端用户同意接收客户消息（主动订阅）时，向其发送模板消息。

企业发起的模板消息分为三类（均需终端用户主动订阅）：

- 功能性模板：协助完成终端用户明确同意的特定请求、交易或持续交易的状态更新，包括购买后通知、定期账单等。

  若要将某模板归类为"功能性模板"，则必须满足以下附加标准： (i) 必须为非促销性质，不得包含任何促销或劝导意图； (ii) 必须满足以下任一条件： (1) 明确与用户的

containing any promotional or persuasive intent; (ii) Must be either (1) specific to, or requested by, the user (clearly related to their order, account, services, or transactions), or (2) essential or critical to the user (e.g., to ensure user safety).

- **Authentication template** – Enable businesses to authenticate End Users with one-time passcodes, potentially at multiple steps in the login process (e.g., account verification, account recovery, integrity challenges)

- **Marketing template** – Include promotions or offers, informational updates, or invitations for End Users to respond/take action. Any template that does not qualify as utility or authentication is a marketing template.

  Marketing templates can be provided through:

  - **Meta Marketing Messages API for WhatsApp ("MM for WhatsApp");**
  - **Meta Marketing Messages Cloud API ("MM Cloud API").**

  CLIENT can, at their own discretion, choose between several onboarding methods for MM for WhatsApp, either by (i) using Embedded Signup, (ii) accepting the service terms via email, or (iii) through the WhatsApp Manager.

  Upon onboarding, CLIENT shall accept additional Meta terms and conditions for delivering marketing messages, as required by Meta.

"Free Form Message (FFM)" means any non-templated message sent by the CLIENT to WhatsApp User using WhatsApp App over INFOBIP Platform, during the Customer Service Window;

"Free - Form Processing Fee Chargeable Event" means any Free Form Message accepted by INFOBIP Platform, submitted to WhatsApp Platform and delivered by WhatsApp to WhatsApp End User;

Infobip Processing Fee changes shall be communicated to CLIENT by INFOBIP at least 7 (seven) days in advance.

Message charges will be based on the template category. When a Templated message is delivered, there will be a charge (Chargeable Event) for that template category each time template of the same or different category is delivered. Service conversations will still only be initiated when no other conversation

订单、账户、服务或交易相关，或由用户请求； (2) 对用户而言是必要或关键的（例如用于保障用户安全）。

- 身份验证模板：使企业能够通过一次性密码对终端用户进行身份验证（可能在登录流程的多个环节中使用，如账户验证、账户恢复、完整性验证等）。

- 营销模板：包括促销活动、产品优惠、信息通知或邀请终端用户回复 / 采取行动。任何不属于功能性或身份验证类的模板均视为营销模板。

  营销模板可通过以下方式提供：

  - Meta 营销消息 API for WhatsApp（"MM for WhatsApp'）；
  - Meta 营销消息云 API（'MM Cloud API"）。

  客户可自行选择多种 MM for WhatsApp 的入驻方式，包括：(i) 使用嵌入式注册；(ii) 通过电子邮件接受服务条款；(iii) 通过 WhatsApp 管理器。

  在完成入驻后，客户须接受 Meta 提供的额外条款和条件，以便发送营销消息。

"自由格式消息（**FFM**）" 是指客户在客户服务窗口内通过 INFOBIP 平台使用 WhatsApp 小程序向 WhatsApp 用户发送的任意非模板消息。

"自由格式消息处理费收费事件" 是指经InfoBip 平台接收、提交至 WhatsApp 平台并由 WhatsApp 送达至终端用户的任意自由格式消息。

INFOBIP 将至少提前 7 天向客户通知处理费调整事宜。

消息费用按模板类别收取。当模板消息送达时，每次送达同一类别或不同类别的模板消息均按该模板类别计费（触发收费事件）。仅当无其他对话窗口

window is open and a business responds to a user with a Free Form Message within the 24-hour Customer Service Window.	开启且企业在 24 小时客户服务窗口内通过自由格式消息（FFM）回复用户时，触发服务对话。
“Cloud API“ shall mean the Meta service as defined on this link: https://www.facebook.com/legal/Meta-Hosting-Terms-Cloud-API;	“云 **API**”系指 Meta 服务，其定义见以下链接：https://www.facebook.com/legal/Meta-Hosting-Terms-Cloud-API
“Customer Service 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;	“客户服务窗口（**CSW**）”是指从客户通过 INFOBIP 平台接收到 WhatsApp 用户使用 WhatsApp 小程序发送的最后一条手机终端消息（MO 消息）起算的 24 小时时段。
“Embedded Signup“ shall mean Meta's interface used wihin INFOBIP Platform to onboard senders or different Meta assets, or accept additional features as defined on this link: https://developers.facebook.com/docs/whatsapp/embedded-signup/;	“嵌入式注册”系指 Meta 在 INFOBIP 平台中使用的接口，用于引导发送方或不同的 Meta 资产入驻，或接受额外功能，其定义见以下链接：https://developers.facebook.com/docs/whatsapp/embedded-signup/;
“MM for WhatsApp“ or **“Meta Marketing Messages API for WhatsApp”** shall mean any marketing messages sent using Meta’s marketing solution that has the ability to enhance WhatsApp user experience and deliver more messages to relevant users;	“**MM for WhatsApp**” 或 “**Meta** 营销消息 **API for WhatsApp**”系指通过 Meta 的营销解决方案发送的任何营销消息，该解决方案能够提升 WhatsApp 用户体验，并向相关用户传递更多消息;
“MM Cloud API“ or **“Meta Marketing Messages Cloud API“** shall mean any marketing messages sent using Meta’s Cloud API;	“**MM** 云 **API**” 或 “**Meta** 营销消息云 **API**”系指通过 Meta 的云 API 发送的任何营销消息;
“Monthly Cloud sender fee” means monthly fee for sender hosted by Meta in Cloud API.	“云发送方月费” 是指对 Meta 在云 API 中托管的发送方收取的月费。
“Monthly Hosted sender fee” means monthly fee for sender provided via WhatsApp On-Premise API, whose installation is hosted, managed and upgraded by INFOBIP.	“发送方托管月费”是指通过 WhatsApp 本地部署 API 提供的发送方月费，INFOBIP 为该发送方提供托管安装、管理及升级服务。
“Network Operator” means WhatsApp as defined below;	“网络运营商” 是指下文定义的 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**” 是指在美利坚合众国注册成立的有限责任公司 WhatsApp，主要营业地点位于 1601 Willow Road, Menlo Park, CA 94025, United States。
“**WhatsApp App**” shall mean a mobile first, platform developed by WhatsApp that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on mobile devices;	“**WhatsApp** 小程序” 是指由 WhatsApp 开发的移动端优先平台，包含 VoIP 系统、消息服务、群组及其他可安装于移动设备的交互方式。

"**WhatsApp Business Platform**" shall mean the server, hardware, software and other equipment that WhatsApp uses in connection with performance or the Services; **"WhatsApp Manager"** shall mean Meta's interface used as a standalone solution for managing WhatsApp related phone numbers, templates and other assets;	"**WhatsApp** 商业平台" 是指 WhatsApp 用于履行服务所涉及的服务器、硬件、软件及其他设备。 "**WhatsApp** 管理器"系指 Meta 的接口，作为独立解决方案，用于管理与 WhatsApp 相关的电话号码、模板及其他资产；
"WhatsApp MO Message" means each message sent by the WhatsApp user using WhatsApp App through INFOBIP Platform to the CLIENT;	"**WhatsApp MO** 消息" 是指 WhatsApp 用户通过 WhatsApp 小程序经 INFOBIP 平台向客户发送的每条消息。
"**WhatsApp Traffic**" shall mean the CLIENT Services provided to CLIENT's WhatsApp Users via the WhatsApp Business Platform and WhatsApp App;	"**WhatsApp** 流量" 是指客户通过 WhatsApp 商业平台及 WhatsApp 小程序向其 WhatsApp 用户提供的服务。
"**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** 用户 " 是指已在其设备上下载 WhatsApp 小程序， 并明确同意接收客户发送的 WhatsApp 流量的终端用户。每个 WhatsApp 用户通过其在 WhatsApp 小程序中注册的 MSISDN 识别。
WhatsApp Terms of Use:	**WhatsApp** 使用条款：
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, as well as any further Meta terms the CLIENT may be prompted to accept in order to use the Service.	客户也接受并承认 WhatsApp 不时发布和修订的下列条款，这些条款也适用于客户根据本协议使用 WhatsApp 服务的行为, 以及客户在使用该服务时可能被提示接受的任何其他 Meta 条款。
WhatsApp Business Solution Policy (found at https://www.whatsapp.com/legal/business-policy)	**WhatsApp** 商业解决方案政策（详见以下链接：https://www.whatsapp.com/legal/business-policy）
WhatsApp Business Solution Terms (found at https://www.whatsapp.com/legal/business-solution-terms**)**	**WhatsApp** 商业解决方案条款（详见以下链接：https://www.whatsapp.com/legal/business-solution-terms）
WhatsApp Pricing Terms:	**WhatsApp** 定价条款：
The pricing terms for WhatsApp services shall be as provided in Business proposal in corresponding Schedule of the Master Services Agreement.	WhatsApp 服务的定价条款以主服务协议对应附录中的业务提案为准。
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 服务转售，均需事先征求 INFOBIP 的书面同意。
VOICE AND VIDEO	**语音与视频**
WEB AND IN-APP CALLS	**网页和应用程序内呼叫**

1. Service Description Infobip Web and In-App Call represent call, implemented using InfobipRTC SDK, that is ether initiated from Client's web or mobile application by end-user or answered from Client's web or mobile application by end-user. Call initiated from Client's web or mobile application by the end-user trough InfobipRTC SDKs, in accordance with client configuration, can be terminated in one of the following ways: • By placing the call to another end-user of Client's web or mobile application. Call may contain both audio and video components. • By forwarding the call to either phone number designated by the CLIENT or Static-Public IP address designated by the CLIENT or forwarding of the call to CLIENT's softphone Calls that are in accordance with configuration terminated inside Client's web or mobile application trough Infobip provided SDKs and answered by the application end-user, are initiated in one of the following ways: • By end-user making the inbound call towards Voice number • By end-user initiating the call from Client's web or mobile application. Call may contain both audio and video components. Service configuration is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform. **INFOBIP Services include:** • Provisioning of Voice number, if needed • Configuration of the INFOBIP Platform • Billing of Services provided by Infobip • Technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational. • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP. • Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;	**1. 服务说明** 英富必的网页和应用内呼叫是指使用 InfobipRTC SDK 实现的呼叫，即由最终用户从网页或移动应用程序版的客户端发起或应答的通话。 最终用户通过 InfobipRTC SDK 从网页或移动应用程序版客户端发起的呼叫，可以根据客户端的配置，通过以下方式之一终止： • 通过网页或移动应用程序版客户端向另一个最终客户发起呼叫。呼叫可包括音频和视频方式； • 将呼叫转接到客户端指定的电话号码或静态公共 IP 地址，或者将呼叫转接到客户端的软件电话。 通过 Infobip 提供的 SDK 的配置到达客户的网页或移动应用程序，并由应用程序的终端用户接听的呼叫，以下列方式之一启动： • 由最终用户向语音号码发起的入站呼叫； • 最终用户从网页或移动应用程序版客户端发起。呼叫可包括音频和视频方式； 服务配置可在客户门户 (Customer Portal) 进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户实行。 **英富必服务包括：** • 在按需提供语音号码； • 英富必平台的配置； • 对英富必提供的服务进行计费； • 技术支持。 在提供英富必服务时，除了本协议规定的条款外，英富必应： • 确保客户的信息系统和平台之间的连接经过测试并可使用； • 开具向客户提供英富必服务相关所有费用的发票； • 管理与网络运营商的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置、设计和开发，可使用英富必平台发起或接收呼叫； • 自费创建和维护一个通过英富必平台发起和接收呼叫的用户数据库； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。

• Ensure that its own information systems are properly configured, designed and developed to initiate and receive calls to and from the INFOBIP Platform. • Create and maintain at its own expense a database of Users making and receiving calls over INFOBIP Platform. • Announce a larger volume of traffic a few days in advance; and • Fulfil all its payment obligations **2. Chargeable Event and other Web and In-App Calls Particulars** **"Chargeable Event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Client Platform"** is the system Client uses to operate Client services. **"SDK" or "Software Development Kit"** is software which the CLIENT has to download and adjust in cooperation with INFOBIP, in order for mobile app and INFOBIP Platform to be able to establish call. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Inbound call"** means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup. **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base. **"Static-Public IP address"** means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf. **"Softphone"** means software program for sending and/ or receiving calls over SIP protocol over Internet.	**2.网页和应用内呼叫收费事件及其他详情** "**收费事件**" 是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 "**客户端平台**" 是指客户使用客户端服务的平台。 "**SDK**" 或 "**软件开发工具包**" 是指客户必须配合英富必下载和调整的软件，以便移动应用程序和英富必平台建立呼叫。 "**语音号码**" 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 "**入站呼叫**" 是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。 "**网络运营商**" 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司； "**静态公共 IP 地址**" 是指某台设备获得可在全球范围内通过互联网访问的IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。 "**软件电话**" 是指在互联网上通过 SIP 协议发起和/或接收呼叫的软件程序。
VOICE MESSAGES **1. Service Description** Infobip **Voice Messages** services enables the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile	**语音消息 (VOICE MESSAGES)** **1.服务说明** 英富必**语音消息**服务是指让客户端能够向一个或多个目标号码（固定或移动电话用户号码）发起🎧站呼叫，并在接通时播放预先录制的或从文本转为语

telephony) and, on establishment of the call, play a pre-recorded or text-to-speech converted audio file. Upon such call being established and pre-recorded or text-to-speech converted audio file been played, the End-User shall have an option of inputting command, that will be sent back to INFOBIP Platform. As a as a result of received command one of the options that the CLIENT has pre-defined on INFOBIP Platform will be executed. Pre-defined options that the CLIENT will be able to choose from shall depend on the supported features of INFOBIP Platform. INFOBIP shall not be responsible for the cases where the command signal inputted by the End-User does not reach INFOBIP Platform due to the connectivity issues.

Voice Service comprises the following:

- Technical support.
- Conversion of text message to audio file. List of languages available for text to speech conversion may be revised by INFOBIP, from time to time.
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers.
- CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call.
- Billing of such services provided by INFOBIP.

2. Chargeable Event and other VOICE MESSAGES Service Particulars

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

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

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

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

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

"Voice Number" means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number

音的音频文件。在接通该等呼叫并播放预先录制的或从文本转为语音的音频文件之后，最终用户应可选择输入将发送回英富必平台的指令。客户端在接收到指令后，将会执行在英富必平台上预定义的某个选项。客户端能够选择的预定义选项取决于英富必平台支持的功能。对于最终用户输入的指令信号因连接问题而未能到达英富必平台的情况，英富必概不负责。

语音服务包括以下内容：

- 技术支持；
- 将文本消息转换为音频文件；可用于将文本转为语音的语言列表，可能会不时由英富必进行修订；
- 根据客户端的要求，提供语音号码用作来电号码并显示在被叫目标电话号码所使用的设备上；
- 客户端可以选择使用"答录机检测功能"来检测接听电话的是机器还是人；
- 对英富必提供的该等服务进行计费。

2.语音消息服务收费事件及其他详情

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

客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

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

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

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

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

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

to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending on the local telecom regulations in the market of interest. **"Outbound call"** means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	
INTERACTIVE VOICE RESPONSE (IVR) **1. Service Description** Infobip IVR (**Outbound IVR)** services enable the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile telephony) or to receive inbound calls to Voice number from End-User (**Inbound IVR**). Upon establishment of the call, the previously created IVR scenario is being executed. In the IVR scenario CLIENT has pre-defined options to be executed, such as play a pre-recorded or text-to-speech converted audio file, forward the call, contact CLIENT's platform URL, or record End-User's feedback. Upon such a call being established, End-User can have an option of inputting command, that will be sent back to INFOBIP Platform. As a as a result of received command one of the options that the CLIENT has pre-defined on INFOBIP Platform will be executed. Pre-defined options that the CLIENT will be able to choose from shall depend on the supported features of INFOBIP Platform. INFOBIP shall not be responsible for the cases where the command signal inputted by the End-User does not reach INFOBIP Platform due to the connectivity issues. IVR Service comprises the following: • Technical support. • Conversion of text message to audio file. List of languages available for text to speech conversion may be revised by INFOBIP, from time to time. • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers or to be used for Inbound IVR. • CLIENT can choose to use Answering machine detection on Outbound IVR in order to detect whether machine or human answered the call. • Billing of such services provided by INFOBIP. **2. Chargeable Event and other IVR Service Particulars** **"IVR"** means Interactive Voice Response, that automates voice call processes for business. It provides CLIENT with a 2-way communication channel which allows interaction with your End-User during a call. IVR can be initiated by the CLIENT towards End-User ("Outbound IVR") or by the End – User towards the Voice Number of CLIENT ("Inbound IVR").	**交互式语音应答 (IVR)** **1.服务说明** 英富必 IVR（🎧**站 IVR**）服务让客户能够向一个或多个目标号码（固定或移动电话用户号码）发起🎧站呼叫，或者接收最终用户向语音号码发起的入站呼叫（**入站 IVR**）。呼叫接通后，将会执行先前创建的 IVR 场景。客户已在 IVR 场景中预定义所要执行的选项，例如播放预先录制的或文本转为语音的音频文件、转发呼叫、联系客户的平台 URL 或者录下最终用户的反馈。在该等呼叫接通后，最终用户可选择输入将发送回英富必平台的指令。客户端在接收到指令后，将会执行在英富必平台上预定义的某个选项。客户端能够选择的预定义选项取决于英富必平台支持的功能。对于最终用户输入的指令信号因连接问题而未能到达英富必平台的情况，英富必概不负责。 IVR 服务包括以下内容： • 技术支持； • 将文本消息转换为音频文件；可用于将文本转为语音的语言列表，可能会不时由英富必进行修订； • 根据客户的要求，提供语音号码用作来电号码并显示在被叫目标电话号码的设备上，或者用于入站 IVR； • 客户端可以在🎧站 IVR 中，选择使用答录机检测功能来检测接听电话的是机器还是人； • 对英富必提供的该等服务进行计费。 **2. VR 服务收费事件及其他详情** "**IVR**" 是指交互式语音应答，可以实现业务自动化语音呼叫，能为客户端提供一个允许在呼叫期间与最终用户进行交互的双向通信通道。IVR 可以由客户端向最终用户发起（"🎧站 IVR"），也可以由最终用户向客户端的语音号码发起（"入站 IVR"）。 "**收费事件**" 是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

“Chargeable event” shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **“Caller Id”** means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities. **“Network Operator”** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base. **“Answering machine detection”** means an optional add-on INFOBIP Service that detects whether machine or human has answered the call. It is additionally charged per request in case the call was answered. **“Voice Number”** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **“Inbound call”** means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT’s configuration setup. **“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.	“**来电显示**” 是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。 “**网络运营商**” 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司； “**答录机检测**” 是指可选的英富必附加服务，用于检测接听电话的是机器还是人。根据每个呼叫接通后的请求额外收费。 “**语音号码**” 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 “**入站呼叫**” 是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。 “🎧 **站呼叫**” 是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。
CLICK TO CALL **1. Service Description** Infobip Click to call service enables the CLIENT to initiate two outbound calls towards two destination numbers (subscriber numbers of landline or mobile telephony) and if answered, engage the called parties in to the conversation. Order in which the number will be called is defined by Click to call solution design and Client’s request. Service comprises the following: • Technical support • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and	**一键呼叫 (CLICK TO CALL)** **1. 服务说明** 英富必一键呼叫服务让客户端能够向两个目标号码（固定电话或移动电话用户号码）发起两个🎧站呼叫，且如果两个被叫方均有应答，则均可参与对话。 一键呼叫的顺序取决于一键呼叫解决方案的设计和客户的请求。 服务包括以下内容： • 技术支持；

presented to called destination phone numbers • CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call • Billing of such services provided by INFOBIP **2. Chargeable Event and other Click to Call Service Particulars** The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **"Chargeable event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Caller Id"** means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities; **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base; **"Answering machine detection"** means an optional add-on INFOBIP Service that detects whether machine or human has answered the call. It is additionally charged per request in case the call was answered. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Outbound call"** means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	• 根据客户的要求，提供语音号码用作来电号码并显示在被叫目标电话号码的设备上； • 客户可以选择使用答录机检测功能来检测接听电话的是机器还是人； • 对英富必提供的该等服务进行计费。 **2.一键呼叫服务收费事件及其他详情** 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 "**收费事件**" 是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 "**来电显示**" 是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。 "**网络运营商**" 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 "**答录机检测**" 是指可选的英富必附加服务，用于检测接听电话的是机器还是人。根据每个呼叫接通后的请求额外收费。 "**语音号码**" 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 "🎧 **站呼叫**" 是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。
NUMBER MASKING **1. Service Description** a) Number Masking is a solution that enables two parties using phone numbers (mobile or landline) to engage in a conversation over the phone without exposing their Caller ID to each other. Number Masking enables dynamic call forwarding of the inbound calls based on the response received from Client's Platform. b) Once the call is received on Voice Number leased from Infobip by the Client, Infobip Number Masking platform sends HTTP request towards Client's Platform with	**号码屏蔽 (NUMBER MASKING)** **1.服务说明** • a) 号码屏蔽是一种让使用（移动或固定）电话号码的双方能够通过电话进行对话，但无需相互暴露来电显示的解决方案。号码屏蔽可根据从客户端平台接收的应答，启用入站呼叫的动态呼叫转移。 • b) 一旦客户端在英富必租用的语音号码上收到呼叫，英富必号码屏蔽平台就会向客户端平台发送 HTTP 请求，其中含有所收到呼叫的相关信息。英富必平台将在应答中：

information about the received call. In a response, Infobip platform shall:

- receive phone number to which to forward the inbound call to; or
- play pre-recorded audio file in accordance with Number Masking solution design and if agreed so in advance with the Client
- shall execute any other flow as agreed with the CLIENT and in accordance with solution design

c) Inbound call gets bridged to the phone number received in the Client's response described under b); however, Infobip shall not be held responsible should the call forwarding be delayed due to no or late response from Client's Platform.

d) Charging starts once the call is established, meaning either a) inbound call was forwarded to End-User and connection was established, or b) pre-recorded audio file is released to play.

Number Masking comprises the following:

a) Provision of the Voice number.
b) Technical support
c) Billing of such services provided by INFOBIP

2. Chargeable Event and other NUMBER MASKING Service Particulars

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

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

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

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

"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;

- 接收应将入站呼叫转移到的目标电话号码；或者
- 在事先与客户端达成一致的情况下，根据数字屏蔽解决方案的设计播放预先录制的音频文件；
- 在事先与客户端达成一致的情况下，根据数字屏蔽解决方案的设计执行任何其他流程。

- c) 将入站呼叫桥接到 b) 项中所述客户端在应答中接收的电话号码；但是如果呼叫转移由于客户端平台没有应答或延迟应答而导致有所延迟，则英富必不承担任何责任。

- d) 呼叫接通后开始计费，表示 a) 项入站呼叫被转交给最终用户并建立连接，或者 b) 项预先录制的音频文件被播放。

号码屏蔽包括以下内容：

- a) 提供语音号码；
- b) 技术支持；
- c) 对英富必提供的该等服务进行计费。

2.号码屏蔽服务收费事件及其他详情

客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。

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

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

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

"**动态呼叫转移**" 是指英富必号码屏蔽平台先向客户端平台发送查询目标号码的请求，并在客户端平台向其返回应答后，才将语音呼叫转移到目标号码的呼叫转移；

"**英富必号码屏蔽平台**" 是**英富必平台**的一部分，可确保号码屏蔽解决方案的执行。

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

"**Infobip Number Masking Platform**" is part of **INFOBIP Platform** that enables implementation of Number Masking solution **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Inbound call"** means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT's configuration setup.	"**入站呼叫**" 是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。
SIP TRUNKING **1. Service Description** 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. SIP Trunking comprises the following: • Technical support • Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone number • Billing of such services provided by INFOBIP **2. Chargeable Event and other SIP TRUNKING Service Particulars** The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **"Client Platform"** is the system Client uses to operate Client services **"Chargeable event"** shall mean 60 second of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Caller Id"** means phone number of the End-User and / or phone number allocated by CLIENT to be shown to the End-User. Presentation of the caller ID shall depend on the Network Operator capabilities; **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network, offering mobile telephony services to its subscriber base;	**SIP 中继链接 (SIP TRUNKING)** **1. 服务说明** 英富必 SIP 中继链接服务让客户端能够使用英富必平台，从其支持语音的平台向目标号码（固定电话或移动电话用户号码）发起🎧站呼叫。客户端平台与英富必平台结合，双方共同使用 SIP 协议和静态公共 IP 地址。 SIP 中继链接服务包括以下内容： • 技术支持； • 根据客户端的要求，提供语音号码用作来电号码并显示在被叫目标电话号码所使用的设备上； • 对英富必提供的该等服务进行计费。 **2. SIP 中继链接服务收费事件及其他详情** 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 "**客户端平台**" 是指客户使用客户端服务的平台。 "**收费事件**" 是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 "**来电显示**" 是指最终用户的电话号码和/或由客户端分配给最终用户的电话号码。来电显示的具体显示内容取决于网络运营商的能力。 "**网络运营商**" 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 "**SIP 协议**" 会话发起协议 (SIP) 是一种信令协议，用于发起、维持、修改和终止实时会话（例如互联网上的语音呼叫）。

"SIP protocol" Session Initiation Protocol (SIP) is a signalling protocol used for initiating, maintaining, modifying and terminating real-time sessions like voice calls over internet. **"IP address"** means an identifying number for network hardware connected to a network. IP address allows a device to communicate with other devices over Internet. **"Static-Public IP address"** means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf. **"Voice Number"** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **"Outbound call"** means a call initiated by the CLIENT which INFOBIP Platform shall route to Network Operator in order to be terminated towards the End-User.	**"IP 地址"** 是指网络硬件连接网络的标识号。IP 地址让设备能够通过互联网与其他设备通信。 **"静态公共 IP 地址"** 是指某台设备获得可在全球范围内通过互联网访问的IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。 "**语音号码**" 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 "🎧 **站呼叫**" 是指由客户端发起并应由英富必路由到网络运营商，以便最终用户终止的呼叫。
INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE **1. Service Description** Infobip Voice Numbers – Forward to Phone Number / IP / Softphone services means Inbound call made by End-User to Voice number and, in accordance with CLIENT's configuration setup on INFOBIP platform, forwarding of the call to phone number designated by the CLIENT, Static-Public IP address designated by the CLIENT, or forwarding of the call to CLIENT's softphone, respectively. Service comprises the following: • Provision of the Voice number. • Technical support • Billing of such services provided by INFOBIP **2. Chargeable Event and other INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE Service Particulars** The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement. **"Chargeable event"** shall mean 60 seconds of each established call, answered by end user or answering machine, unless otherwise agreed between the parties. **"Network Operator"** means any company operating a GSM-based mobile and landline telephony network,	**入站呼叫（转移到电话号码/IP/软件电话）** **1. 服务说明** 英富必语音号码（转移到电话号码/IP/软件电话）服务是指最终用户向语音号码发起的入站呼叫，将根据客户端在英富必平台上的配置设置，分别转移到客户端指定的电话号码和静态公共 IP 地址，或者客户端的软件电话。 服务包括以下内容： • 提供语音号码； • 技术支持； • 对英富必提供的该等服务进行计费。 **2. 入站呼叫（转移到电话号码/IP/软件电话）服务的收费事件及其他详情** 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。 "**收费事件**" 是指由最终用户或答录机应答的每个已接通呼叫，按每 60 秒计费，除非双方另有约定。 "**网络运营商**" 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。 **"IP 地址"** 是指网络硬件连接网络的标识号。IP 地址让设备能够通过互联网与其他设备通信。

offering mobile telephony services to its subscriber base; **“IP address”** means an identifying number for network hardware connected to a network. IP address allows a device to communicate with other devices over Internet. **“Static-Public IP address”** means is a permanent number assigned to a device, by an IP address service provider globally reachable over Internet, which CLIENT has to procure on his own behalf. **“Softphone”** means software program for sending and/ or receiving calls over SIP protocol over Internet. **“SIP protocol”** Session Initiation Protocol (SIP) is a signalling protocol used for initiating, maintaining, modifying and terminating real-time sessions like voice calls over internet. **“Voice Number”** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **“Inbound call”** means a call initiated by End-User to Voice Number. Such call, Network operator shall route 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.	**“静态公共 IP 地址”** 是指某台设备获得可在全球范围内通过互联网访问的IP 地址服务提供商分配的固定号码，必须由客户端以自己的名义获取。 **“软件电话”** 是指在互联网上通过 SIP 协议发起和/或接收呼叫的软件程序。 **“SIP 协议”** 会话发起协议 (SIP) 是一种信令协议，用于发起、维持、修改和终止实时会话（例如互联网上的语音呼叫）。 “**语音号码**” 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 “**入站呼叫**” 是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。
MISSED CALL VOICE SERVICE DESCRIPTION **1. Service Description** **“Missed call service”** means Inbound call made by End-User to which, in accordance with CLIENT’s configuration setup on Infobip platform, there is no call answer. Upon registering the call, INFOBIP Platform alerts CLIENT platform by providing information about End-User phone number, called Voice number and time stamp of the call. Voice Service comprises the following: • Provision of the Voice number . • Technical support • Billing of such services provided by INFOBIP **2. Chargeable Event and other Missed call Voice Service Particulars** **“Chargeable event”** shall mean monthly fee for Voice number configured to receive Inbound calls. **“Network Operator”** means any company operating a GSM-based mobile and landline telephony network,	**未接呼叫语音服务说明** **1. 服务说明** “**未接呼叫服务**” 指由最终用户发起但根据客户在英富必平台上的配置并未应答的的入站呼叫。在记录呼叫后，英富必平台将通过提供有关最终用户电话号码、被叫语音号码和呼叫时间戳的信息来提醒客户平台。 语音服务包括以下内容： • 提供语音号码； • 技术支持； • 对英富必提供的该等服务进行计费。 **2. 未接呼叫语音服务收费事件及其他详情** “**收费事件**” 是指已配置为可接收入站呼叫的语音号码的月费。 **“网络运营商”** 是指运营 GSM 移动网络和固定电话网络，为其用户群提供移动电话服务的任何公司。

offering mobile telephony services to its subscriber base; **“Client Platform”** is the system Client uses to operate Client services **“Voice Number”** means a phone number leased by INFOBIP from Network Operators and subleased to CLIENT. CLIENT shall be allowed to use Voice number to receive Inbound call from End-Users or as a Caller ID on Outbound calls depending of the local telecom regulations in the market of interest. **“Inbound call”** means a call initiated by End-User to Voice Number. Such call, Network operator shall route To INFOBIP Platform. Once INFOBIP Platform registers the call routed by Network Operator, INFOBIP shall process the call, in accordance to the CLIENT’s configuration setup. The CLIENT shall pay a monthly fee for each leased INFOBIP Voice Number, as agreed between the Parties, in accordance with this Agreement.	**“客户端平台”** 是指客户使用客户端服务的平台。 "**语音号码**" 是指英富必从网络运营商处租用并转租给客户的电话号码。客户应根据当地市场的相关电信法规，获准使用语音号码接收来自最终用户的入站呼叫，或者作为🎧站呼叫的来电显示。 "**入站呼叫**" 是指最终用户向语音号码发起的呼叫。该等呼叫应由网络运营商路由到英富必平台。英富必平台登记网络运营商路由来的呼叫后，会根据客户端的配置处理呼叫。 客户应根据本协议，按照双方约定，为每个租用的英富必语音号码支付月费。
VOICE AND VIDEO RECORDING **1. Voice Recording Service Description** **Description:** Infobip’s Voice recording Service enables recording of the Voice calls interaction initiated by client using the Infobip platform or calls initiated by end users over Infobip infrastructure to the voice numbers leased by clients from Infobip. **Particulars:** Unless differently agreed by the Parties in writing, CLIENT shall be limited, by default and unless CLIENT instructs INFOBIP to do otherwise in writing, to a maximum of 10 (ten) simultaneous calls using Infobip’s Voice Recording feature (“Recording Limit”). At any moment where such threshold is met and there are 10 (ten, or more if so instructed) simultaneous calls being recorded via the Voice Recording feature, each subsequent call shall be either rejected or accepted but without the Voice Recording feature depending on the explicit instruction provided by the Client. Whereas such instruction is not given to Infobip by the Client, any such subsequent call shall be rejected. Exceptionally, the Recording Limit for Clients using the Voice Recording feature through Infobip’s Conversations solution shall not be set at 10 simultaneous calls, as noted above, instead it shall be equal to the number of licenses for the Conversations service purchased by that Client. Chargeable Event and other Recording Particulars Recording charges within Conversations Full solution	**语音与视频录制** **1.录音服务说明** **说明：** 英富必的录音服务可以录制客户端使用英富必平台发起的语音呼叫交互，或最终用户通过互联网基础设施向客户端从英富必租用的语音号码发起的呼叫。 **详情：** 在默认情况下，除非客户以书面形式指示英富必进行其他操作，否则客户最多可同时进行 10（十）个使用英富必录音功能的呼叫（“录音限额”），但双方另有书面约定除外。在达到该等阈值并且通过录音功能录制 10 个（十个，或在有指示的情况下则为更多）同时呼叫时，随后各个呼叫应被拒接或应答但不录音，具体取决于客户提供的明确指令。如果客户未向英富必提供该等指示，则应拒绝任何该等随后呼叫。 在特殊情况下，通过英富必的 Conversations 解决方案使用录音功能的客户端，其录音限制不应设置为上述 10 个同时呼叫，而应等同于该客户端购买的 Conversations 服务的许可数量。 录音收费事件及其他详情 在 Conversations 全套解决方案中录音的收费 **录音**包含在 Conversations 全套解决方案的许可费中，不会单独向客户端收取。

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

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

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

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

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

2. Additional Video Recording Service Description Particulars

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

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

CLIENT shall be able to stream any stored video call from the Recording Source on the Infobip Platform.

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

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

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

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

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

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

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

客户可以选择将录像存储在其平台上，并在英富必平台上激活存储功能，作为在客户平台无法使用时触发的故障转移备用选项。如果客户选择将自身平

Recording Source shall be stored, accordingly charged and as such enabled to CLIENT for streaming until CLIENT chooses to remove the Recording Source from the Infobip Platform. CLIENT understands that, in the event CLIENT wishes to transfer the Recording Source to the CLIENT Platform, it needs to be properly formatted meaning additional charges will be applied – the conversion, formatting, merging and otherwise enablement for such transfer requires additional resources which are, as mentioned, charged separately. Furthermore, in order for any Recording Source to be created and eligible for possible download and transfer, the proper parameters need to be set beforehand indicating such calls to be recorded as well as marking the eligibility for future downloads. Unless both actions are taken, future downloads will not be possible. CLIENT may elect to store the recordings on their Platform and activate the storage on the Infobip Platform as a secondary failover option to be triggered in the event Client's platform is not available. In the event Client chooses to set their own Platform as primary storage destination while disabling the Infobip storage as a secondary (failover) option, Infobip shall not be responsible for any possible loss of Client's recordings. Likewise, Infobip shall bear no responsibility for any data which is erased, lost or otherwise as a result of Client's actions, irrespective if such data is stored with Infobip or with Client.	台设置为主要存储区，并同时禁用作为备用（故障转移）选项的英富必存储功能，则英富必对客户所存储录像的任何可能发生的丢失概不负责。同样地，对于因客户端的行为而导致任何数据被删除、丢失或其他情况，无论该等数据是存储于英富必平台或客户端平台，英富必均不负责。
Bring Your Own Carrier (BYOC) **1. Service Description** With BYOC (Bring your Own Carrier) for voice calls, CLIENT will have the ability to use existing PSTN Voice Provider and keep phone numbers with that carrier while using Infobip Conversations. BYOC allows CLIENT to control voice connectivity while utilizing INFOBIP's cloud contact center features, whereas INFOBIP shall not be responsible for CLIENT's connection toward operator. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Service configuration for BYOC is done by INFOBIP upon request by the CLIENT on CLIENT's behalf in INFOBIP Platform. **2. Chargeable Event and other BYOC Particulars** BYOC setup is charged on top of SaaS price list. Chargeable event is minute per inbound or outbound calls by CLIENT over any INFOBIP service.	**自带运营商 (BYOC)** **1. 服务说明** 通过 BYOC（自带运营商）进行语音呼叫，客户将能够使用现有的 PSTN 语音提供商，并在使用英富必 Conversations 时通过该运营商记住电话号码。 BYOC 让客户能够在使用英富必云联络中心功能的同时控制语音连接，但英富必不负责客户与运营商的连接。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 BYOC 的服务配置由英富必应客户的要求，代客户在平台中设置。 **2. BYOC 收费事件及其他详情** BYOC 设置的收费列于 SaaS 价目表顶端。“收费事件”是指客户通过任何英富必服务进行的每次入站呼叫或 🎧 站呼叫均按分钟计费。
Live chat	**即时聊天 (Live chat)** **1. 服务说明**

1. Service Description Infobip Live chat channel allows for real-time chat communication with customers on Client's website or through Client's mobile app. The communication can be initiated from Client's web or mobile application by customers or by Client from Live chat on Customer Portal. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Service configuration for web chat is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform. Service configuration for mobile chat "Mobile In–App Chat" is done over Customer Portal through Mobile App setup (see Mobile App Messaging section). Once the Mobile App Profile is added client needs to connect the live chat widget with the Mobile App. Live chat can be used only as part of SaaS product and is sold and billed as per SaaS Price list.	英富必即时聊天频道可实现通过网页或移动应用与客户进行即时聊天通信。 通信可以由客户从网页或移动应用发起，也可以由客户在客户门户上的即时聊天板块发起。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。 网页聊天的服务配置可使用客户门户进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户完成。 "移动应用内聊天 (Mobile In-App Chat)"的服务配置是通过移动应用的设置在客户门户上完成的（参见"移动应用程序消息发送"部分）。添加移动应用的配置文件后，客户需要将即时聊天小插件与移动应用程序连接。 即时聊天仅可作为 SaaS 产品的一部分使用，并根据 SaaS 价目表进行销售和计费。
Social media **1. Service Description** Infobip Social media channels allows for communication with customers on CLIENT's social media pages by receiving public comments and managing replies utilizing INFOBIP's cloud contact center solution. The communication can be initiated from CLIENT's social media pages by customers. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Social media channels shall be sold and billed as per SaaS Price list. Service configuration for social media is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform.	**社交媒体** **1.服务说明** 英富必社交媒体频道可实现在客户的社交媒体页面上接收公开评论，并使用英富必云联络中心解决方案管理回复，与客户进行交流。 交流可以由客户在客户的社交媒体页面发起。 并非可选服务，仅可作为英富必 SaaS 产品组合的组成部分使用，不作为独立产品提供。社交媒体频道应按照 SaaS 价目表进行销售和计费。 社交媒体的服务配置可使用客户门户进行，也可以由英富必的客户经理根据客户的要求在英富必平台上代客户完成。
GOOGLE BUSINESS MESSAGING (GOOGLE BM) **1. Service Description** INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Google Business Messages Platform through the INFOBIP Platform as well as processing messages received from the Google Business Messages Platform. INFOBIP Services include:	**GOOGLE BUSINESS MESSAGING (GOOGLE BM)** **1.服务说明** 英富必服务中包括一种解决方案，让客户能够通过英富必平台向 Google Business Messages 平台发送消息，并处理从 Google Business Messages 平台接收的消息。 英富必服务包括：

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

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

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

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

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

2. Chargeable Event and other Google BM Particulars

"Chargeable Event" means Active User;

"**Network Operator**" means Google Business Messages platform as defined below;

"**Google**" shall mean Google LLC, a limited liability company incorporated in the United States of America and whose principal place of business is at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States;

"**Google BM App**" shall mean any mobile, desktop or web-based application developed by Google that

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

在提供英富必服务时，除了本协议规定的条款外，英富必应：

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

除了承担应尽义务外，客户还应进一步承诺：

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

2.Google BM 收费事件及其他详情

"**收费事件**" 是指活跃用户；

"**网络运营商**" 是指上述 Google Business Messages 平台；

"**Google**" 是指 Google LLC，一家在美利坚合众国注册成立的有限责任公司，主要营业地点是 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States；

"**Google BM 应用程序**" 是指由 Google 开发的任何移动、桌面或 Web 应用程序，可支持使用 Google Business Messages 服务。

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

enables the usage of Google Business Messages Services. "**Google Platform**" shall mean the server, hardware, software and other equipment that Google uses in connection with performance or the Services; "**Google BM Traffic**" shall mean the CLIENT Services provided to CLIENT's Google BM Users via the Google Business Messages Platform and Google Appa; "**Google BM User**" shall mean an End-User who is using any of the Google Apps and has expressed its consent to use the Google BM Service. "**Google Policies"** shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Google Apps and available at google.com. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Google 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.	"**Google BM 流量**"是客户指通过 Google Business Messages 平台和 Google 应用程序向客户的 Google BM 用户提供的服务； "**Google BM 用户**"是指正在使用任何 Google 应用程序并已表示同意使用 Google BM 服务的最终用户。 "**Google 政策**" 是指适用于任何使用 Google 应用程序的用户或实体，并可在 google.com 上查阅的届时有效条款与条件和/或政策。 客户同意并确认，Google 可能会不时实行特定的流量限制，而英富必也必须相应就Google BM 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发🎧通知，通知内容应随附确认流量限制的正式文件。
APPLE MESSAGE FOR BUSINESS ("AMB") 1. Service Description **1. Service description** INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the AMB Platform through the INFOBIP Platform as well as processing messages received from the AMB Platform. INFOBIP Services include: • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive AMB traffic generated by CLIENT and the handling and routing of such AMB traffic to the AMB Platform; • Billing of such AMB traffic processed by INFOBIP; and • Provide technical support . In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;	**APPLE MESSAGES FOR BUSINESS ("AMB")** 1. 服务说明 **1.** 服务说明 INFOBIP 服务提供一种解决方案，该解决方案可使客户通过 INFOBIP 平台向 AMB 平台发送移动终端消息，并处理从 AMB 平台接收的消息。 INFOBIP 服务包括： • 连接客户信息系统与 INFOBIP 平台； • 配置 INFOBIP 平台，以接收客户端产生的 AMB 流量，处理流量并将流量导向AMB 平台； • 对 INFOBIP 处理的 AMB 流量进行计费；以及 • 提供技术支持。 提供 INFOBIP 服务时， 除协议规定的条款外，INFOBIP 还应： • 确保客户信息系统与 INFOBIP 平台的连接经过测试且运行正常； • 将客户端生成的 AMB 流量导向 AMB 平台；

• Route AMB traffic generated by CLIENT to the AMB Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP Services; • Manage all contractual relationships with Apple to ensure the operability of the INFOBIP Services; and Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route AMB traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of AMB Users receiving each message processed by INFOBIP; • Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform; • Announce a larger volume of traffic a few days in advance; and • Fulfil all its payment obligations	• 向客户开具与提供 INFOBIP 服务相关的所有 INFOBIP 费用的发票； • 管理与 Apple 的所有合同关系， 以确保 INFOBIP 服务的可行性；以及 在不影响客户义务的前提下，客户进一步承诺： • 通过适当填写 INFOBIP 提供的所有技术和合同表格，提供所有配置信息； • 确保自身的信息系统已适当配置，以便将 AMB 流量导向 INFOBIP 平台； • 为接收 INFOBIP 处理的每条消息的商业用户自费创建并维护 AMB 数据库； • 避免在任何情况下向通讯平台发送未经请求的消息（SPAM）； • 提前几天通知较大的流量；和 • 履行其所有付款义务。
2. Chargeable Event and Other Apple Messages for Business Particulars	2. 收费事项和其他 Apple Messages for Business 详情
“Chargeable Event” means Active User engaged within a given calendar month, whether it has sent or received AMB Traffic; **“Active User”** means the number of active AMB Users within a given calendar month; “**Network Operator**” means AMB Platform as defined herein; „**Apple**“ shall mean Apple Inc., a limited liability company incorporated in the United States of America and whose principal place of business is at One Apple Park Way, Cupertino, CA 95014, United States . “**Apple App**” shall mean any mobile, desktop, tablet or web-based application developed by Apple that enables the usage of Apple Messages Services. “**AMB Platform**” shall mean the server, hardware, software and other equipment that Apple uses in connection with performance or the Services; “**AMBTraffic**” shall mean the CLIENT Services provided to CLIENT’s AMB Users via the AMB Platform and Apple Apps; “**AMB User**” shall mean an End-User who is using any of the Apple Apps and has expressed its consent to use the AMB Service. **“Apple Policies”** shall mean the then in-effect terms and conditions and/or policies which apply to any user	“收费事项”是指在特定日历月内活跃的用户，无论其是否发送或接收了 AMB 流量。； “活跃用户”是指在特定日历月内活跃的 AMB 用户数量。； “网络运营商”是指本协议定义的 AMB Platform； “**Apple**”是指在美利坚合众国注册成立的有限责任公司 Apple Inc.，主要营业地点位于 One Apple Park Way, Cupertino, CA 95014, United States； “**Apple App**”指由 Apple 开发的任何移动端、桌面端、平板或基于网页的应用程序，用于启用 Apple 消息服务的使用。 “**AMB** 平台”指 Apple 为提供服务而使用的服务器、硬件、软件及其他设备。 “**AMB** 流量”指通过 AMB 平台和 Apple App 向客户的 AMB 用户提供的客户服务。 “**AMB** 用户”指使用任何 Apple App 并已明确同意使用 AMB 服务的终端用户。 “**Apple** 政策”指适用于任何使用 Apple App 的用户或实体的现行条款与条件及/或政策， 可在 apple.com 查阅。 客户同意并确认， Apple 可不时施加特定流量限制，INFOBIP 亦必须就 AMB 流量对客户施加相应限制。INFOBIP 将在合理可行的时间内通知客户，并附上正式文件以确认相关限制。

or entity using the Apple Apps and available at apple.com. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Apple and, in turn, INFOBIP must apply the same to CLIENT in respect of the AMB Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal document confirming the limitations.	
VIBER BOT **1. Service Description** INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Viber Bot Platform through the INFOBIP Platform as well as processing messages received from the Viber Platform. INFOBIP Services include: • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive Viber Bot traffic generated by CLIENT and the handling and routing of such Viber Bot traffic to the Viber Platform; • Billing of such Viber Bot traffic processed by INFOBIP; and • Provide technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Viber Bot traffic generated by CLIENT to the Viber Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services; and Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route Viber Bot traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of Viber Bot Users receiving each message processed by INFOBIP;	**VIBER BOT** **1. 服务说明** 英富必服务中包括一种解决方案，让客户能够通过英富必平台向 Viber Bot 平台发送消息，并处理从 Viber 平台接收的消息。 英富必服务包括： • 客户信息系统和英富必平台之间的连接； • 配置英富必平台以接收由客户所产生的 Viber Bot 流量并处理和路由该等 Viber Bot 流量到 Viber 平台； • 对英富必处理的该等 Viber Bot 流量进行计费；以及 • 提供技术支持。 在提供英富必服务时，除了本协议规定的条款外，英富必应： • 确保客户的信息系统和平台之间的连接经过测试并可使用； • 路由客户所产生的 Viber Bot 流量到 Viber 平台； • 开具向客户提供英富必服务相关所有费用的发票； • 管理与 Viber 的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置，可将 Viber Bot 流量路由至英富必平台； • 自费创建和维护一个 Viber Bot 用户数据库，接收经英富必处理的每条消息； • 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM)； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。 **2. Viber Bot 收费事件及其他详情**

• Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform; • Announce a larger volume of traffic a few days in advance; and • Fulfil all its payment obligations **2. Chargeable Event and other Viber Bot Particulars** **"Chargeable Event"** means each Outbound Message delivered outside of CSW; **"Outbound Messages"** – shall mean all types of messages sent by the CLIENT to Subscribers of the Viber Bot through a Bot. **"Customer Support Window (CSW)"** means period of 24 hours starting from the last Viber Bot message received by the CLIENT through INFOBIP Platform, sent by Viber Bot User using the Viber App; "**Viber**" shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg; "**Viber App**" shall mean a mobile first, platform developed by Viber that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices; "**Viber Platform**" shall mean the server, hardware, software and other equipment that Viber uses in connection with performance or the Services; "**Viber Bot Traffic**" shall mean the CLIENT Services provided to CLIENT's Viber Users via the Viber Platform and Viber App; "**Viber Bot User**" shall mean an End-User who has downloaded the Viber App to his device and has expressed its consent to receive Viber Bot Traffic from Client. "**Network Operator**" shall mean Viber as defined above. "**Viber Policies"** shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Viber App and available at viber.com. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Viber and, in turn, INFOBIP must apply the same to CLIENT in respect of the Viber Bot Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal document confirming the limitations.	"**收费事件**"是指在客服窗口期 (CSW) 以外发送的每条🎧站消息； "**🎧站消息**"是指由客户通过 Bot 向 Viber Bot 用户发送的所有类型消息。 "**客服窗口期 (CSW)**"是指客户通过英富必平台收到由 Viber Bot 用户使用 Viber 应用程序发🎧的最新 Viber Bot 消息起 24 小时这段时间； "**Viber**"是指 Viber Media S.a.r.l.，一家在卢森堡大公国注册成立的有限责任公司 (societe a responsabilite limitee)，注册号为 B184956，主要营业地点是 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg； "**Viber 应用程序**"是指由 Viber 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装； "**Viber 平台**"是指 Viber 使用的提供性能或服务的服务器、硬件、软件和其他设备； "**Viber Bot 流量**"是指客户通过 Viber 平台和 Viber 应用程序向客户的 Viber 用户提供的服务； "**Viber Bot 用户**"是指已将 Viber 应用程序下载到自己的设备并已同意接收来自客户的 Viber Bot 流量的最终用户。 "**网络运营商**"与上述 Viber 的含义相同； "**Viber 政策**"是指适用于任何使用 Viber 应用程序的用户或实体，并可在 viber.com 上查阅的届时有效条款与条件和/或政策。 客户同意并确认，Viber 可能会不时实行特定的流量限制，而英富必也必须相应就 Viber Bot 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发🎧通知，通知内容应随附确认流量限制的正式文件。

KAKAO **1. Service Description** INFOBIP Services (as defined in the Agreement) features a solution that shall enable CLIENT to deliver mobile terminated Service Messages to the Kakao Platform through the INFOBIP Platform. INFOBIP Services include: • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive Kakao traffic generated by CLIENT and the handling and routing of such KakaoTalk traffic to the KakaoTalk Platform; • Billing of such KakaoTalk traffic processed by INFOBIP; and • Technical support In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: • Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Kakao traffic generated by CLIENT to the Kakao Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • Manage all contractual relationships with Kakao to ensure the operability of the INFOBIP Services; Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route Kakao traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of Kakao Users receiving each message processed by INFOBIP; • Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform; • Announce a larger volume of traffic a few days in advance; and • Fulfil all its payment obligations **2. Chargeable Event and other Kakao Particulars** Kakao solutions are offered as three separate messaging services: Notification Talk (Alim Tog) and Brand Message Talk for transactional and promotional messages which are charged per delivery, while	**KAKAO** **1. 服务说明** 英富必服务（定义见本协议）中包括一种解决方案，让客户能够通过英富必平台向 Kakao 平台提供移动台终止的服务消息。 英富必服务包括： • 客户信息系统和英富必平台之间的连接； • 配置英富必平台以接收由客户所产生的 Kakao 流量并处理和路由该等 KakaoTalk 流量到 KakaoTalk 平台； • 对英富必处理的该等 KakaoTalk 流量进行计费；以及 • 技术支持； 在提供英富必服务时，除了本协议规定的条款外，英富必应： • 确保客户的信息系统和平台之间的连接经过测试并可使用； • 路由客户所产生的 Kakao 流量到 Kakao 平台； • 开具向客户提供英富必服务相关所有费用的发票； • 管理与 Kakao 的所有合同关系，确保英富必服务的可使用性。 除了承担应尽义务外，客户还应进一步承诺： • 通过正确填写英富必提供的所有技术和合同表格来提供所有配置信息； • 确保自身的信息系统正确配置，可将 Kakao 流量路由至英富必平台； • 自费创建和维护一个 Kakao 用户数据库，接收经英富必处理的每条消息； • 确保在任何情况下均不会向消息平台发送垃圾消息 (SPAM)； • 提前数天通知需要更大流量；以及 • 履行其所有付款义务。 **2. Kakao 收费事件及其他详情** Kakao 解决方案以三种各自独立形式提供消息服务：发送交易和促销信息的 Notification Talk (Alim Tog) 和 Brand Message Talk 按发送次数收费，而聊天咨询的 Consultation Talk (Sangdam Tog) 则按会话次数收费。 **"计费事件"**是指通过 Kakao 平台发送的品牌消息，并按每条消息计费：

Consultation Talk (Sangdam Tog) for chat consultations is charged per session. **"Chargeable Event"** means brand messages sent through the Kakao Platform and which will be charged on a per message basis: • per delivered message to channel friend; • per delivered message to channel subscriber **"Chargeable Event"** for Consultation Talk means each Kakao Session initiated by the End –User within the time range. **"Service Message"** means the message sent through the Kakao App to a Kakao User which has opted in with CLIENT to receive such message. **"Channel Friend (친구)"** means a KakaoTalk user who has added KakaoTalk Channel as a friend. **"Channel Subscriber or Non-Friend"** means a KakaoTalk user who has not added KakaoTalk Channel as a friend but gave consent to receive promotional messages from Kakao. Opt-in process has to be approved in advance from Kakao. "**Kakao**" shall mean Kakao Corp., a company registered in Republic of Korea and whose principal place of business is at 242 Cheomdan-ro, Jeju-Si, Jeju-do, South Korea; **"Kakao App"** shall mean a mobile first, platform developed by Kakao that consists of a VoIP system, messaging service, groups and other means of interaction which can be installed on a mobile, tablet or desktop devices; "**Kakao Platform**" shall mean the server, hardware, software and other equipment that Kakao uses in connection with performance or the Services; "**Kakao Traffic**" shall mean the CLIENT Services provided to CLIENT's Kakao Users via the Kakao Platform and Kakao App; "**Kakao User**" shall mean an End-User who has downloaded the Kakao App to his device and has expressed its consent to receive Kakao Traffic from Client. "**Network Operator**" shall mean Kakao as defined above. CLIENT agrees and acknowledges specific traffic limitations may be imposed from time to time by Kakao and, in turn, INFOBIP must apply the same to CLIENT in respect of the Kakao Traffic. INFOBIP shall notify CLIENT about the same as soon as reasonably possible which notice shall be accompanied by a formal Kakao document confirming the limitations.	• 每条发送给频道好友的消息； • 每条发送给频道订阅者的消息。 Consultation Talk 的"**收费事件**"是指最终用户在某个时间范围内发起的每个 Kakao 会话。 "**服务消息**"是指通过 Kakao 应用程序向已选择通过客户接收该等消息的 Kakao 用户发送的消息。 **"频道好友（친구）"** 指已将 KakaoTalk 频道添加为好友的 KakaoTalk 用户。 **"频道订阅者或非好友"** 指未将 KakaoTalk 频道添加为好友，但已同意接收 Kakao 推广信息的 KakaoTalk 用户。该选择加入（Opt-in）流程须事先获得 Kakao 的批准。 "**Kakao**"是指 Kakao Corp.，一家在韩国注册的公司，其主要营业地点是 242 Cheomdan-ro, Jeju-Si, Jeju-do, South Korea； "**Kakao 应用程序**"是指由 Kakao 开发的移动优先平台，由 VoIP 系统、消息服务、群组和其他交互方式组成，可在移动设备、平板电脑或桌面设备上安装； "**Kakao 平台**"是指 Kakao 使用的提供性能或服务的服务器、硬件、软件和其他设备； "**Kakao 流量**"是指客户通过 Kakao 平台和 Kakao 应用程序向客户的 Kakao 用户提供的服务； "**Kakao 用户**"是指已将 Kakao 应用程序下载到自己的设备并已同意接收来自客户的 Kakao 流量的最终用户。 "**网络运营商**"与上述 Kakao 的含义相同； 客户同意并确认，Kakao 可能会不时实行特定的流量限制，而英富必也必须相应就 Kakao 流量对客户实行相同的限制。英富必应在合理的范围内尽快向客户发🎧通知，通知内容应随附确认流量限制的正式 Kakao 文件。

Meta Tech Providers

1.Service description

„Tech Providers“ are businesses that have a legitimate need to access business data owned by other businesses in order to provide services or functionality to those businesses.

As per the Meta Tech Provider Program, Tech Providers will be able to onboard on the WhatsApp Business Platform either:

a) directly through Meta or
b) via Infobip

In the event Tech Provider opts to go directly through Meta („**Meta Onboarding**“) any terms, conditions and rules governing such onboarding will be taken care of between Tech Provider and Meta. Infobip shall have no obligations, roles or liabilities in towards the Meta Onboarding process or the relationship between Meta and the Tech Provider thereafter (such as but not limited to – payments).

Those Tech Providers that choose to onboard the WhatsApp Business Platform via Infobip („**Infobip Onboarding**“) will have the terms, conditions and rules agreed with Infobip in writing.

Some of the differences between the two models of onboarding may include the below, the list however is strictly representative and not exhaustive:

	Infobip Onboarding	**Meta Onboarding**
Business Model	Account sharing, joint solution, managing WABA – all with Infobip, removing the operational burden from Tech Provider	Partner doing everything by themself
Onboarding	Onboarding fully supported by Infobip	Partner doing everything by themself
Support	Access to Meta support channels, Infobip support with escalation and other service process in place	Access to Meta support channels only
Features & Development	Infobip is a platform for platforms. On top of Meta features, Partner can utilize Infobip	Partner can only rely on Meta features

Meta Tech Providers

1. 服务说明

“技术提供商”是指有合法需要访问其他企业拥有的商业数据以向这些企业提供服务或功能的企业。

根据 Meta 技术提供商计划，技术提供商将能够通过以下方式加入 WhatsApp Business Platform：

a) 直接通过 Meta 或
b) 通过 Infobip

如果技术提供商选择直接通过 Meta（**“Meta Onboarding”**），管理此类接入的任何条款、条件和规则将由技术提供商和 Meta 之间处理。 Infobip 对 Meta Onboarding 流程或此后 Meta 与技术提供商之间的关系（例如但不限于付款等）不承担任何义务、角色或责任。

选择通过Infobip加入WhatsApp Business Platform（**“Infobip Onboarding”**） 的技术提供商将与 Infobip 书面约定条款、条件和规则。

两种引入模式之间的某些差异可能包括以下内容，但该列表仅有代表性，并非详尽无遗：

	Infobip Onboarding	**Meta Onboarding**
商业模式	账户共享、联合解决方案、管理 WABA – 全部通过 Infobip 进行，消除技术提供商的运营负担	合作伙伴自行处理一切
导入	Infobip 完全支持	合作伙伴自行处理一切
支持	拥有用 Meta 支持渠道的使用权、Infobip 支持升级和其他服务流程	仅拥有用 Meta 支持渠道的使用权
功能与开发	Infobip 是服务平台的平台提供者。除 Meta 功能外，合作伙伴还可使用 Infobip 专注于平台服务的其他功能组合	合作伙伴仅能使用 Meta 既有功能
	Infobip 提供为发送者购买号码的选项。 此外，预先验证的号码减	Meta 无法提供购买号码

	feature stack focused on platforms	
	Infobip provides the option to purchase numbers for senders. Plus, pre-verified numbers remove the complexity of phone number verification	Meta can't provide numbers for senders
	Infobip can do custom development (e.g., custom reporting)	Meta is not doing custom development
	Maintenance: updates of Infobip API upgrades	Manual maintenance of API – Partners need to do updates of Meta API by themselves.
Reporting & Billing	WhatsApp Business Manager plus unified Infobip analytics, including all channels and all functionalities. Dashboards on the Infobip Portal, with the possibility to utilize Subscriptions API and CPaaSX (the latter available only through API) elements to divide reporting and billing between different entities and applications.	WhatsApp Business Manager analytics

	少了电话号码验证的复杂性	
	Infobip 可以进行定制开发（例如定制报告）	Meta 不进行定制开发
	维护：Infobip API 升级更新	API 手动维护 - 合作伙伴需要自行更新 Meta API。
报告和计费	WhatsApp Business Manager 加上统一的 Infobip 分析，包括所有渠道和所有功能。 Infobip Portal 上的仪表板，可以利用 Subscriptions API 和 CPaaSX（后者只能通过 API）元素来划分不同实体和应用程序之间的报告和计费。	WhatsApp Business Manager 分析

2.Other particulars

In any event, the Tech Providers agrees to be bound by the WhatsApp Business Solution Terms (currently available at: https://www.whatsapp.com/legal/business-solution-terms), which incorporates without limitation, the WhatsApp Business Terms of Service (currently available at https://www.whatsapp.com/legal/business-terms/) (collectively, the "TOS"), as varied by these Terms.

2. 其他详情

在任何情况之下，技术提供商同意接受 WhatsApp 商业解决方案条款的约束（目前可在以下网址获得：https://www.whatsapp.com/legal/business-solution-terms），其中包含但不限于 WhatsApp 商业服务条款（目前可在 https://www.whatsapp.com/legal/business-terms/ 上获得）（统称" TOS"），除本条款另有说明。为清楚起见，除本条款明确规定以外， TOS 保持适用且完

For clarity, except as expressly stated herein, the TOS applies unchanged and in full force and effect. In the event of any conflict or inconsistency between the provisions of these Terms and the provisions of the TOS, the provisions of these Terms will control, but only to the extent of such conflict or inconsistency. Before onboarding any new clients, Tech Providers must (a) notify WhatsApp in writing (in the format and medium as directed by WhatsApp) of the name, address, and the nature of services to be provided by such client in connection with Tech Provider's proposed integration; (b) receive WhatsApp's approval in writing (email will suffice) of the proposed client (which may be granted or withheld in WhatsApp's sole discretion); and (c) provide written evidence to WhatsApp that the client has satisfied any compliance checks WhatsApp may require (in its' sole discretion). Tech Provider may only use and access the WhatsApp Business Solution (including messages) on behalf of client and at the direction of and in compliance with the obligations between Tech Provider and the Solution Provider and/or Client (as applicable) that engaged Partner, and otherwise in a manner consistent with the TOS. "Solution Provider" means a solution provider that has undergone WhatsApp's compliance checks and is authorized by WhatsApp to deploy the WhatsApp Business Solution as a service provider on behalf of its Clients and may be described as either "Solution Provider" or "Service Provider". If (a) these Terms are terminated, (b) Tech Provider agreement with a Client is terminated, or (c) Tech Provider has directly onboarded a Client to the WhatsApp Business Solution and such Client requests that Tech Provider migrates its WABA to a Solution Provider or to assume control of its WABA, Tech Provider must reasonably and in a timely manner (not to exceed thirty (30) days following such notice of termination or such Client's request and, with respect to (a) and (b), only to the extent required to ensure that the Clients are not adversely affected and as long as such wind-down period is not prohibited under applicable Laws) during and after the Term support the applicable Client's migration to a Solution Provider or to enable such Client to assume control itself (as instructed by Client), and Tech Provider must promptly delete any WABA data and information from Tech Provider's systems, unless either Infobip, WhatsApp and/or Client have instructed Tech Provider otherwise.	全有效。 若本条款与 TOS 的条款存在冲突或不一致，以本条款为准，但仅限于此类冲突或不一致的范围。 在上线任何新客户之前，技术提供商必须（a）以书面形式（按 WhatsApp 指定的格式和媒介）将与技术提供商建议的整合有关的名称、地址和服务性质告知 WhatsApp； （b）获得WhatsApp 对拟定客户的书面批准（电子邮件即可）（WhatsApp 可自行决定是否批准或拒绝）； 以及（c）向 WhatsApp 提供书面证据，证明客户已满足 WhatsApp 要求的任何合规性检查（由 WhatsApp 自行决定）。 技术提供商仅能代表客户并遵循技术提供商与解决方案提供商和/或客户（如适用）之间的义务，并以与 TOS 一致的方式使用和访问WhatsApp 商业解决方案（包括消息）。"解决方案提供商"是指经过 WhatsApp 的合规性检查并经 WhatsApp 授权，以服务提供者的身份代表其客户部署 WhatsApp 商业解决方案，可称为"解决方案提供商"或"服务提供商"。如 (a) 本条款被终止，(b) 技术提供商与客户的协议终止，或 (c) 技术提供商直接将客户引入 WhatsApp 商业解决方案，并且该客户请求技术提供商将其 WABA 迁移到解决方案提供商或自行控制其 WABA，技术提供商必须合理且按时地（不得超过该终止通知或客户请求之日起的三十(30)天，并且就 (a) 和 (b) 而言，仅在确保在所需的范围内客户不受不利影响，并且确保此类缓冲期不违反有关法律）在期限期间和届满后支持适用客户迁移至解决方案提供商或使该客户能够自行控制（由客户指示），并且技术提供商必须及时从其系统中删除所有 WABA 数据和信息， 除非 Infobip、WhatsApp 和/或客户另有指示。
Microsoft Azure Marketplace Microsoft Azure Marketplace Particulars Even though Infobip will be effectively providing you with the Service (albeit with the assistance of, and to an extent through, Microsoft Azure), payments will	**Microsoft Azure** 微软云服务市场 Microsoft Azure 微软云服务市场详情 尽管英富必将有效地为您提供服务（虽然由Microsoft Azure 协助并在一定程度上通过 Microsoft Azure 获得相应服务），但您需向微软公司支付并且微软公司将

be made to and collected by Microsoft. Infobip does establish the price but it is Microsoft who will be managing the payments in of themselves.	收取相应的服务费。价格由英富必确定，但由微软公司自行管理付款事宜。
Signals 1. Service Description Infobip Signals feature a solution aiming to prevent Artificially Inflated Traffic ("AIT"), occurring when fraudsters exploit weaknesses in the CLIENT's applications/platforms and use bots to generate a high volume of SMS traffic. Infobip Signals is automatically blocking certain MSISDN or phone number, which is suspected to be fraudulent and detected as high risk, by using various methods such as, but not limited to, monitoring the number of received messages per phone number or phone number range. System is using behaviour of respective MSISDN (for example number of messages sent in a certain period) within INFOBIP's systems and other external sources. Blocked Traffic will not be charged, nor it will count into monthly volumes. CLIENT acknowledges that due to evolving nature of fraud types and ever-changing attack methods, complete blocking efficiency cannot be guaranteed in each and every case. INFOBIP shall have the right to create, generate, and use Aggregate Data for any lawful purpose and owns all right, title, and interest in Aggregate Data both during and after the term of the Agreement. The CLIENT confirms it has the appropriate lawful basis, and when needed the End Users' authorization, to use traffic data and details on communication type related to End Users, for the purposes of providing Signals Service. Client acknowledges to be familiar with AIT security mitigation measures described in Information security terms and accepts them.	**Signals** 1. 服务说明 Infobip Signals 的特点是防止人为流量膨胀（Artificially Inflated Traffic (AIT)），即欺诈者利用客户应用程序/平台的弱点，使用机器人产生大量的短信流量。 Infobip Signals 旨在使用多种方法自动拦截某些涉嫌欺诈和被检测为高风险的 MSISDN 或电话号码，包括但不限于监测每个电话号码或电话号段的接收短信数量。系统使用 INFOBIP 系统和其他外部来源中各 MSISDN 的行为（例如在某一时期内发送的信息数量）。 受拦截流量不会被计费，也不会计入月流量。 客户承认，由于欺诈类型和攻击方法的不断变化，无法保证在每种情况下都能实现完全拦截。 INFOBIP 有权出于任何合法目的创建、生成和使用汇总数据，并在协议期间及之后拥有汇总数据的所有权利、所有权和权益。 客户确认其拥有适当的合法依据，并在必要时获得最终用户的授权，为提供 Signals 服务之目的使用与最终用户相关的流量数据和通信类型详情。 客户确认其熟悉并接受信息安全条款所述的 AIT 安全缓解措施。 2. 计费模式和其他 Signals 细节 "汇总数据"指从多个 Infobip 客户的数据（包括客户数据）中提取的去标识化和匿名化数据集，用于以摘要形式表达信息。汇总数据不包括与客户或客户的客户有关的任何个人信息，也不包括可合理识别自然人或客户的其他信息。 "拦截"是指拦截指向目的地 MSISDN 的被检测为高风险且涉嫌欺诈的流量。

2. Billing model and other Signal particulars **“Aggregate Data”** means de-identified and anonymized sets of data derived from the data of multiple Infobip customers (including CLIENT data) for the purpose of expressing that information in summary form. Aggregate Data does not include any personal information relating to CLIENT or CLIENT’s customer or other information that could reasonably identify a natural person or CLIENT. **“Blocking”** means blocking the traffic towards destination MSISDN which is detected as high risk, and it is suspected to be fraudulent. **“Interaction”** means CLIENT sending traffic to INFOBIP for the purposes of onward routing towards Network Operator. **“Chargeable Event”** shall have the meaning depending on the communication channel CLIENT uses for initiating Interaction. **“Network Operator”** shall have the meaning depending on the communication channel CLIENT uses for initiating Interaction. **“Regular Traffic”** means all Interactions which were not detected as fraud and are charged to the CLIENT. **“Blocked Traffic”** means all Interactions that were detected as fraudulent and are not charged to the CLIENT. **„MSISDN“** is a number uniquely identifying a subscription in a Global System for Mobile communications or a Universal Mobile Telecommunications System mobile network, it’s the mapping of the telephone number to the subscriber identity module in a mobile or cellular phone. **“Trusted MSISDN”** means a list of MSISDNs or phone numbers that Signals will unconditionally trust as safe, i.e. any Chargeable Event sent towards those destinations will not be blocked. List is maintained separately for each CLIENT and each	**“**交互**”**指客户向 INFOBIP 发送流量，以便转发至网络运营商。 **“**收费事件**”**的含义取决于客户用于发起交互的通信渠道。 **“**网络运营商**”**的含义取决于客户用于发起交互的通信渠道。 **“**正常流量**”**指未被检测为欺诈并向客户收费的所有交互。 **“**被拦截的流量**”**指所有被检测为欺诈且未向客户收费的交互。 **“MSISDN”**是全球移动通信系统或通用移动电信系统移动网络中标识用户的唯一号码，它是电话号码与移动电话或蜂窝电话中用户身份模块的映射。 **“**受信任的 **MSISDN”**是指 Signals 无条件信任为安全的 MSISDN 或电话号码列表，即发送到这些目的地的任何计费事件都不会被拦截。每个客户的列表都将得到单独维护，每个客户均可通过公共应用程序接口管理可信 MSISDN 列表。

CLIENT has a possibility to manage Trusted MSISDN list through public API.	
GEN AI **1. Service Description** INFOBIP Services include a solution that enables the CLIENT to leverage Generative AI capabilities for various applications. This can be used as a standalone service, referred to as GEN AI, or integrated within INFOBIP's CONVERSATIONS, MOMENTS, ANSWERS, and CDP platforms, where it is called the Agent Assistant and/or AI Assistant. The GEN AI Services include: a. Seamless integration between the CLIENT's information system and the INFOBIP Platform for accessing GEN AI capabilities. b. Configuration of the Platform to process and handle requests generated by the CLIENT, ensuring efficient and accurate AI-driven responses. c. Billing for GEN AI usage based on the consumption of GEN AI units. d. Comprehensive Technical Support to assist with integration and usage. In providing the GEN AI Services, INFOBIP shall: a. Ensure that connectivity between the CLIENT's information system and the Platform is tested and operational. b. Process AI requests generated by the CLIENT and deliver responses through the Platform. c. Invoice the CLIENT for all INFOBIP Charges related to the provision of GEN AI Services. d. Manage all necessary technical and operational aspects to ensure the functionality of the GEN AI Services.	生成式人工智能 1. 服务说明 英富必服务的解决方案使客户能够在各种应用中利用生成式人工智能功能。这可以作为一项单独的服务（简称“GEN AI”），也可以集成到英富必的 CONVERSATIONS、MOMENTS、ANSWERS 和 CDP 平台（称为‘代理助理’和/或‘人工智能助理’）中。GEN AI 服务包括： a. 实现客户信息系统与英富必平台的无缝集成，以访问 GEN AI 功能。 b. 完成平台配置，以处理客户生成的请求，确保利用人工智能技术做出高效、准确的响应。 c. 根据 GEN AI 单元的使用量，计收 GEN AI 使用费。 d. 提供全面的技术支持，协助集成和使用。 在提供 GEN AI 服务时，英富必应： a. 确保客户的信息系统与平台之间的连接经过测试并且可运行。 b. 处理客户生成的 AI 请求，并通过平台做出响应。 c. 向客户开具与提供 GEN AI 服务相关的所有英富必费用的发票。 d. 管理所有必要的技术和操作方面，确保 GEN AI 服务的功能。

The CLIENT undertakes to:	客户承诺：
a. Provide all necessary configuration information through the completion of technical forms provided by INFOBIP.	a. 通过填写英富必提供的技术表格，提供所有必要的配置信息。
b. Ensure its information systems are configured to send requests to and receive responses from the Platform.	b. 确保其信息系统配置为可向平台发送请求并从平台接收响应。
c. Maintain an updated database of requests and responses, ensuring compliance with applicable laws.	c. 维护更新后的请求和响应数据库，确保遵守适用的法律。
d. Announce anticipated increases in usage volume in advance.	d. 提前公布使用量的预期增长。
e. Fulfill all payment obligations as per the agreement.	e. 按照协议履行所有付款义务。
2. Chargeable Events and Other GEN AI Particulars	2. 收费事项和其他 GEN AI 详情
"GEN AI Chargeable Event" refers to any request processed by the INFOBIP Platform that utilizes GEN AI capabilities, measured in GEN AI Interactions.	"GEN AI 收费事项"是指英富必平台处理的任何使用 GEN AI 功能的请求，以 GEN AI 互动进行衡量。
"GEN AI Interaction" is the billing unit for GEN AI Services, with pricing details provided by the responsible account manager. Prices are subject to change at any time and will be formulated taking into account elements such as but not limited to hardware requirements, Generative AI model, token or character consumptions, region and GenAI operational complexity.	"GEN AI 互动"是 GEN AI 服务的计费单位，定价详情由负责的客户经理提供。价格可能随时变更，将根据硬件要求、生成式人工智能模型、令牌或字符消耗量、地区和 Gen AI 操作复杂性等因素（但不限于这些因素）进行定价。
A GEN AI Interaction shall be triggered when the Client's use of a service by Infobip requires assistance and involvement of, or otherwise interaction with, AI tools.	当客户在使用英富必服务时需要人工智能工具的协助和参与，或以其他方式与人工智能工具互动时，将触发 GEN AI 互动。
Within the Conversations service this may include (but not be limited to) suggested replies, translations, ticket summary or some types of assistance – all of which interact with AI / are AI tools and as such will trigger the GEN AI Interaction chargeable event. Likewise, the Answers service is	在 Conversations 服务中，这可能包括（但不限于）建议的回复、翻译、工单摘要或某些类型的协助，所有这些都与人工智能互动/属于人工智能工具，因此将触发 GEN AI 互动收费事项。同样，Answers 服务本身在很大程度上也是基于

largely based off of AI in of itself meaning almost each message will be triggering an AI interaction. INFOBIP reserves the right to change any prices under this Agreement at its own discretion by providing the CLIENT with at least 8 (eight) days' notice in advance. All payments under this Agreement shall be executed under the existing payment terms previously agreed upon between the Parties. 3. Location of GEN AI Data Processing GEN AI services are available to CLIENTS globally. However, data processing within GEN AI Services will be conducted in one of the following regions: the European Union or the United States of America. The CLIENT acknowledges that data processing will occur in one of these specified locations.	人工智能，这意味着几乎每条信息都会触发人工智能交互。 英富必保留自行决定更改本协议项下任何价格的权利，价格如有更改，英富必将至少提前八（8）天通知客户。本协议项下的所有付款均应按照双方先前商定的现有付款条件执行。 3. GEN AI 数据处理的位置 GEN AI 服务可供全球客户使用。然而，GEN AI 服务中的数据处理将会在以下地区之一进行：欧盟或美国。客户承认数据处理将会在这些指定位置之一进行。
INSTAGRAM DIRECT MESSAGES 1. Service Description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Messenger Platform through the INFOBIP Platform. **INFOBIP Services include:** • Connectivity between CLIENT's information system and the INFOBIP Platform; • Configuration of the INFOBIP Platform to receive Instagram Direct Messages traffic generated by CLIENT and the handling and routing of such Instagram Direct Messages traffic to the Messenger Platform; • Billing of such Instagram Direct Messages traffic processed by INFOBIP. In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall: 2. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; 3. Route Instagram Direct Messages traffic generated by CLIENT to the Messenger Platform; 4. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;	**Instagram 直接消息** 1. 服务说明 INFOBIP 服务提供一种帮助客户通过 INFOBIP 平台向 Messenger 平台发送移动终端消息的解决方案。 **INFOBIP** 服务包括： • 连接客户信息系统与 INFOBIP 平台； • 配置 INFOBIP 平台，以接收客户端产生的 Instagram 直接消息，处理 Instagram 直接消息产生的流量并将 Instagram 直接消息产生的流量导向 Messenger 平台； • 就 INFOBIP 处理的 Instagram 直接消息产生的流量计费。 提供 INFOBIP 服务时， 除协议规定的条款外，INFOBIP 还应： 6. 确保客户信息系统与 INFOBIP 平台的连接经过测试且运行正常； 7. 将客户端产生的 Instagram 直接消息流量导向 Messenger 平台； 8. 向客户开具与提供 INFOBIP 服务相关的所有 INFOBIP 费用的发票； 9. 管理与 Meta 的所有合同关系， 以确保 INFOBIP 服务的可行性。

5. Manage all contractual relationships with Meta to ensure the operability of the INFOBIP Services.

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

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
- Ensure that its own information systems are properly configured to route Instagram Direct Messages traffic to the INFOBIP Platform;
- Create and maintain at its own expense a database of Instagram users receiving each message processed by INFOBIP;
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging Platform;
- Announce a larger volume of traffic at least 3 (three) days in advance; and
- Fulfil all its payment obligations

2. Chargeable Event and Other Instagram Direct Messages Particulars

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

"Active User Chargeable Event" means Active User;

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

"MT Chargeable Event" means Instagram Direct Message sent by CLIENT to INFOBIP which is subject to Successful Delivery by INFOBIP to provider;

"**Meta Platform**" means the platform and associated systems, network connection and interfacing capabilities used and operated by Meta;

„Network Operator" means Meta as described below.

"Successful Delivery" means INFOBIP accepts the Instagram Direct Message sent from the CLIENT and validates the message before submitting it for onward routing. INFOBIP shall return Successful Delivery to the CLIENT once message has been accepted by Provider.

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

在不影响客户义务的前提下，客户进一步承诺：

- 通过适当填写 INFOBIP 提供的所有技术和合同表格，提供所有配置信息；
- 确保自身的信息系统已适当配置， 以便将 Instagram 直接消息流量导向 INFOBIP 平台；
- 为接收 INFOBIP 处理的每条消息的 Instagram 用户自费创建并维护数据库；
- 避免在任何情况下向通讯平台发送未经请求的消息（SPAM）；
- 提前至少三（3）天通知较大的流量；以及
- 履行其所有付款义务。

2. 收费事项和其他 Instagram 直接消息详情

"活跃用户"是指在一个参考月内通过本协议项下的服务成功收到至少一条客户消息的最终用户；

"活跃用户收费事项"是指活跃用户；

"**Meta**"是指 Meta Platforms Inc，一家在美利坚合众国注册成立的公司，其注册办事处位于 1 Meta Way, Menlo Park, California 94025；

"**MT** 收费事项"是指客户发送给 INFOBIP 的 Instagram 直接消息，前提是 INFOBIP 向供应商成功发送该消息；

"**Meta** 平台"是指 Meta 使用和操作的平台及相关系统、网络连接和接口功能；

"网络运营商"是指下文所述的 Meta；

"成功交付"是指 INFOBIP 接受客户发送的 Instagram 直接消息，并在提交该消息进行后续引流之前对其进行验证。一旦供应商接受消息，INFOBIP 应向客户发送"成功交付"的回执；

"成功接收"是指在提交给 Meta 平台之前对客户向 INFOBIP 发送的通知进行验证，并确认已送达最终用户的手机。

Instagram -是指允许小程序在您的 Instagram 专业账户和您的客户、潜在客户和关注者之间发送和接收消息的 Instagram 服务。

Instagram 直接消息 – https://business.instagram.com/direct-messaging

3. Instagram 直接消息使用条款

Instagram 使用条款

点击 https://www.facebook.com/help/instagram/581066165581870/?helpref=hc_fnav 查阅

新使用条款将于 **1** 月 **12** 日生效

点击 https://help.instagram.com/1025863915080220?hel

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INFOBIP AI AGENT FOR WHATSAPP FLOW BUILDING (Beta Testing) *Disclaimer: The Service is currently provided at Infobip's discretion to selected CLIENTS for the purpose of beta testing, after a selection process and according to mutual agreement between INFOBIP and CLIENT.* *By participating in beta testing, the CLIENT agrees to be bound by the following terms and conditions. In the event the Service is also provided to a PARTNER, these terms shall apply accordingly to the PARTNER.* **1) Service Description** **Access to Infobip AI Agent for WhatsApp Flow Building (Beta Testing)** • Infobip will provide CLIENT with early access to the AI Agent for WhatsApp Flow Building via a secure API (the „Service"). • CLIENT is responsible for making all necessary integrations and arrangements to begin testing the Service within two (2) weeks of API enablement. • The Service allows CLIENT to design, test, and deploy automated WhatsApp conversational flows using AI-powered tools and interfaces. • CLIENT shall be solely responsible for any liability arising out of or relating to the content whether transmitted on its own or any Third Party's behalf; and ensure that	INFOBIP WhatsApp 流程构建 AI 代理（测试版） 免责声明：该服务目前由 INFOBIP 自行决定提供给经过筛选的客户，用于测试目的，需经过 INFOBIP 与客户之间的协商一致。 客户参与测试即表示同意遵守以下条款与条件。 若该服务同时提供给合作伙伴，则本条款亦适用于该合作伙伴。 1）服务说明 访问 INFOBIP WhatsApp 流程构建 AI 代理（测试版） • INFOBIP 将通过安全的 API 向客户提供该 AI 代理的早期访问权限（以下简称"服务"）。 • 客户需在 API 启用后两（2）周内完成所有必要的集成与准备工作以开始测试。 • 该服务允许客户使用 AI 工具与界面设计、测试并部署自动化的 WhatsApp 对话流程。 • 客户需对其自身或代表第三方传输的内容承担全部责任，并确保其服务或内容不包含任何未经请求、淫秽、诽谤、垃圾信息、冒犯、威胁或辱骂性信息， 或其他根据适用法律和/或 WhatsApp 政策被视为违法或不道德的信息。 • 测试仅用于反馈与改进目的；该服务 (a) 非正式产品，(b) 可能不完整或不稳定，(c) 可能存在错

CLIENT's service and/or content shall not contain information which is unsolicited, obscene, libellous, spam, offensive, threatening or abusive or which otherwise is of criminal or unethical nature according to applicable laws and/or WhatsApp policies. • Testing is intended for feedback and improvement purposes; the Service (a) is not an official product, (b) may be incomplete or unstable, (c) might present errors or design issues, (d) may produce inaccurate outcomes or data, and (e) may be discontinued or modified at Infobip's discretion at any time, without obligation. • CLIENT may be invited to participate in Infobip case studies, testimonials, or marketing activities, subject to mutual agreement.	误或设计问题，(d) 可能产生不准确的结果或数据，(e) INFOBIP 可随时修改或终止服务，且无任何义务。 • 客户可能会被邀请参与 INFOBIP 的案例研究、客户见证或市场活动，需双方协商一致。
Stability & Availability • The Service may be updated, amended, or suspended by Infobip at any time, including for compliance or technical reasons. Changes will be notified to CLIENT by email, taking effect immediately unless otherwise specified. • CLIENT may terminate participation if not agreeing with changes, by written notice to Infobip. • To the maximum extent permitted by applicable law, Infobip shall not be liable for any indirect, incidental, special, consequential or punitive damages, wasted expenditures or any loss of profits, revenues, business, opportunity or reputation whether incurred directly or indirectly, or any loss of data, use, good-will, or other intangible losses whether an action is in contract or tort and regardless of the theory of liability. In no event shall Infobip's aggregate liability arising out of or related to this Service exceed the total fees generated by the CLIENT hereunder during 6 (six) months period preceding the event that gave rise to the alleged claim. The foregoing limitation will apply whether an action is in contract or tort and regardless of the theory of liability. The CLIENT agrees to indemnify and hold Infobip, its officers, directors, shareholders, predecessors, successors in interest, employees, agents, subsidiaries and affiliates, harmless from any demands, loss, liability, claims, regulatory fines or expenses (including attorneys' fees), made against Infobip by any third party due to, arising out of or in connection with CLIENT's breach of any of the obligations arising from the usage of the Service.	稳定性与可用性 • INFOBIP 可因合规或技术原因随时更新、修改或暂停服务，并通过电子邮件通知客户，除非另有说明，变更将立即生效。 • 若客户不同意变更，可通过书面通知 INFOBIP 终止参与。 • 在适用法律允许的最大范围内，INFOBIP 不对任何间接、附带、特殊、后果性或惩罚性损害、浪费支出、利润、收入、业务、机会或声誉损失承担责任，无论是直接或间接产生，亦不对数据、使用权、商誉或其他无形损失承担责任，无论责任理论为何。INFOBIP 的累计责任不超过客户在相关事件发生前六（6）个月期间所产生的费用总额。客户同意赔偿并使 INFOBIP 及其高管、董事、股东、前任与继任者、员工、代理人、子公司与关联公司免受任何因客户违反服务使用义务而引起的第三方索赔、损失、责任、监管罚款或费用（包括律师费）。
2) Chargeable Events and Other Particulars	2）计费事件与其他事项 • 服务测试将按INFOBIP 通过电子邮件通知的价格收费， 费用以订阅费为基础， 由 INFOBIP 自行决定。价格与费用可能变更，INFOBIP 将尽可能提前通知。 • 各方自行承担参与测试所产生的费用与支出。 • 客户使用该服务即表示其已知晓并同意 WhatsApp 在测试期间适用的商业政策。

• Testing the Service shall be charged according to prices communicated via email by Infobip. Charges shall be based on a subscription fee, at Infobip's discretion. Pricing and fee details are subject to change, and all updates will be communicated in advance where possible. • Each party is responsible for their own costs and expenses related to participation. • By using this Service, CLIENT acknowledges and agrees to WhatsApp's Business policies for use during Beta.	
Mobile Identity / Infobip Network API	**移动设备身份 / Infobip 网络 API**
SPECIFICATIONS RELATED TO ALL MOBILE IDENTITY SERVICES:	与所有移动设备身份服务相关的规范:
1. CLIENT understands that there are some specific requirements imposed by Network Operators in relation to the Mobile identity services. CLIENT shall prior to the start of PROVIDER Service any anytime afterwards, share with PROVIDER all the required information, as communicated to PROVIDER by Network Operator, to ensure proper registration of users and correct usage of the PROVIDER Services, on address Mobile_Identity_Internal@infobip.com.	1. 客户理解,网络运营商对移动设备身份服务提出了一些特定要求。客户应在服务提供商服务开始之前或之后的任何时间,通过 Mobile_Identity_Internal@infobip.com 地址向服务提供商提供网络运营商传达给服务提供商的所有必要信息,以确保用户的正确注册和服务提供商服务的正确使用。
2. The CLIENT warrants that it has all necessary permissions from End-Users to disclose their personal data to PROVIDER for processing during the provision of PROVIDER Services.	2. 客户保证其已获得最终用户的所有必要许可,可在提供服务提供商服务期间向服务提供商披露其个人数据以供处理。
3. The CLIENT shall be the sole and exclusive user of the PROVIDER Service and shall not allow access to the PROVIDER Service to any third parties, nor shall it resell to any third parties (unless otherwise agreed in writing).	3. 客户应为服务提供商服务的唯一和独家使用者,不得允许任何第三方访问服务提供商服务,亦不得向任何第三方转售(另有书面约定除外)。
4. The CLIENT shall maintain:	4. 客户应保持:
(i) A clear, accessible privacy notice compliant with applicable data protection law, informing End-Users about the processing of their Personal Data by CLIENT, PROVIDER, and the Network Operator. The CLIENT shall ensure End-Users are aware of this notice before their data is used for PROVIDER Services and provide a copy to PROVIDER upon request, updating it as needed to comply with applicable data protection law and Network Operator instructions.	(i) 一份清晰、易于获取且符合适用数据保护法律的隐私声明,告知最终用户客户、服务提供商及网络运营商对其个人数据的处理情况。客户应确保最终用户在其数据被用于服务提供商服务之前已知悉该声明,并应服务提供商的要求提供该声明副本,并根据适用数据保护法律和网络运营商的指示进行必要更新。
(ii) If required by applicable data protection law, a legitimate interest assessment, to be provided to PROVIDER for Network Operator approval.	(ii) 如适用数据保护法律有要求,应进行合法利益评估,并将其提供给服务提供商以供网络运营商批准。

(iii) Unless legitimate interest applies, obtain, record, and maintain End-User consents as required by applicable data protection law. The CLIENT shall provide a record of these consents to PROVIDER or the Network Operator without undue delay upon a request.	(iii) 除适用合法利益的情形外,应按照适用数据保护法律的要求获取、记录并保存最终用户的同意。客户应在收到要求后立即向服务提供商或网络运营商提供该等同意的记录。
In delivering PROVIDER Services, PROVIDER acts as a data processor under the instructions of the CLIENT, in accordance with Article 28 of the General Data Protection Regulation (GDPR) and equivalent data protection laws worldwide. Unless explicitly specified herein, personal data processing on behalf of the CLIENT is governed by the Data Processing Agreement (DPA) concluded between PROVIDER and CLIENT.	在提供服务提供商服务的过程中,服务提供商根据《通用数据保护条例》(GDPR)第28条及全球范围内同等的数据保护法律,按照客户的指示作为数据处理者行事。除非本文另有明确规定,代表客户进行的个人数据处理应受服务提供商与客户之间签订的数据处理协议(DPA)的约束。
5. CLIENT is aware that responses provided through the PROVIDER Service are offered on an "as is" and "as available" basis. INFOBIP makes no representation or warranty as the whether the provided data by CLIENT or Third Parties is accurate, up to date, available or error free. Responses delivered via the PROVIDER Service are for the exclusive use of the CLIENT in connection with such Service and shall not be used for any other purpose.	5. 客户知悉,通过服务提供商服务提供的响应均按“现状”和“现有”基础提供。INFOBIP 不就客户或第三方所提供数据的准确性、时效性、可用性或无误性作出任何陈述或保证。通过服务提供商服务提供的响应仅供客户在与该服务相关的范围内专用,不得用于任何其他目的。
SIM SWAP DETECTION	**SIM 卡更换检测**
1. Service Description:	1. 服务描述:
SIM Swap Detection is commonly known as a change of MSISDN/IMSI pairing in the mobile network. This allows subscribers to legitimately move their mobile number (MSISDN) from one SIM card to another - for example in the case of loss or damage to their existing SIM card or an upgrade to a new device with a different SIM card form factor. SIM Swap can be used illegally for hijacking a phone number to conduct fraudulent activities. With SIM Swap Detection INFOBIP processes request by CLIENT over Network Operator on whether SIM card has been swapped in designated Time Period and forwards such result to CLIENT.	SIM卡更换检测通常是指移动网络中 MSISDN/IMSI 配对关系的变更。这使得用户可以合法地将其移动号码(MSISDN)从一张 SIM 卡转移到另一张 SIM 卡——例如在现有 SIM 卡丢失或损坏,或升级为使用不同 SIM 卡尺寸规格的新设备的情况下。SIM 卡更换也可能被非法用于劫持电话号码以实施欺诈活动。通过 SIM 卡更换检测,INFOBIP 通过网络运营商处理客户提出的、关于 SIM 卡是否在指定时间段内发生更换的请求,并将结果转发给客户。
For this particular service, there are two applicable standards: the first is the standard MI API, the details of which can be found at the following link: Mobile Identity - Infobip API . The second is referred to CAMARA standard, with further details available at this link: CAMARA Project · GitHub.	针对此特定服务,存在两种适用标准:第一种是标准 MI API,详情可通过以下链接查阅:Mobile Identity - Infobip API。第二种是 CAMARA 标准,详情可通过以下链接查阅:CAMARA Project • GitHub.
1.1 INFOBIP Services include:	1.1. INFOBIP 服务包括:

a) Connectivity between CLIENT's information system and the Platform; b) Configuration of the Platform to receive SIM Swap Request generated by CLIENT and the handling and routing of such SIM Swap Request to available Network Operators; c) Billing of such Chargeable Events processed by INFOBIP; and d) Technical support.	a) 客户信息系统与平台之间的连接; b) 配置平台以接收客户生成的 SIM 卡更换请求,并处理和路由该等 SIM 卡更换请求至可用的网络运营商; c) 对 INFOBIP 处理的该等计费事件进行计费;以及 d) 技术支持。
1.2 In the provision of the INFOBIP Services, INFOBIP shall:	1.2. 在提供 INFOBIP 服务的过程中,INFOBIP 应:
a) Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; b) Route SIM Swap Request traffic generated by CLIENT to available Network Operators; c) Invoice CLIENT for all INFOBIP charges relative to the provision of the INFOBIP; d) Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services; and	a) 确保客户信息系统与平台之间的连接已经过测试且可正常运行; b) 将客户生成的 SIM 卡更换请求流量路由至可用的网络运营商; c) 就提供 INFOBIP 服务所产生的所有 INFOBIP 费用向客户开具发票; d) 管理与网络运营商的所有合同关系,以确保 INFOBIP 服务的可运行性;以及
1.3 CLIENT further undertakes to:	1.3. 客户进一步承诺:
a) Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP; b) Ensure that its own information systems are properly configured to route SIM Swap Request to the Platform; c) Create and maintain, at its own expense, a database of End-Users for whom SIM Swap Requests have been made, including their consents where required by Network Operators and/or applicable laws; d) Announce a larger volume of traffic at least 7 days in advance; and e) Fulfil all its payment obligations.	a) 通过正确填写 INFOBIP 提供的所有技术表格来提供全部配置信息; b) 确保其自身信息系统已正确配置,以便将 SIM 卡更换请求路由至平台; c) 自费创建并维护一个最终用户数据库,记录已提出 SIM 卡更换请求的最终用户,包括网络运营商和/或适用法律要求的其同意记录; d) 至少提前 7 天告知较大流量的到来;以及 e) 履行其所有付款义务。

2. Chargeable Event and other SIM Swap Detection particulars:	2. 计费事件及其他 SIM 卡更换检测相关事项:
"SIM Swap Request" is an API call that has three mandatory parameters: MSISDN and consentGranted (if required by Network Operator), Time Period (if needed by Network Operator).	**"SIM 卡更换请求"**是指一次 API 调用,包含三个必需参数:MSISDN 和 consentGranted (如网络运营商要求)、时间段(如网络运营商需要)。
"Time Period" is a numeric timeframe supported by Network Operator for which Network Operator shall check whether SIM Swap has happened;	**"时间段"**是指网络运营商所支持的一个数值型时间范围,网络运营商应在该范围内检查 SIM 卡更换是否已发生;
"Chargeable Event" means SIM Swap Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;	**"计费事件"**是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的 SIM 卡更换请求;
"Successful Submit" means INFOBIP accepts the SIM Swap Request sent from the CLIENT and validates the SIM Swap Request before submitting SIM Swap Request for onward routing to Network Operator. SIM Swap Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and SIM Swap Request is not charged. Also, SIM Swap Request that is routed towards Network Operator, but the Network Operator fails to return the information about SIM Swap detection is also not charged. All responses towards clients that receive Successful Submit response will be charged per agreed service fees. All other responses will not be charged.	**"成功提交"**是指 INFOBIP 接受客户发送的 SIM 卡更换请求,并在将该请求提交至网络运营商进行后续路由之前对其进行验证。未通过 INFOBIP 验证测试的 SIM 卡更换请求将被拒绝,系统会向客户返回错误消息,且该 SIM 卡更换请求不计费。此外,已路由至网络运营商但网络运营商未能返回 SIM 卡更换检测信息的请求同样不计费。所有收到"成功提交"响应的客户响应将按照约定的服务费收费。所有其他响应均不收费。
"IMSI" means International Mobile Subscriber Identity, a number that uniquely identifies every user of a cellular network;	**"IMSI"**是指国际移动用户识别码,是唯一标识蜂窝网络中每个用户的号码;
"SIM" means Subscriber Identification Module, widely known as a SIM card, it's an integrated circuit that is intended to securely store the international mobile subscriber identity (IMSI) number and its related key, which are used to identify and authenticate subscribers on mobile telephony devices;	**"SIM"**是指用户识别模块,通常称为 SIM 卡,是一种集成电路,用于安全存储国际移动用户识别码(IMSI)及其相关密钥,用以在移动通信设备上识别和验证用户身份;
"MSISDN" is a number uniquely identifying a subscription in a Global System for Mobile communications or a Universal Mobile Telecommunications System mobile network, it's the mapping of the telephone number to the subscriber identity module in a mobile or cellular phone;	**"MSISDN"**是指在全球移动通信系统(GSM)或通用移动通信系统(UMTS)移动网络中唯一标识某一签约的号码,即移动或蜂窝电话中电话号码与用户识别模块之间的映射关系;
"Network Operator" means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base.	**"网络运营商"**是指运营基于 GSM 的移动通信网络、向其签约用户提供移动通信服务的任何公司。

3. Categories of personal data processed on behalf of the CLIENT:	3. 代表客户处理的个人数据类别:
• MSISDN and Time Period • Date and time when the End-User triggered the activation of the SIM Swap Request • Response from INFOBIP to CLIENT (true/false/error and, if provided by the Network Operator, time stamp in which SIM Swap occurred).	• MSISDN 和时间段 • 最终用户触发 SIM 卡更换请求激活的日期和时间 • INFOBIP 向客户返回的响应(真/假/错误,以及如网络运营商提供,SIM 卡更换发生的时间戳)。
NUMBER INTELLIGENCE	**号码智能**
1. Service description	1. 服务描述
Number Intelligence Service enables CLIENT to: (i) verify whether the provided MSISDN and national identity number match Network Operator's records; (ii) obtain the approximate geographic area in which the End-User's device is verified to be present; and (iii) perform SIM Swap Detection across multiple mobile networks worldwide through the Platform. Number intelligence flow shall proceed as follows: CLIENT application invokes the API to request the Number Intelligence service, sharing the MSISDN CLIENT has for the End User accessing CLIENT services along with requested attributes. Upon receiving such request on INFOBIP Platform, INFOBIP shall validate request, and perform query to relevant Network Operator. Source will return a response to INFOBIP Platform which shall route such response to the CLIENT. For this particular service, there are two applicable standards: the first is the standard MI API, the details of which can be found at the following link: Mobile Identity - Infobip API . The second is referred to CAMARA standard, with further details available at this link: CAMARA Project · GitHub.	号码智能服务使客户能够:(i) 核实所提供的 MSISDN 与国民身份证号码是否与网络运营商的记录相符;(ii) 获取经核实的最终用户设备所在的大致地理区域;以及 (iii) 通过平台在全球多个移动网络中执行 SIM 卡更换检测。 号码智能流程应按以下方式进行: 客户应用程序调用 API 以请求号码智能服务,分享客户为访问客户服务的最终用户所持有的 MSISDN 以及所请求的属性。 INFOBIP 平台收到该请求后,INFOBIP 应对请求进行验证,并向相关网络运营商执行查询。 源头将向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户。 针对此特定服务,存在两种适用标准:第一种是标准 MI API,详情可通过以下链接查阅:Mobile Identity - Infobip API。第二种是 CAMARA 标准,详情可通过以下链接查阅:CAMARA Project • GitHub.
1.1 INFOBIP Services include:	1.1 INFOBIP 服务包括:
a) Connectivity between CLIENT's information system and the Platform. b) Configuration of the Platform to receive Number Intelligence Request generated by CLIENT and the handling	a) 客户信息系统与平台之间的连接。 b) 配置平台以接收客户生成的号码智能请求,并处理和路由该等号码智能请求至可用的网络运营商

and routing of such Number Intelligence Request to available Network Operator c) Billing of Chargeable Events processed by INFOBIP, and d) Technical support.	c) 对 INFOBIP 处理的计费事件进行计费;以及 d) 技术支持。
1.2 In the provision of the INFOBIP Services, INFOBIP shall:	1.2 在提供 INFOBIP 服务的过程中,INFOBIP 应:
a) Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; b) Route Number Intelligence Request traffic generated by CLIENT to available Network Operator; c) Invoice CLIENT for all INFOBIP charges relative to the provision of the INFOBIP; d) Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services;	a) 确保客户信息系统与平台之间的连接已经过测试且可正常运行; b) 将客户生成的号码智能请求流量路由至可用的网络运营商; c) 就提供 INFOBIP 服务所产生的所有 INFOBIP 费用向客户开具发票; d) 管理与网络运营商的所有合同关系,以确保 INFOBIP 服务的可运行性;
1.3 CLIENT further undertakes to:	1.3 客户进一步承诺:
a) Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP; b) Ensure that its own information systems are properly configured to route Number Intelligence Request to the Platform; c) Create and maintain, at its own expense, a database of End-Users for whom Number Intelligence Requests have been made, including their consents where required by Network Operators and/or applicable laws; d) Announce a larger volume of traffic at least 7 days in advance; and e) Fulfil all its payment obligations.	a) 通过正确填写 INFOBIP 提供的所有技术表格来提供全部配置信息; b) 确保其自身信息系统已正确配置,以便将号码智能请求路由至平台; c) 自费创建并维护一个最终用户数据库,记录已提出号码智能请求的最终用户,包括网络运营商和/或适用法律要求的其同意记录; d) 至少提前 7 天告知较大流量的到来;以及 e) 履行其所有付款义务。
2. <u>Chargeable Event and other Number Intelligence particulars:</u>	2. <u>计费事件及其他号码智能相关事项:</u>
"Number Intelligence Request" is an API call that has four parameters: phoneNumber (MSISDN), consentGranted (if required by Network Operator), callbackUrl, attributes.	**"号码智能请求"** 是指一次 API 调用,包含四个参数: phoneNumber(MSISDN)、consentGranted(如网络运营商要求)、callbackUrl、attributes。

"Chargeable Event" means Number Intelligence Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator. Number Intelligence Request consist of 3 (words: three) Chargeable Events: Chargeable Event for SIM WAP, Chargeable Event for National Identity Number Check and Chargeable Event for Device Location. Each Chargeable event listed above will be charged separately, in accordance with the definitions set out in the sections to SIM SWAP, Device Location and National Identity Number Check. The Number Intelligence Request could verify one or several attributes.	**"计费事件"**是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的号码智能请求。号码智能请求由 3 个(文字:三个)计费事件组成:SIM 卡更换计费事件、国民身份证号码核验计费事件以及设备位置计费事件。上述各计费事件将根据 SIM 卡更换检测、设备位置和国民身份证号码核验相关章节中规定的定义分别计费。号码智能请求可核实一个或多个属性。
"Successful Submit" means INFOBIP accepts the Number Intelligence Request sent from the CLIENT and validates the Number Intelligence Request before submitting the Number Intelligence Request for onward routing to Network Operator. Number Intelligence Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and Number Intelligence Request is not charged. Also, Number Intelligence Request that is routed towards Network Operator, but the Network Operator fails to return the information about the user is also not charged. All responses towards clients that receive Successful Submit response will be charged per agreed service fees.	**"成功提交"**是指 INFOBIP 接受客户发送的号码智能请求,并在将该请求提交至网络运营商进行后续路由之前对其进行验证。未通过 INFOBIP 验证测试的号码智能请求将被拒绝,系统会向客户返回错误消息,且该号码智能请求不计费。此外,已路由至网络运营商但网络运营商未能返回用户信息的请求同样不计费。所有收到"成功提交"响应的客户响应将按照约定的服务费收费。
Definitions MSISDN, Chargeable Event, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP, Device Location and National Identity Number Check.	MSISDN、计费事件、IMSI、SIM、时间段及网络运营商等定义应具有 SIM 卡更换检测、设备位置及国民身份证号码核验相关章节中所定义的含义。
3. <u>Categories of personal data processed on behalf of the CLIENT</u>:	3. <u>代表客户处理的个人数据类别:</u>
• National Identity Number, type of identification document, MSISDN, Time Period (SIM Swap), the approximate geographic area where the presence of the End-User's device is verified • Date and time when the End-User triggered the activation of the Number Intelligence Request • Response from INFOBIP to CLIENT (true/false/error and, if provided by the Network Operator, time stamp in which SIM Swap occurred).	• 国民身份证号码、身份证件类型、MSISDN、时间段(SIM 卡更换)、经核实的最终用户设备所在的大致地理区域 • 最终用户触发号码智能请求激活的日期和时间 • INFOBIP 向客户返回的响应(真/假/错误,以及如网络运营商提供,SIM 卡更换发生的时间戳)。

NATIONAL IDENTITY NUMBER CHECK	国民身份证号码核验
1. Service description	1. 服务描述
National Identity Number Check Service enables CLIENT to verify whether the provided MSISDN and national identity number match Network Operator records. National Identity Number Check flow shall proceed as follows: CLIENT application invokes the INFOBIP API to request the National Identity Number Check service, sharing the MSISDN CLIENT has for the End User accessing CLIENT services along with National Identity Number. Upon receiving such request on INFOBIP Platform, INFOBIP shall validate request, and perform query to relevant Network Operator. Source will return a response to INFOBIP Platform which shall route such response to the CLIENT. For this particular service, there are two applicable standards: the first is the standard MI API, the details of which can be found at the following link: Mobile Identity - Infobip API . The second is referred to CAMARA standard, with further details available at this link: CAMARA Project · GitHub.	国民身份证号码核验服务使客户能够核实所提供的 MSISDN 与国民身份证号码是否与网络运营商记录相符。 国民身份证号码核验流程应按以下方式进行: 客户应用程序调用 INFOBIP API 以请求国民身份证号码核验服务,分享客户为访问客户服务的最终用户所持有的 MSISDN 以及国民身份证号码。 INFOBIP 平台收到该请求后,INFOBIP 应对请求进行验证,并向相关网络运营商执行查询。 源头将向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户。 针对此特定服务,存在两种适用标准:第一种是标准 MI API,详情可通过以下链接查阅:Mobile Identity - Infobip API。第二种是 CAMARA 标准,详情可通过以下链接查阅:CAMARA Project • GitHub.
2. Chargeable Event and other National Identity Number Check particulars:	2. 计费事件及其他国民身份证号码核验相关事项:
"National Identity Number Check Request" is an API call that has four parameters: phoneNumber (MSISDN), consentGranted (if required by Network Operator), nationalId, documentType.	**"国民身份证号码核验请求"** 是指一次 API 调用,包含四个参数:phoneNumber(MSISDN)、consentGranted(如网络运营商要求)、nationalId、documentType。
"Chargeable Event" means National Identity Number Check Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator.	**"计费事件"** 是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的国民身份证号码核验请求。
"Successful Submit" means INFOBIP accepts National Identity Number Check Request sent from the CLIENT and validates the National Identity Number Check Request before submitting the National Identity Number Check Request for onward routing to Network Operator National Identity Number Check Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and National Identity Number Check Request is not charged. Also, National Identity Number Check Request that is routed towards	**"成功提交"** 是指 INFOBIP 接受客户发送的国民身份证号码核验请求,并在将该请求提交至网络运营商进行后续路由之前对其进行验证。未通过 INFOBIP 验证测试的国民身份证号码核验请求将被拒绝,系统会向客户返回错误消息,且该国民身份证号码核验请求不计费。此外,已路由至网络运营商但网络运营商未能返回用户信息的请求同样不计费。所有收到"成功提交"响应的客户响应将按照约定的服务费收费。

Network Operator, but the Network Operator fails to return the information about the user is also not charged. All responses towards clients that receive Successful Submit response will be charged per agreed service fees.	
Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service.	MSISDN、IMSI、SIM、时间段及网络运营商等定义应具有 SIM 卡更换检测服务相关章节中所定义的含义。
3. Categories of personal data processed on behalf of the CLIENT:	3. 代表客户处理的个人数据类别:
• National Identity Number, type of identification document, MSISDN • Date and time when the End-User triggered the activation of the National Identity Number Check Request • Response from INFOBIP to CLIENT (matched/not matched/error).	• 国民身份证号码、身份证件类型、MSISDN • 最终用户触发国民身份证号码核验请求激活的日期和时间 • INFOBIP 向客户返回的响应(匹配/不匹配/错误)。
KNOW YOUR CUSTOMER MATCH CHECK	了解你的客户(KYC)匹配核验
1. Service description	1. 服务描述
Know Your Customer (KYC) Match Check Service enables CLIENT to (i) verify whether the provided user information matches Network Operator records for that specific user identified by the phone number. KYC Match Check flow shall proceed as follows: CLIENT application invokes the INFOBIP API to request the KYC Match Check service, sharing the MSISDN CLIENT has for the End User accessing CLIENT services along with user information that needs to be verified against Operator data. Upon receiving such request on INFOBIP Platform, INFOBIP shall validate request, and perform query to relevant Network Operator. Source will return a response to INFOBIP Platform which shall route such response to the CLIENT. This particular service was made following Camara Network API standards (CAMARA Project GitHub) and can be found on Infobip API documentation.	了解你的客户(KYC)匹配核验服务使客户能够 (i)核实所提供的用户信息是否与网络运营商针对通过电话号码识别的该特定用户的记录相符。 KYC 匹配核验流程应按以下方式进行: 客户应用程序调用 INFOBIP API 以请求 KYC 匹配核验服务,分享客户为访问客户服务的最终用户所持有的 MSISDN,以及需要与运营商数据进行核对的用户信息。 INFOBIP 平台收到该请求后,INFOBIP 应对请求进行验证,并向相关网络运营商执行查询。 源头将向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户。 本服务遵循 Camara 网络 API 标准构建(CAMARA Project GitHub),详情可在 Infobip API documentation中查阅。
2. Chargeable Event and other KYC particulars:	2. 计费事件及其他 KYC 相关事项:

"KYC Match Check Request" is an API call that has following parameters: phoneNumber (MSISDN), idDocument, name, givenName, familyName, nameKanaHankaku, nameKanaZenkaku, middleNames, familyNameAtBirth, address, streetName, streetNumber, postalCode, region, locality, country, houseNumberExtension, birthdate, email, gender.	**"KYC 匹配核验请求"** 是指一次 API 调用,包含以下参数:phoneNumber(MSISDN)、idDocument、name、givenName、familyName、nameKanaHankaku、nameKanaZenkaku、middleNames、familyNameAtBirth、address、streetName、streetNumber、postalCode、region、locality、country、houseNumberExtension、birthdate、email、gender。
"Chargeable Event" means KYC Match Check Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator.	**"计费事件"** 是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的 KYC 匹配核验请求。
"Successful Submit" means INFOBIP accepts KYC Match Check Request sent from the CLIENT and validates the KYC Match Check Request before submitting the KYC Match Check Request for onward routing to Network Operator. KYC Match Check Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and KYC Match Check Request is not charged. Also, KYC Match Check Request that is routed towards Network Operator, but the Network Operator fails to return the information about the user is also not charged. All responses towards clients that receive Successful Submit response will be charged per agreed service fees.	**"成功提交"** 是指 INFOBIP 接受客户发送的 KYC 匹配核验请求,并在将该请求提交至网络运营商进行后续路由之前对其进行验证。未通过 INFOBIP 验证测试的 KYC 匹配核验请求将被拒绝,系统会向客户返回错误消息,且该 KYC 匹配核验请求不计费。此外,已路由至网络运营商但网络运营商未能返回用户信息的请求同样不计费。所有收到"成功提交"响应的客户响应将按照约定的服务费收费。
Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service.	MSISDN、IMSI、SIM、时间段及网络运营商等定义应具有 SIM 卡更换检测服务相关章节中所定义的含义。
3. <u>Categories of personal data processed on behalf of the CLIENT:</u>	3. <u>代表客户处理的个人数据类别:</u>
• National Identity Number, type of identification document, MSISDN, first name, last name, middle name, family name at birth, address, birthdate, email address, gender • Date and time when the End-User triggered the activation of the KYC Match Check Request • Response from INFOBIP to CLIENT (matched/not matched/error).	• 国民身份证号码、身份证件类型、MSISDN、名字、姓氏、中间名、出生时姓氏、地址、出生日期、电子邮件地址、性别 • 最终用户触发 KYC 匹配核验请求激活的日期和时间 • INFOBIP 向客户返回的响应(匹配/不匹配/错误)。
SILENT MOBILE VERIFICATION/ NUMBER VERIFY	**静默移动设备验证/号码验证**
1. <u>Service description</u>	1. <u>服务描述</u>

Silent Mobile Verification (SMV) or Number Verify enables CLIENT to verify, whether the MSISDN of a device accessing CLIENT Service matches the MSISDN CLIENT (i) has on file for that End User or (ii) the MSISDN CLIENT captured from the End User during the transactional flow. CLIENT sends API request for Silent Mobile Verification/Number Verify to INFOBIP, who will forward this request to appropriate Network Operator. Network Operator will complete verification process and return a response to INFOBIP Platform which shall route such response to CLIENT.	静默移动**设备**验证(SMV)或号码验证使客户能够核实访问客户服务的设备的 MSISDN 是否与 (i) 客户就该最终用户存档的 MSISDN,或 (ii) 客户在交易流程中从该最终用户处获取的 MSISDN 相符。客户将静默移动**设备**验证/号码验证的 API 请求发送给 INFOBIP,INFOBIP 将该请求转发至相应的网络运营商。网络运营商将完成验证流程,并向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户。
SMV/Number Verify flow shall proceed as follows: a) End User triggers an action that requires verification on CLIENT service; b) CLIENT application invokes the INFOBIP API to request the Silent Mobile Verification service/Number Verify, sharing the MSISDN or IP ADDRESS CLIENT has for the End User accessing CLIENT Services; c) Upon receiving such request on INFOBIP Platform, INFOBIP shall route such request to Network Operator; d) Provided the End User is accessing the CLIENT Service via the mobile network, the Network Operator will retrieve the MSISDN associated with the device connected to the CLIENT's services and perform a comparison of this MSISDN against the MSISDN provided by the CLIENT; e) Infobip will query Network Operator for information of whether the MSISDN or IP ADDRESS provided by the CLIENT and the MSISDN acquired by the Network Operator match. f) Network Operator will return a response to INFOBIP Platform which shall route such response to CLIENT. g) Or in case of Number Verify, CLIENT will verify it on /verify endpoint by themselves provided by API specification	SMV/号码验证流程应按以下方式进行: a) 最终用户在客户服务上触发需要验证的操作; b) 客户应用程序调用 INFOBIP API 以请求静默移动**设备**验证服务/号码验证,分享客户为访问客户服务的最终用户所持有的 MSISDN 或 IP 地址; c) INFOBIP 平台收到该请求后,INFOBIP 应将该请求路由至网络运营商; d) 只要最终用户通过移动网络访问客户服务,网络运营商将获取与连接至客户服务的设备相关联的 MSISDN,并将该 MSISDN 与客户提供的 MSISDN 进行比对; e) Infobip 将向网络运营商查询客户提供的 MSISDN 或 IP 地址与网络运营商获取的 MSISDN 是否相符的信息。 f) 网络运营商将向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户。 g) 或者,在号码验证的情况下,客户将通过 API 规范提供的 /verify 端点自行进行验证
For this particular service, there are two applicable standards: the first is the standard MI API, the details of which can be found at the following link: Mobile Identity - Infobip API . The second is referred to CAMARA standard, with further details available at this link: CAMARA Project · GitHub.	针对此特定服务,存在两种适用标准:第一种是标准 MI API,详情可通过以下链接查阅:Mobile Identity - Infobip API。第二种是 CAMARA 标准,详情可通过以下链接查阅:CAMARA Project • GitHub.

1.1. INFOBIP Services include:	1.1. INFOBIP 服务包括:
a) Connectivity between CLIENT's information system and the Platform. b) Configuration of the Platform to receive SMV Request/Number Verify Request generated by CLIENT and the handling and routing of such SMV Request/ Number Verify Requestto available Network Operators. c) Billing of Chargeable Events processed by INFOBIP d) Technical support.	a) 客户信息系统与平台之间的连接。 b) 配置平台以接收客户生成的 SMV 请求/号码验证请求,并处理和路由该等 SMV 请求/号码验证请求至可用的网络运营商。 c) 对 INFOBIP 处理的计费事件进行计费 d) 技术支持。
1.2. In the provision of the INFOBIP Services, INFOBIP shall:	1.2. 在提供 INFOBIP 服务的过程中,INFOBIP 应:
a) Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; b) Route SMV Request/Number Verify Request traffic generated by CLIENT to available Network Operators; c) Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; d) Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services;	a) 确保客户信息系统与平台之间的连接已经过测试且可正常运行; b) 将客户生成的 SMV 请求/号码验证请求流量路由至可用的网络运营商; c) 就提供 INFOBIP 服务所产生的所有 INFOBIP 费用向客户开具发票; d) 管理与网络运营商的所有合同关系,以确保 INFOBIP 服务的可运行性;
1.3. CLIENT further undertakes to:	1.3. 客户进一步承诺:
a) Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP; b) Ensure that its own information systems are properly configured to route SMV Request/Number Verify Request to the Platform; c) Create and maintain, at its own expense, a database of End-Users for whom SMV Requests/ Number Verify Request have been made, including their consents where required by Network Operators and/or applicable laws; d) Announce a larger volume of traffic at least 7 days in advance; and	a) 通过正确填写 INFOBIP 提供的所有技术表格来提供全部配置信息; b) 确保其自身信息系统已正确配置,以便将 SMV 请求/号码验证请求路由至平台; c) 自费创建并维护一个最终用户数据库,记录已提出 SMV 请求/号码验证请求的最终用户,包括网络运营商和/或适用法律要求的其同意记录; d) 至少提前 7 天告知较大流量的到来;以及 e) 履行其所有付款义务。

e) Fulfil all its payment obligations.	
2. <u>Chargeable Event and other SMV particulars:</u>	2. <u>计费事件及其他 SMV 相关事项:</u>
“Silent Mobile Verification Request” or **„SMV Request“** or “**Number Verify Request**” is an API call that has six parameters: phoneNumber (MSISDN), consentGranted (if required by Mobile Operator), deviceIp, devicePort, callbackUrl, returnUrl.	**“静默移动设备验证请求”**或**“SMV 请求”**或**“号码验证请求”**是指一次 API 调用,包含六个参数:phoneNumber(MSISDN)、consentGranted(如移动运营商要求)、deviceIp、devicePort、callbackUrl、returnUrl。
“Chargeable Event” means Silent Mobile Verification Request/Number Verify Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator. The SMV Request/ Number Verify Request could be made up of one or several API calls done from a user device and CLIENT service.	**“计费事件”**是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的静默移动设备验证请求/号码验证请求。SMV 请求/号码验证请求可由用户设备与客户服务之间进行的一次或多次 API 调用组成。
"Successful Submit” means INFOBIP accepts the Silent Mobile Verification Request/ Number Verify Request sent from the CLIENT and validates the Silent Mobile Verification Request/ Number Verify Request before submitting the Silent Mobile Verification Request for onward routing to Network Operator. Silent Mobile Verification Request/ Number Verify Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and Silent Mobile Verification Request/ Number Verify Request is not charged. Also, Silent Mobile Verification Request /Number Verify Request that is routed towards Network Operator, but the Network Operator fails to return information about user’s MSISDN verification is also not charged. All responses towards clients that receive Successful submit response will be charged per agreed service fees.	**“成功提交”**是指 INFOBIP 接受客户发送的静默移动设备验证请求/号码验证请求,并在将该静默移动设备验证请求提交至网络运营商进行后续路由之前对其进行验证。未通过 INFOBIP 验证测试的静默移动设备验证请求/号码验证请求将被拒绝,系统会向客户返回错误消息,且该请求不计费。此外,已路由至网络运营商但网络运营商未能返回用户 MSISDN 验证信息的请求同样不计费。所有收到“成功提交”响应的客户响应将按照约定的服务费收费。
Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service.	MSISDN、IMSI、SIM、时间段及网络运营商等定义应具有 SIM 卡更换检测服务相关章节中所定义的含义。
3. <u>Categories of personal data processed on behalf of the CLIENT</u>:	3. <u>代表客户处理的个人数据类别:</u>
• MSISDN, public IP address, device port • Date and time when the End-User triggered the activation of the SMV Request/Number Verify Request • Response from INFOBIP to CLIENT (matched/not matched/error).	• MSISDN、公共 IP 地址、设备端口 • 最终用户触发 SMV 请求/号码验证请求激活的日期和时间 • INFOBIP 向客户返回的响应(匹配/不匹配/错误)。

DEVICE LOCATION VERIFICATION SERVICE	设备位置验证服务
1. Service Description	1. 服务描述
Device Location Verification Service enables CLIENT to verify whether the device of an End-User is within the proximity of a specified geographic area. The geographic area is defined as a circle with a center point identified by latitude and longitude coordinates, and a radius defined by the accuracy parameter. The response confirms whether the location detected by the Network Operator falls within the requested area. Depending on the API version in use, additional request and response parameters may apply, such as the maximum accepted age of the location information used in the verification.	设备位置验证服务使客户能够核实最终用户的设备是否位于指定地理区域的附近范围内。该地理区域被定义为一个圆形区域,其中心点由纬度和经度坐标确定,半径由 accuracy(准确度)参数定义。响应将确认网络运营商检测到的位置是否落在所请求的区域内。根据所使用的 API 版本不同,可能适用其他请求和响应参数,例如用于验证的位置信息所接受的最大有效时长。
Device Location Verification flow shall proceed as follows: a) CLIENT application invokes the INFOBIP API to request the Device Location Verification service, sharing the MSISDN of the End-User's device along with the geographic coordinates and accuracy radius defining the area to be verified. b) Upon receiving such request on INFOBIP Platform, INFOBIP shall validate the request and perform a query to the relevant Network Operator. c) Network Operator will return a response to the INFOBIP Platform, which shall route such response to the CLIENT, confirming whether the End-User's device is within the requested area.	设备位置验证流程应按以下方式进行: a) 客户应用程序调用 INFOBIP API 以请求设备位置验证服务,分享最终用户设备的 MSISDN,以及定义待验证区域的地理坐标和准确度半径。 b) INFOBIP 平台收到该请求后,INFOBIP 应对请求进行验证,并向相关网络运营商执行查询。 c) 网络运营商将向 INFOBIP 平台返回响应,INFOBIP 平台应将该响应路由至客户,以确认最终用户的设备是否位于所请求的区域内。
For this particular service, there are two applicable standards: the first is the standard MI API, the details of which can be found at the following link: Mobile Identity - Infobip API . The second is referred to CAMARA standard, with further details available at this link: CAMARA Project · GitHub.	针对此特定服务,存在两种适用标准:第一种是标准 MI API,详情可通过以下链接查阅:Mobile Identity - Infobip API。第二种是 CAMARA 标准,详情可通过以下链接查阅:CAMARA Project • GitHub.
1.1. INFOBIP Services include:	1.1. INFOBIP 服务包括:
a) Connectivity between CLIENT's information system and the Platform. b) Configuration of the Platform to receive Device Location Verification Request generated by CLIENT and the handling and routing of such	a) 客户信息系统与平台之间的连接。 b) 配置平台以接收客户生成的设备位置验证请求,并处理和路由该等请求至可用的网络运营商。 c) 对 INFOBIP 处理的计费事件进行计费

request to available Network Operators. c) Billing of Chargeable Events processed by INFOBIP d) Technical support.	d) 技术支持。
1.2. In the provision of the INFOBIP Services, INFOBIP shall:	1.2. 在提供 INFOBIP 服务的过程中,INFOBIP 应:
a) Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; b) Route Device Location Verification Request traffic generated by CLIENT to available Network Operators; c) Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; d) Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services;	a) 确保客户信息系统与平台之间的连接已经过测试且可正常运行; b) 将客户生成的设备位置验证请求流量路由至可用的网络运营商; c) 就提供 INFOBIP 服务所产生的所有 INFOBIP 费用向客户开具发票; d) 管理与网络运营商的所有合同关系,以确保 INFOBIP 服务的可运行性;
1.3. CLIENT further undertakes to:	1.3. 客户进一步承诺:
a) Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP. b) Ensure that its own information systems are properly configured to route Device Location Verification Request to the Platform; c) Create and maintain, at its own expense, a database of End-Users for whom Device Location Verification Requests have been made, including their consents where required by Network Operators and/or applicable laws; d) Announce a larger volume of traffic at least 7 days in advance; and e) Fulfil all its payment obligations.	a) 通过正确填写 INFOBIP 提供的所有技术表格来提供全部配置信息。 b) 确保其自身信息系统已正确配置,以便将设备位置验证请求路由至平台; c) 自费创建并维护一个最终用户数据库,记录已提出设备位置验证请求的最终用户,包括网络运营商和/或适用法律要求的其同意记录; d) 至少提前 7 天告知较大流量的到来;以及 e) 履行其所有付款义务。
2. <u>Chargeable event and other Device Location Verification particulars</u>	2. <u>计费事件及其他设备位置验证相关事项</u>
"Device Location Verification Request" is an API call with the following parameters: ueId	**"设备位置验证请求"**是指一次 API 调用,包含以下参数:ueId(至少包含最终用户设备的

(comprising at minimum msisdn of the End-User's device, and optionally externalId, ipv4Addr, ipv6Addr), uePort (optional), latitude, longitude, accuracy.	msisdn,可选包含 externalId、ipv4Addr、ipv6Addr)、uePort(可选)、latitude、longitude、accuracy。
"**Chargeable Event**" means a Device Location Verification Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator.	"**计费事件**"是指客户发送给 INFOBIP 的、且已由 INFOBIP 成功提交至目标网络运营商的设备位置验证请求。
"**Successful Submit**" means INFOBIP accepts the Device Location Verification Request sent from the CLIENT and validates the Device Location Verification Request before submitting it for onward routing to Network Operator. Device Location Verification Request which does not pass INFOBIP's validation tests is rejected and an error message is returned to the CLIENT and Device Location Verification Request is not charged. Also, Device Location Verification Request that is routed towards Network Operator, but the Network Operator fails to return location verification information is also not charged. All responses towards clients that receive Successful Submit response will be charged per agreed service fees. All other responses will not be charged.	"**成功提交**"是指 INFOBIP 接受客户发送的设备位置验证请求,并在将其提交至网络运营商进行后续路由之前对该请求进行验证。未通过 INFOBIP 验证测试的设备位置验证请求将被拒绝,系统会向客户返回错误消息,且该设备位置验证请求不计费。此外,已路由至网络运营商但网络运营商未能返回位置验证信息的请求同样不计费。所有收到"成功提交"响应的客户响应将按照约定的服务费收费。所有其他响应均不收费。
"**Accuracy**" means the radius of the circular geographic area within which the End-User's device location is to be verified, expressed in kilometers. The permitted range is defined in the API specification.	"**Accuracy(准确度)**"是指以公里为单位表示的、用于验证最终用户设备位置的圆形地理区域的半径。允许的范围在 API 规范中定义。
Definitions of MSISDN, IMSI, SIM, and Network Operator will have the meaning as defined in the section related to SIM Swap Detection Service.	MSISDN、IMSI、SIM 及网络运营商等定义应具有 SIM 卡更换检测服务相关章节中所定义的含义。
3. <u>Categories of personal data on behalf of the CLIENT:</u>	3. <u>代表客户处理的个人数据类别:</u>
• MSISDN, public IP address (IPv4 or IPv6), geographic coordinates (latitude and longitude), and accuracy radius submitted in the Device Location Verification Request • Date and time when the End-User triggered the activation of the Device Location Verification Request • Response from INFOBIP to CLIENT (true/false/error indicating whether the End-User's device was within the requested area)	• MSISDN、公共 IP 地址(IPv4 或 IPv6)、地理坐标(纬度和经度),以及设备位置验证请求中提交的准确度半径 • 最终用户触发设备位置验证请求激活的日期和时间 • INFOBIP 向客户返回的响应(真/假/错误,指示最终用户的设备是否位于所请求的区域内)

RCS	**RCS 服务**
INFOBIP RCS Services include a solution that shall enable the CLIENT to deliver MT (A2P) RCS messages and receive MO (P2A) RCS messages to/from the End Users of multiple mobile Network Operators worldwide through the Platform, in the form of free text or Rich/Multimedia content.	英富必富通信服务 (RCS) 服务所包含的解决方案应支持客户端通过平台以自由文本或富媒体/多媒体内容的形式，向全球多家移动网络运营商的终端用户发送 MT (A2P) RCS 消息，并接收来自终端用户的 MO (P2A) RCS 消息。
The RCS Service, including its features, functionality, and charging model, may vary by market and is subject to differences in implementation by Network Operators on a global basis.	RCS 服务（包括其特性、功能和收费模式）可能因市场而异，并且在全球范围内网络运营商的实施方式也可能有所不同。
CLIENT also accepts and acknowledges the below terms as issued and amended from time to time by Google and to be also applied to CLIENT's usage of the RCS Service under this Agreement, as well as any further Google terms the CLIENT may be prompted to accept in order to use the RCS Service. Acceptance Usage Policy (found at: Acceptable Use Policy | RCS for Business | Google for Developers) and RCS for Business Terms of Services (found at: RCS for Business Terms of Service | Google for Developers).	客户接受并同意由 Google 不时发布和修订的以下条款，这些条款亦适用于客户根据本协议使用 RCS 服务，以及客户在使用 RCS 服务时可能被要求接受的任何其他 Google 条款。《接受使用政策》（链接：可接受使用政策 | 企业专用 RCS | 开发者专用 Google）与《企业专用 RCS 服务条款》（链接：企业专用 RCS 服务条款 | 开发者专用 Google）。
INFOBIP Services include:	英富必服务包括：
a. Connectivity between the CLIENT's information system and the INFOBIP Platform;	a. 连接客户端信息系统与英富必平台；
b. Configuration of the Platform to receive traffic generated by CLIENT and the handling and routing of such RCS traffic, as well as traffic received from the Network Operators, Google, or other RCS enablers, for the CLIENT (if applicable);	b. 对平台进行配置，使其能够接收客户端生成的流量，并处理和发送此类 RCS 流量，以及从网络运营商、Google 或其他 RCS 使能器（RCS enabler）接收的流量（如果适用）；
c. Billing of such RCS traffic processed by INFOBIP; and	c. 对英富必处理的此类 RCS 流量进行计费；及
d. Technical Support.	d. 技术支持。
In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:	提供英富必服务时，除本协议规定的条款外，英富必还应：

a. Ensure that the connectivity between the CLIENT's information system and the Platform is tested and operational;	a. 确保客户端信息系统与平台之间的互联互通通过测试并可正常运行；
b. Route RCS traffic generated by CLIENT to available Network Operators, Google, or other RCS enablers as required;	b. 根据需要将客户端生成的 RCS 流量发送给可用的网络运营商、Google 或其他 RCS 使能器；
c. Route RCS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);	c. 将源自网络运营商终端用户的 RCS 流量发送至客户端信息系统（如果适用）；
d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP Service;	d. 向客户开具与英富必提供服务相关的所有英富必费用的发票；
e. Manage all contractual relationships with Network Operators, Google or other RCS enablers to ensure the operability of the INFOBIP Services.	e. 管理与网络运营商、Google 或其他RCS 使能器的所有合同关系，以确保英富必服务的可行性。
Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:	在不影响客户义务的前提下，客户进一步承诺：
a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;	a. 通过正确填写英富必提供的所有技术表格，提供所有配置信息；
b. Ensure that its own information systems are properly configured to:	b. 确保其自身的信息系统经过正确配置，能够实现以下目的：
i. Route RCS traffic to the Platform, and	i. 将 RCS 流量发送至平台；
ii. Receive inbound traffic from the Platform (if applicable);	ii. 接收来自平台的入站流量（如适用）；
c. Ensure that an appropriate opt-in shall first have been received from the End User;	c. 确保已事先收到终端用户的相应主动订阅；
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. 自费创建并维护更新后的数据库，其中包含接收英富必处理的每条消息的终端用户的相应服务请求以及选择退🎧/停止请求；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. 根据适用法律，在必要期限内保留证据，证明发送给该终端用户的每条消息均系响应已通过适当验证的服务请求而发🎧；
ii. Provide such evidence to INFOBIP upon written request, giving 5 days' notice;	ii. 根据书面要求，提前 5 天通知，向英富必提供此类证据；
e. Ensure they do not send any Unsolicited RCS (SPAM) to the messaging Platform, under no circumstances;	e. 确保在任何情况下均不得向通讯平台发送任何来路不明的 RCS（垃圾信息）；
f. Announce a larger volume of traffic a few days in advance; and	f. 提前几天通知较大的流量；及
g. Fulfill all its payment obligations.	g. 履行其所有付款义务。
Chargeable events and other RCS Particulars	**收费事项和其他 RCS 详情**
The following describes the RCS Particulars in accordance with Google's definitions.	以下内容根据 Google 的定义描述了 RCS 的详情。
RCS for Business operates under two billing models: the Standard Billing Model for non-U.S traffic and the U.S Billing Model for U.S traffic.	企业专用 RCS 采用两种计费模式：适用于非美国流量的标准计费模式以及适用于美国流量的美国计费模式。

The applicable model is determined by whether the traffic is generated to/from End users of Mobile Network operators in United States of America or Rest of the world.	适用的模式取决于流量是发送给还是来自美国境内或全球其他地区移动网络运营商的终端用户。
In specific markets, Mobile Network Operators reserve the right to implement minor adjustments or introduce new Chargeable Events.	在特定市场中，移动网络运营商保留实施微调或新增收费事件的权利。
"**Agent**" is a technical setup that allows RCS for Business interaction with End-Users on behalf of a Brand; might be used for one-way or two-way communication. Agent is a public name visible to End users, displayed as a Sender of the message.	"**代理**"是一种能让企业专用 RCS 代表品牌与终端用户进行交互的技术设置；可用于单向或双向通信。代理是一个对终端用户可见的公用名称，显示为消息发送方。
"**Agent Billing category**" means classification for Agent that informs the charging logic for messages that Agent sends and receives.	"**代理计费类别**"是指对代理的分类，该分类决定代理收发的消息的收费逻辑。
"**Brand**" shall mean a third-party client that seeks to communicate and engage with End-Users via RCS channel represented by one or more Agents.	"**品牌**"是指设法通过 RCS 渠道与终端用户沟通和互动的第三方客户，RCS 渠道由一个或多个代理代表。
Chargeable Event can be either:	**收费事项可能属于以下类别之一：**
1) "**Non-Conversational Agent Billing Category**" means Billing method per delivered message to End User or sent by the End User, that is successfully accepted by INFOBIP Platform.	1) "**非对话式代理计费类别**"是指针对终端用户接收或发送且被英富必平台成功接收的每条消息所采用的计费方法。
For more information check: https://developers.google.com/business-communications/rcs-business-messaging/guides/learn/rbm-billing-faq	请点击以下链接，了解更多信息：https://developers.google.com/business-communications/rcs-business-messaging/guides/learn/rbm-billing-faq
and for U.S Market https://developers.google.com/business-communications/rcs-business-messaging/carriers/billing/us-billing-model;	美国市场链接：https://developers.google.com/business-communications/rcs-business-messaging/carriers/billing/us-billing-model;
2) "**Conversational Agent Billing Category**" means Billing method per RCS A2P and /or RCS P2A Conversation.	2) "**对话式代理计费类别**"是指根据 RCS A2P 和/或 RCS P2A 对话所采用的计费方法。
"**End-User**" shall mean a mobile network subscriber, enabled to engage into communication via RCS.	"**终端用户**"是指能够通过 RCS 进行通信的移动网络用户。
"**Mobile Network Operator**" means any company operating a GSM or CDMA-based mobile telephony network, offering mobile telephony services to its subscriber base (End-Users).	"**移动网络运营商**"是指任何运营基于 GSM 或 CDMA 技术的移动电话网络并向其用户群体（终端用户）提供移动电话服务的公司。

"**Rich Communication Services**" or "RCS" refers to a communication protocol developed by the GSMA as a standard for enhanced multimedia messaging across and between mobile operators and compatible devices.	"**富通信服务**"或"**RCS**"是指由 GSMA 开发的一种通信协议，作为移动运营商和兼容设备之间的增强多媒体通讯标准。
"**RCS for Business**" (PKA. **RBM**) shall mean subgroup of RCS that enables A2P and/or P2A communication between Brand and End Users.	"**企业专用 RCS**"(PKA. **RBM**) 是指 RCS 的子组，支持品牌与终端用户之间的 A2P 和/或 P2A 通信。
Standard billing model for non U.S traffic:	**适用于非美国流量的标准计费模式：**
"RCS Basic message" is a type of RCS for Business transaction which represents a message up to 160 characters (UTF-8 bytes) that contains text only and is applicable to both Non-Conversational and Conversational Agent Billing Category.	"**RCS 基本消息**"是一种企业专用 RCS 交易类型，表示最多 160 个字符（UTF-8 字节）的一条消息，仅包含文本，适用于非对话式和对话式代理计费类别。
"RCS Single message" is a type of RCS for Business transaction which represents a message up to 3072 characters (UTF-8 characters) that supports Rich content and features, or text with more than 160 characters (UTF-8 bytes), and is applicable to both Non-Conversational and Conversational Agent Billing Category.	"**RCS 单一消息**"是一种企业专用 RCS 交易类型，表示最多 3072 个字符（UTF-8 个字符）的消息，支持富内容和功能，或者超过 160 个字符（UTF-8 字节）的文本，适用于非对话式和对话式代理计费类别。
"RCS A2P Conversation" is a type of RCS for Business transaction related only to Agents classified as Conversational Agent Billing Category, and is initiated if a P2A message is delivered within 24 hours after an A2P message, and if there is no other active conversation at that moment. It supersedes the charge of the last A2P message that preceded the P2A message and any following messages delivered within the next 24 hours from the P2A message that triggered the Conversation. If End User does not respond to A2P message within 24 hours, A2P message is charged as Non-Conversational Agent Billing Category.	"**RCS A2P 对话**"是一种企业专用 RCS 交易类型，仅涉及归类为对话式代理计费类别的代理；当 P2A 消息在 A2P 消息发🎧后的 24 小时内发送，且此时没有其他活动对话，系统将发起此对话。此对话的收费将取代 P2A 消息之前的最后一条 A2P 消息的收费，以及自触发此对话的 P2A 消息起 24 小时内发送的任何后续消息的收费。如果终端用户在 24 小时内未回复 A2P 消息，则将按非对话式代理计费类别对 A2P 消息进行收费。
"RCS P2A Conversation" is a type of RCS for Business transaction related only to Agents classified as Conversational Agent Billing Category, and is initiated if an Agent responds with an A2P message within 24hours of receipt of a P2A message, and if there is no other active conversation at that moment. It supersedes the charge of following messages, delivered within 24 hours from initial P2A message. If an Agent does not respond to P2A message within 24 hours, P2A message is charged as Non-Conversational Agent Billing Category.	"**RCS P2A 对话**"是一种企业专用 RCS 交易类型，仅涉及归类为对话式代理计费类别的代理；当代理在收到 P2A 消息后的 24 小时内回复 A2P 消息，且此时没有其他活动对话，系统将发起此对话。此对话的收费将取代在初始 P2A 消息发🎧后 24 小时内发送的后续消息的收费。如果代理在 24 小时内未回复 P2A 消息，则将按非对话式代理计费类别对 P2A 消息进行收费。
"RCS P2A Message" is a type of RCS for Business transactions and represents any type of RCS P2A message. This RCS type will be	"**RCS P2A 消息**"是一种企业专用 RCS 交易类型，表示任何类型的 RCS P2A 消息。将按非对话式代理计费类别对此 RCS 类型进行收费。

charged based on Non-Conversational Agent Billing Category.	
U.S Billing Model RCS	**美国计费模式 RCS**
"RCS Rich Message" is a type of RCS for Business transaction which represents A2P or P2A RCS message that contains text only and supports Suggested Replies & Actions (only open URL without WebView, and Dial a Phone), generated to End Users of Mobile Network Operators in USA. This RCS type will be charged based on Non-Conversational Agent Billing Category per segment of up to 160 characters (UTF-8 bytes) e.g. a message of 159 UTF-8 bytes will be charged as one message, a message of 170 UTF-8 bytes would be charged as two messages etc.	"**RCS 富消息**"是一种企业专用 RCS 交易类型，表示 A2P 或 P2A RCS 消息，仅包含文本，支持建议的回复和操作（仅打开 URL 而不打开 WebView，以及拨打电话），生成后发送给美国境内移动网络运营商的终端用户。将按非对话式代理计费类别对此 RCS 类型进行收费，分段计费，每段最多 160 个字符（UTF-8 字节）；例如，159 UTF-8 字节的消息将按一条消息计费，170 UTF-8 字节的消息将按两条消息计费。
"**RCS Rich Media Message**" is a type of RCS for Business transaction which represents A2P or P2A RCS message up to 3072 characters (UTF-8 characters) if text only, and 100MB total file size, that supports all Rich media contents and features, generated to End Users of Mobile Network Operators in USA. This RCS type will be charged based on Non-Conversational Agent Billing Category.	"**RCS 富媒体消息**"是一种企业专用 RCS 交易类型，表示 A2P 或P2A RCS 消息，如果仅包含文本，则此消息最多为 3072 个字符（UTF-8 个字符），总文件大小不超过 100MB。此消息支持所有富媒体内容和功能，生成后发送给美国境内移动网络运营商的终端用户。将按非对话式代理计费类别对此 RCS 类型进行收费。
"**RCS Suggested Action click**" is a type of RCS for Business transaction and represents A user tap on any suggested action. Billing logic: Generates one billable event per click, as stipulated under following link: US billing model | RCS for Business | Google for Developers.	"**RCS 建议操作点击**"是一种企业专用 RCS 交易类型，表示用户点击任何建议操作。计费逻辑：每次点击都会生成一个计费事件，具体规定，请参阅以下链接：美国计费模式 | 企业专用 RCS | 开发者专用 Google。
AI CREDITS SERVICE DESCRIPTION	**AI Credits 服务说明**
1. Service Description INFOBIP Services include a solution that enables the CLIENT to leverage AI-powered capabilities across the INFOBIP Platform. AI Credits is a standalone product that serves as the unified billing mechanism for all AI services, whether used within INFOBIP's AgentOS suite through CPaaS AI features, or as part of custom AI agent implementations built by the CLIENT.	**1. 服务说明** INFOBIP 服务包含一项解决方案， 使客户能够在 INFOBIP 平台上充分利用人工智能能力。AI Credits 是一款独立产品，作为所有 AI 服务的统一计费机制，无论是在INFOBIP 的AgentOS 套件中通过CPaaS AI 功能使用，还是作为客户自建 AI 智能体实施的一部分。
The AI Credits service includes: (a) Access to AI-powered features across the INFOBIP Platform, including but not limited to automated conversational AI, AI-assisted agent tools, AI-driven analytics, and custom AI agent capabilities. (b) Credit tracking and visibility tools, enabling the CLIENT to monitor credit consumption, view per-feature usage breakdowns, and configure threshold alerts.	AICredits 服务包括： (a) 访问 INFOBIP 平台上的人工智能功能，包括但不限于自动化对话式 AI、AI 辅助座席工具、AI 驱动分析及自定义 AI 智能体能力。 (b) 追踪与可见性工具，使客户能够监控积分消耗情况、查看各功能使用明细，并配置用量阈值提醒。
In providing the AI Credits Services, INFOBIP shall:	在提供 AI Credits 服务时，INFOBIP 应：

(a) Ensure that connectivity between the CLIENT's information system and the INFOBIP Platform is tested and operational. (b) Process AI requests generated by the CLIENT and deliver responses through the INFOBIP Platform. (c) Track and report the CLIENT's AI Credit consumption, providing per-feature usage breakdowns. (d) Ensure continuity of AI services when the CLIENT's included credit allocation is exhausted, billing additional usage at the contracted per-credit rate. (e) Invoice the CLIENT for all INFOBIP charges related to the provision of AI Credits services. (f) Manage all necessary technical and operational aspects to ensure the functionality of the AI Credits services.	(a) 确保客户信息系统与 INFOBIP 平台之间的连接经过测试并正常运行。 (b) 处理客户生成的 AI 请求，并通过 INFOBIP 平台交付响应。 (c) 跟踪并报告客户的 AI Credits 消耗，提供各功能使用明细。 (d) 确保在客户套餐内积分配额耗尽后 AI 服务持续运行，并就超额使用按合同约定的单积分费率计费。 (e) 就 INFOBIP 提供AI Credits 服务所产生的所有费用向客户开具发票。 (f) 管理确保 AI Credits 服务正常运行所需的全部技术及运营事宜。
The CLIENT undertakes to: (a) Provide all necessary configuration information through the completion of technical forms provided by INFOBIP. (b) Ensure its information systems are configured to send requests to and receive responses from the Platform. (c) Maintain compliance with applicable laws in its use of AI-powered features and the content generated through them. (d) Fulfill all payment obligations as per the agreement.	客户承诺： (a) 通过填写 INFOBIP 提供的技术表格，提供所有必要的配置信息。 (b) 确保其信息系统已配置为向平台发送请求并接收响应。 (c) 在使用人工智能功能及其生成内容时遵守适用法律。 (d) 按协议履行所有付款义务。
2. Chargeable Events and Other AI Credits Particulars The AI Credits services include a single, unified billing unit — the AI Credit — for the consumption of all AI-powered features available on the INFOBIP Platform. **"Chargeable Event"** refers to any use of an AI-powered feature on the INFOBIP Platform that results in the consumption of AI Credits. **"AI Credit"** is the single billing unit for all AI services on the INFOBIP Platform. All AI-powered features — across AgentOS and CPaaS — consume from one shared credit pool. There are no separate credit types or separate pools for different product lines or features. An AI Credit shall be consumed when the CLIENT's use of a feature on the INFOBIP Platform requires AI processing, including but not limited to generating responses, analysing content, classifying intent, processing prompts, or executing AI-driven tasks.	**2. 收费项目及其他 AI Credits** 详情 AI Credits 服务使用单一统一的计费单位 – AI Credit – 用于 INFOBIP 平台上所有人工智能功能的消耗。 **「收费项目」**是指在 INFOBIP 平台上使用任何导致 AI Credits 消耗的人工智能功能。 「AI Credits」是 INFOBIP 平台上所有 AI 服务的单一计费单位。所有人工智能功能—涵盖 AgentOS 和 CPaaS—均从一个共享积分池中消耗。不同产品线或功能之间不设单独的积分类型或独立积分池。 当客户使用 INFOBIP 平台上的某项功能需要进行 AI 处理时，即消耗 AI Credits，包括但不限于生成回复、分析内容、分类意图、处理提示词或执行 AI 驱动的任务。每次使用所消耗的 AI Credits 数量因功能而异。

The number of AI Credits consumed per use may vary by feature. AI Credits measure AI work performed, not messages sent or received. A single End-User interaction may consume multiple AI Credits, as the AI may perform several processing steps — such as intent classification, knowledge retrieval, reasoning, and response generation — before producing a final outcome. Equally, AI processing may occur without resulting in an outbound message to the End-User. AI-powered features that serve as Platform utilities may be included at no additional credit cost as part of the INFOBIP Platform. INFOBIP reserves the right to reclassify features between credit-consuming features and included features at its own discretion. Additionally, all per-credit pricing, allocations, and consumption rates are subject to change at INFOBIP's sole discretion. INFOBIP reserves the right to modify, amend, or update the per-credit amounts for any service, feature, or functionality without prior notice.	AI Credits 衡量的是 AI 所执行的工作量，而非发送或接收的消息数量。单次终端用户交互可能消耗多个 AI Credits，因为 AI 在生成最终结果前可能执行多个处理步骤——例如意图分类、知识检索、推理及回复生成。同样，AI 处理过程也可能在未向终端用户发送任何 🎧 站消息的情况下发生。 作为平台基础功能的 AI 驱动特性可能作为 INFOBIP 平台的组成部分免费提供，无需额外消耗积分。INFOBIP 保留自行决定将功能在消耗积分功能与免费功能之间重新分类的权利。此外，所有单积分定价、积分分配及消耗费率均可由 INFOBIP 自行决定予以调整。INFOBIP 保留在未经事先通知的情况下，对任何服务、功能或特性的单积分数量进行修改、变更或更新的权利。
Credit Allocation AI Credits may be included as part of the AgentOS Platform Fee, with the allocation determined by the CLIENT's contracted plan. AI Credits may also be made available through a free trial allocation under terms determined by INFOBIP. When the CLIENT's included credit allocation is exhausted, AI services shall continue without interruption. The CLIENT shall however be billed for additional AI Credits consumed beyond the included allocation at the contracted per-credit rate. Included AI Credits reset at the beginning of each billing month. Unused AI Credits do not carry over to the following month.	积分分配 AI Credits 可作为AgentOS 平台费用的组成部分，具体分配数量以客户合同约定的方案为准。AI Credits亦可通过免费试用配额的形式提供，具体条款由 INFOBIP 自行确定。 当客户已含积分配额耗尽后，AI 服务将持续运行，不会中断。但客户须就超出已含配额的额外 AI Credits 消耗，按合同约定的单积分费率支付相应费用。 已含 AI Credits 于每个计费月月初重置，未使用的 AI Credit 不予结转至下一计费月。
Subaccounts AI Credits configuration applied to the CLIENT's main account shall automatically extend to all associated subaccounts. No separate activation or configuration is required at the subaccount level.	子账户 适用于客户主账户的 AI Credits 配置将自动延伸至所有关联子账户，无需在子账户层级进行单独激活或配置。
Relationship to AI Assistant AI Credits and the GenAI product (including the AI Assistant as defined in product documentation provided by INFOBIP) are mutually exclusive — an account cannot have both active simultaneously. Activation of AI Credits on an account where GenAI is active shall result in the deprovisioning of the GenAI service. This transition is permanent; GenAI cannot be reactivated on that account thereafter.	**与 AI Assistant 的关系** AI Credits 与 GenAI 产品（包括INFOBIP 产品文档中定义的 AI Assistant）相互排斥——同一账户不得同时激活两者。在已激活 GenAI 的账户上激活 AI Credits，将导致 GenAI 服务被取消部署。此转变为永久性的，此后该账户将无法重新激活 GenAI。

3. Location of AI Credits Data Processing AI Credits services are available to CLIENTS globally. However, data processing within AI Credits services will be conducted in one of the following regions: the European Union or the United States of America. The CLIENT acknowledges that data processing will occur in one of these specified locations.	**3. AI Credit 数据处理地点** AI Credits 服务面向全球客户提供。但AI Credits 服务中的数据处理将在以下地区之一进行：欧盟或美利坚合众国。客户确认数据处理将在上述指定地点之一进行。
AgentOS Service Description	**AgentOS 服务说明**
1. Service Description AgentOS is INFOBIP's AI-native omnichannel conversational experience platform enabling CLIENTS to automate and manage customer engagement experiences across multiple communication channels. It allows CLIENT to design, deploy, and operate autonomous AI agents that orchestrate contextual conversations, integrate customer data, and route inquiries between automated systems and human agents in real time. AgentOS combines agentic AI intelligence, the Conversational Customer Data Platform (Conversational CDP), and a unified interaction layer to enable seamless customer engagement through chat, voice, and digital channels in a single platform. CLIENT can build fully dynamic workflows that trigger based on customer behaviour, conversation context, or external data sources.	**1.** 服务描述 AgentOS 是 INFOBIP 的 AI 原生全渠道对话体验平台，使客户能够跨多个通信渠道自动化并管理客户互动体验。该平台允许客户设计、部署和运营自主 AI 智能体，实现上下文对话编排、客户数据整合，并在自动化系统与人工坐席之间实时路由查询。 AgentOS 将智能体 AI 能力、对话式客户数据平台（对话式 CDP）及统一交互层相结合，通过单一平台在聊天、语音及数字渠道实现无缝客户互动。客户可构建完全动态的工作流，根据客户行为、对话上下文或外部数据源触发执行。
AgentOS is accessible via a web interface and/or API and comprises the following principal functionalities: **Journey Orchestration:** Design and automation of sophisticated omnichannel customer journeys with event- and behaviour-triggered messaging. Includes flow automation for campaign management, drag-and-drop journey and AI agent builder, advanced personalisation and segmentation, and send-time optimisation. **AI Agents:** Creation, execution, and continuous improvement of autonomous AI Agents capable of independent goal-oriented interactions, powered by retrieval-augmented-generation (RAG)and large language model (LLM) inference. Includes multi-agent orchestration, rule-based and intent-based chatbot builder, multilingual support, seamless handoff to human agents with full context preservation, and Voice AI. **Human-AI Oversight:** Dynamic transfer from AI to human agents when escalation conditions or sentiment criteria are met, supported by a unified omnichannel inbox with intelligent routing, customer	AgentOS 可通过网页界面和/或 API 访问，包含以下主要功能： **旅程编排：** 设计并自动化复杂的全渠道客户旅程，支持基于事件和行为触发的消息推送。包括营销活动流程自动化、拖拽式旅程及 AI 智能体构建器、高级个性化与用户分群，以及发送时间优化。 **AI 智能体：** 创建、执行并持续优化能够独立完成目标导向交互的自主 AI 智能体， 由检索增强生成（RAG）和大语言模型（LLM）推理驱动。包括多智能体编排、基于规则和意图的聊天机器人构建器、多语言支持、携带完整上下文的人工坐席无缝转接，以及语音 AI。 **人机协同监督：** 在满足升级条件或情感判断标准时，动态将对话从 AI 转交人工坐席，由统一全渠道收件箱支持智能路由、包含 360° 对话历史的客户上下文卡片、工作流自动化，以及面向人工坐席的 AI 辅助工具（包括但不限于建议回复、对话摘要、坐席副驾、自动处置表单及其他写作辅助工具）。

context cards with 360° conversation history, workflow automation, and AI-assisted tooling for human agents such as but not limited to suggested reply, conversation summary, agent copilot, automatic disposition forms, and other writing assistance tools). **Conversational CDP:** Consolidation and synchronisation of data from customer interactions across all channels to a unified customer profile store, enabling improved personalisation, audience segmentation, and AI grounding via precision RAG pipeline. **Insights:** AI-driven analytics and reporting of interaction outcomes, journey effectiveness, AI agent performance, and overall engagement, including AI-powered success evaluation, topic detection, recommendations, and customisable dashboards.	**对话式 CDP：** 将所有渠道客户交互数据整合并同步至统一客户档案库，通过精准 RAG 管道提升个性化能力、受众分群效果及AI 数据基础。 **洞察分析：** 基于 AI 的交互结果、旅程效果、AI 智能体表现及整体互动分析与报告，包括 AI 驱动的成效评估、话题检测、优化建议及可定制化仪表板。
2. Chargeable Events and Other AgentOS Particulars The AgentOS service contains the following types of Chargeable Events, which define how and when INFOBIP invoices the CLIENT for service usage. These Chargeable Events correspond to specific message types, interaction flows, and system usage within the AgentOS environment.	**2. 收费项目及其他 AgentOS** 详情 AgentOS 服务包含以下类型的计费事件， 定义了 INFOBIP 就服务使用向客户开具发票的方式与时机。这些计费事件对应 AgentOS 环境中特定的消息类型、交互流程及系统使用情况。
"**Chargeable Event"** shall mean any of the below definitions, whether as individual or collective charges, as outlined in the Business Proposal shared with the CLIENT: • "**AgentOS Processing Fee"** is a Chargeable Event applied to each event triggered by (i) an outbound message submitted by the CLIENT to End-Users, whereby the Chargeable Event is triggered when the message is submitted, or by (ii) an established call, answered by the End-User, or by an answering machine, or by CLIENT's application, whereby the Chargeable Event is triggered every 15 seconds. The Chargeable Event is applied on a per-message basis or on a per-call basis, depending on the trigger described above, and billed monthly based on the total number of Chargeable Events generated by messages submitted and/or duration of established calls. • "**AgentOS Platform Fee"** is a recurring monthly fee that provides the CLIENT with access to the AgentOS platform and its core components. This Chargeable Event covers the availability and maintenance of all	**"计费事件"**指以下任一定义，无论是单项收费还是合并收费，均以向客户提供的商业提案为准： • **"AgentOS 处理费"**是针对以下情形触发的每个事件所适用的计费事件：（i）客户向终端用户提交🎧站消息，计费事件于消息提交时触发；或（ii）已建立的通话，由终端用户、答录机或客户应用程序接听，计费事件每 15 秒触发一次。 计费事件按每条消息或每次通话计算，视上述触发条件而定，每月根据已提交消息产生的计费事件总数和/或已建立通话的总时长进行账单结算。 • **"AgentOS 平台费"**是向客户提供AgentOS 平台及其核心组件访问权限的每月 recurring 费用。该计费事件涵盖所有基础平台要素的可用性与维护，包括编排层（旅程编排）、分析框架（洞察分析）、AI 智能体配置环境（AI 智能体）及对话管理能力（对话式 CDP）。AgentOS 平台费于每月第一天计费，并受本文件规定的合理使用政策约束。

essential platform elements, including its orchestration layer (Journey Orchestration), analytics framework (Insights), AI agent configuration environment (AI Agents), and conversational management capabilities (Conversational CDP). AgentOS Platform Fee is billed at the first day of each month, and is subject to the Fair Usage Policy as defined herein. • "**Named User Seat"** is a Chargeable Event corresponding to a number of named users associated with the CLIENT's account, who have access to a unified omnichannel inbox where the named user can view and manage person-to-CLIENT interactions as part of the AgentOS product. Named User Seats are charged on a per-seat (i.e., per-named user), per-month basis and are billed at the first day of each month based on the total number of allocated Named User Seats at that time. If a new Named User Seat is provisioned within the current billing month, an additional Named User Seat will be charged at the time of provisioning at the full monthly cost, without proration. The initial charges for the first month of product activation are prorated based on the day of transfer/activation. Deprovisioning and subsequently re-adding a Named User Seat within the same billing month does not incur an additional Named User Seat charge. Named Users Seats cannot be transferred from one user to another and/or shared simultaneously by more users. Notwithstanding the above, the CLIENT shall be prohibited from using Named User Seats for more than 1 (one) concurrent session. A named user shall be any person that has access to the unified omnichannel inbox part of the AgentOS product (such as: admin, supervisor, agent, or any other role, except for the users assigned with the viewer role). • **"AI Credits"** shall have the meaning ascribed to it in the AI Credits service description provided within the INFOBIP Services portfolio, available here: https://www.infobip.com/policies/service-description	• **"具名用户席位"**是与客户账户关联的具名用户数量所对应的计费事件，具名用户可访问统一全渠道收件箱，在 AgentOS 产品中查看和管理个人与客户的交互。 具名用户席位按每席位（即每位具名用户）每月计费，于每月第一天根据当时已分配的具名用户席位总数进行账单结算。若在当前计费月内新增具名用户席位，将在分配时按完整月费收取额外费用，不予按比例折算。首月产品激活费用按转移/激活日期按比例计算。在同一计费月内取消分配后重新添加具名用户席位，不产生额外的具名用户席位费用。具名用户席位不可在用户之间转让，亦不可由多名用户同时共享。尽管有上述规定， 客户不得将具名用户席位用于超过 1（一）个并发会话。 具名用户指任何可访问 AgentOS 产品统一全渠道收件箱的人员（例如：管理员、主管、坐席或任何其他角色，拥有查看者角色的用户除外）。 • **"AI Credits"**的含义以 INFOBIP 服务组合中提供的 AI Credits 服务说明为准， 详见：https://www.infobip.com/policies/service-description
3. Fair Usage Policy To ensure proportional use, AgentOS applies the following policy:	**3. 合理使用政策** 为确保服务的合理使用，AgentOS 适用以下政策：

• For every inbound message received within the AgentOS service , there should be at least three outbound messages sent monthly. • For each unique user profile stored in Conversational CDP, there should be at least three outbound messages sent monthly. If this ratio is not maintained, INFOBIP reserves the right to apply a mandatory AgentOS Platform Fee or adjust the CLIENT's billing plan.	• 在 AgentOS 服务中，每收到一条入站消息，每月应至少发送三条出站消息。 • 对话式 CDP 中存储的每个唯一用户档案，每月应至少发送三条出站消息。 若未能维持上述比例，INFOBIP 保留强制收取 AgentOS 平台费或调整客户计费方案的权利。

SocketLabs Spotlight

Service Description	服务描述
"SocketLabs Spotlight" shall mean the email analytics and reputation monitoring service provided by INFOBIP to CLIENT, which ingests CLIENT's email sending and engagement data — whether generated via the INFOBIP Platform or transmitted from a connected third-party email sending platform — to provide reputation scoring, performance monitoring, and guided diagnostic insight. Available features and data retention depend on CLIENT's subscribed plan.	**“SocketLabs Spotlight”** 是指INFOBIP向客户提供的电子邮件分析与信誉监测服务，该服务摄取客户的电子邮件发送及互动数据——无论该数据是通过INFOBIP平台生成，还是从已连接的第三方电子邮件发送平台传输而来——以提供信誉评分、性能监测及指导性诊断洞察。可用功能及数据保留期限取决于客户所订阅的套餐。
Chargeable Events and Other SocketLabs Spotlight Particulars	计费事件及SocketLabs Spotlight其他细则
"Chargeable Event" means, as applicable to CLIENT's plan, (a) each Processed Email ingested by SocketLabs Spotlight, or (b) the recurring subscription fee for CLIENT's SocketLabs Spotlight plan.	**“计费事件”** 是指，根据客户套餐的适用情况：(a) SocketLabs Spotlight所摄取的每一封已处理电子邮件；或(b) 客户SocketLabs Spotlight套餐的经常性订阅费用。 •
"Processed Email" means each email message and its associated delivery and engagement data ingested by SocketLabs Spotlight, regardless of whether sent through the INFOBIP Platform or a connected third-party email sending platform.	**“已处理电子邮件”** 是指SocketLabs Spotlight所摄取的每一封电子邮件消息及其相关的投递与互动数据，无论该邮件是通过INFOBIP平台发送，还是通过已连接的第三方电子邮件发送平台发送。
"Connector" means the integration used to transmit CLIENT's data from a third-party email sending platform into SocketLabs Spotlight.	**“连接器”** 是指用于将客户数据从第三方电子邮件发送平台传输至SocketLabs Spotlight的集成程序。
Chargeable Events are billed in accordance with CLIENT's plan and may include a fixed fee for an included volume of Processed Emails, usage-based fees above that volume, per-seat fees, or custom Enterprise pricing.	计费事件根据客户的套餐进行计费，可能包括针对所含处理电子邮件数量的固定费用、超出该数量部分的按使用量计费费用、按席位计费的费用，或定制的企业版定价。

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING FEATURES TERMS	**人工智慧与机器学习功能条款**
These artificial intelligence and machine learning features terms (the "**Terms**") are effective between CLIENT and PROVIDER as of the date on which the CLIENT first enables or uses any AI/ML Feature (as defined below) within the PROVIDER Services.	这些人工智慧与机器学习功能条款（"**本条款**"）自客户首次在提供方服务中启用或使用任何 AI/ML 功能（定义如下）之日起，对客户与提供方生效。
IF THE CLIENT DOES NOT AGREE TO THESE TERMS, CLIENT MUST NOT ENABLE OR USE ANY AI/ML FEATURE.	**若客户不同意本条款，客户不得启用或使用任何 AI/ML 功能。**
These Terms form part of the Agreement (as defined below) between the CLIENT and the applicable Infobip entity that entered into such Agreement.	本条款构成客户与签订该协议的适用 Infobip 实体之间的协议（定义如下）的一部分。
By enabling, accessing, or using any AI/ML Feature on behalf of CLIENT, the individual doing so represents and warrants that they are duly authorized to act on behalf of CLIENT and to bind CLIENT to these Terms and any applicable supplemental terms.	透过代表客户启用、存取或使用任何 AI/ML 功能的个人，声明并保证其已获正式授权代表客户行事，并使客户受本条款及任何适用补充条款的约束。
For purposes of these Terms, the contracting Infobip entity under the Agreement shall be referred to as "PROVIDER" or "Infobip", and the CLIENT entity accepting or using the AI/ML Features shall be referred to as "CLIENT".	就本条款而言，协议项下的缔约 Infobip 实体简称为"**提供方**"或"**Infobip**"，而接受或使用 AI/ML 功能的客户实体称为"**客户**"。
1. DEFINITIONS	1. 定义
For the purposes of these Terms, the following definitions apply:	就本条款而言，下列定义适用：
"Agreement" shall mean any contract, agreement, terms and conditions, or other legally binding agreement entered into between PROVIDER and CLIENT, pursuant to which PROVIDER provides PROVIDER Services to CLIENT;	"**协议**"系指提供方与客户之间订立的任何合约、协议、条款及细则或其他具有法律约束力的协议，根据该协议，提供方向客户提供提供方服务；
"AI/ML Content" shall mean (a) Input (as defined below) that is processed through any AI/ML Feature or (b) Output (as defined below) generated by any AI/ML Feature;	"**AI/ML 内容**"系指 (a) 经由任何 AI/ML 功能处理的输入（定义如下），或 (b) 由任何 AI/ML 功能产生的输出（定义如下）；
"AI/ML Feature Documentation" shall mean PROVIDER's standard technical documentation for the AI/ML Features as amended from time to time, the current version of which is available at https://www.infobip.com/docs;	"**AI/ML 功能文件**"系指提供方不时修订的 AI/ML 功能标准技术文件；目前版本可于 https://www.infobip.com/docs 查阅；
"AI/ML Features" shall mean PROVIDER's or, subject to clause 4.4 (Third-Party AI Providers) of these Terms, a Third-Party AI Provider's, artificial intelligence, machine learning technology that (a) processes Input to generate, classify, rank, recommend, predict, transform, analyze, or otherwise produce content, outputs, results, or executes tasks using tools or based on objectives given; (b) is included as part of the PROVIDER Services, limited to AgentOS, GEN AI and AI-powered features within PROVIDER's CPaaS platform; and (c) is enabled by CLIENT within CLIENT's account;	"**AI/ML 功能**"系指提供方或（受本条款第 4.4 条（第三方 AI 提供方）约束）第三方 AI 提供方的人工智慧、机器学习技术，该技术 (a) 处理输入，以产生、分类、排序、推荐、预测、转换、分析或以其他方式生成内容、输出或结果，或使用工具或根据所提供的目标执行任务；(b) 作为提供方服务的一部分提供，仅限于 AgentOS、GEN AI 及提供方 CPaaS 平台中的 AI 驱动功能；且 (c) 由客户在其帐户中启用；

"Feedback" shall mean any suggestions, ideas, enhancement requests, recommendations, or evaluations provided by CLIENT or its End-Users regarding the AI/ML Features, whether provided formally or through ordinary use;	"**回馈**" 系指客户或其终端使用者就 AI/ML 功能提供的任何建议、构想、功能改进请求、推荐或评估，无论是正式提供或于一般使用过程中提供；
"High Risk Activities" shall mean any operation (a) of nuclear facilities, air traffic control, life support systems, or clinical purposes; (b) that is directly overseen by, or requires clearance or approval from, a regulatory authority; (c) that could lead to death, personal injury, or environmental damage; (d) that constitutes solely automated decision-making to make a legal, significant, consequential, or similar high-risk decision regarding an individual, a group, or subjects of the decision; (e) that constitutes a use case classified as prohibited, unacceptable or high risk under applicable law or regulation; or (f) that otherwise constitutes prohibited use, high risk, or unacceptable risk relating to the use of the AI/ML Features under applicable law or regulation;	"**高风险活动**" 系指以下任何操作或活动：(a) 核能设施、航空交通管制、生命维持系统的运作，或临床用途；(b) 直接受监管机关监督，或须取得监管机关许可或核准的操作；(c) 可能导致死亡、人身伤害或环境损害的操作或活动；(d) 仅透过自动化决策，就个人、群体或决策对象作出法律上、重大、具深远影响或类似的高风险决定的活动；(e) 根据适用法律或法规，被归类为禁止、不可接受或高风险的使用情境；或 (f) 根据适用法律或法规，其他涉及使用 AI/ML 功能且属于禁止、高风险或不可接受风险的活动；
"Input" shall mean any data, information, prompt, instruction, content, or other material submitted, provided, transmitted, or otherwise made available by or on behalf of CLIENT or its End-Users for processing by an AI/ML Feature;	"**输入**" 系指由客户或其终端使用者，或代表客户或其终端使用者，为供 AI/ML 功能处理而提交、提供、传送或以其他方式提供的任何资料、资讯、提示、指示、内容或其他材料；
"Metadata" means technical, operational, diagnostic, telemetry, usage, interaction, and performance data, including logs, records, and related information, generated through the operation of the AI/ML Features in connection with CLIENT's or its End-Users' access to or use of the AI/ML Features. Metadata does not include the substantive content of any Input or Output;	"**中继资料**" 系指因客户或其终端使用者存取或使用 AI/ML 功能，而在 AI/ML 功能运作过程中产生的技术、营运、诊断、遥测、使用、互动及效能资料，包括日志、纪录及相关资讯。中继资料不包括任何输入或输出的实质内容；
"Output" shall mean any data, information, content, or other result or action generated by an AI/ML Feature in response to, or based on, Input;	"**输出**" 系指 AI/ML 功能为回应输入或基于输入而产生的任何资料、资讯、内容或其他结果或动作；
"Prohibited Data" shall mean any Personal Data, confidential data or information, Sensitive Data, or other category of data, that is expressly prohibited from use as Input in the applicable AI/ML Feature Documentation, via a notice in CLIENT's account, or under any applicable Third-Party AI Provider documentation or acceptable use terms identified by PROVIDER in Annex 1 or otherwise made available to CLIENT;	"**禁止资料**" 系指任何个人资料、机密资料或资讯、敏感资料或其他类别的资料，而根据适用的 AI/ML 功能文件、客户帐户中的通知，或提供方在附件 1 中指出或以其他方式提供予客户的任何适用第三方 AI 提供方文件或可接受使用条款，明确禁止将其用作输入；
"Sensitive Data" shall mean an individual's (a) social security number, passport number, driver's license number, or similar identifier (or any portion thereof); (b) credit or debit card number (other than the truncated last four digits of a credit or debit card number), financial information, bank account numbers, or passwords; (c) employment, financial, genetic, biometric or health information; (d) racial, ethnic, political, or religious affiliation, trade union membership, or information about sexual life or sexual orientation; (e) account passwords, mother's maiden name, or date of birth; (f) criminal history; or (g) any other information or combinations of	"**敏感资料**" 系指个人的：(a) 社会安全号码、护照号码、驾驶执照号码或类似识别码（或其任何部分）；(b) 信用卡或金融卡号码（信用卡或金融卡号码经截取显示的末四位数字除外）、财务资讯、银行帐户号码或密码；(c) 就业、财务、基因、生物辨识或健康资讯；(d) 种族或族裔出身、政治或宗教倾向或归属、工会会籍，或有关性生活或性取向的资讯；(e) 帐户密码、母亲婚前姓氏或出生日期；(f) 犯罪纪录；或 (g) 根据适用资料保护法中"敏感"或"特殊类别资料"的定义所涵盖的任何其他资讯或资讯组合；

information that fall within the definition of "sensitive" or "special categories of data" under Applicable Data Protection Law;	
"Service Use Policy" shall mean the PROVIDER's policy governing the use of the PROVIDER Services as amended from time to time, the current version of which is available at https://www.infobip.com/policies/service-use-policy; and	"**服务使用政策**" 系指提供方不时修订的规范提供方服务使用方式的政策；其现行版本可于 https://www.infobip.com/policies/service-use-policy 查阅；且
"Third-Party AI Provider" shall mean any third party whose artificial intelligence, machine learning technology is used by PROVIDER to provide some or all of the functionality of the AI/ML Features, as identified in Annex 1 to these Terms.	"**第三方 AI 提供方**" 系指提供方使用其人工智慧、机器学习技术，以提供 AI/ML 功能部分或全部功能的任何第三方，详见本条款附件 1。
Any capitalized term not defined in this Article 1 shall have the meaning ascribed to it in the Agreement, or, where applicable, the Data Processing Agreement concluded between the Parties.	本第 1 条未定义的任何首字母大写词语，应具有协议中赋予该词语的含义；或在适用情况下，具有双方订立的资料处理协议中赋予该词语的含义。
2. SCOPE OF THESE TERMS	2. 本条款的适用范围
2.1 AI/ML Features covered. These Terms apply to all AI/ML Features made available by PROVIDER as part of the PROVIDER Services and enabled by CLIENT within CLIENT's account. The AI/ML Features that rely on Third-Party AI Providers are identified in Annex 1 to these Terms, which may be updated from time to time in accordance with clause 7.6 of these Terms. PROVIDER may, from time to time, make additional AI/ML Features available subject to the provisions of these Terms and, where applicable, supplemental terms.	2.1 **涵盖的 AI/ML 功能。** 本条款适用于提供方作为提供方服务一部分提供，且由客户在其帐户中启用的所有 AI/ML 功能。依赖第三方 AI 提供方的 AI/ML 功能列于本条款附件 1，该附件得依据本条款第 7.6 条不时更新。提供方得不时提供其他 AI/ML 功能，并使其受本条款及（如适用）补充条款的约束。
2.2 Opt-in and disabling; optional nature. CLIENT must actively enable an AI/ML Feature in order to use it. AI/ML Features are entirely optional and are not required to use the PROVIDER Services. CLIENT's enabling or use of any AI/ML Feature constitutes CLIENT's acceptance of these Terms and any applicable supplemental terms with respect to such AI/ML Feature. CLIENT may disable or discontinue its use of any AI/ML Feature at any time, subject to the Agreement.	2.2**选择启用与停用；可选性质。**客户必须主动启用 AI/ML 功能，方可使用该功能。AI/ML 功能完全属于选择性功能，并非使用提供方服务的必要条件。客户启用或使用任何 AI/ML 功能，即表示客户接受本条款及适用于该 AI/ML 功能的任何补充条款。客户得随时停用或停止使用任何 AI/ML 功能，但应受协议约束。
3. CLIENT OBLIGATIONS	3. 客户义务
3.1 General compliance. CLIENT shall ensure that its access to and use of the AI/ML Features, including all AI/ML Content, complies with the Agreement, these Terms, the Service Use Policy and the applicable AI/ML Feature Documentation, third-party rights, as well as with applicable laws in CLIENT's jurisdiction. CLIENT shall not use AI/ML Features in any manner that is fraudulent, unlawful, or unauthorized.	3.1 **一般合规。**客户应确保其存取及使用 AI/ML 功能（包括所有 AI/ML 内容）均符合协议、本条款、服务使用政策、适用的 AI/ML 功能文件、第三方权利，以及客户所在司法管辖区的适用法律。客户不得以任何诈欺、违法或未经授权的方式使用 AI/ML 功能。
3.2 Lawfulness of Input. CLIENT is solely responsible for ensuring that it has all rights, licenses and consents required to submit Input to the PROVIDER or the AI/ML Features and that Input complies with all applicable laws and regulations,	3.2 **输入的合法性。**客户全权负责确保其拥有向提供方或 AI/ML 功能提交输入所需的一切权利、授权及同意，且输入符合所有适用法律及法规，包括适用资料保护法、制裁法律及出口管制规定。

including the Applicable Data Protection Law, sanctions laws and export controls.	
3.3 Use restrictions. Without prejudice to any use restrictions set out in the Agreement or elsewhere in these Terms, CLIENT shall not: (a) use the AI/ML Features: (i) to develop, train, improve, benchmark, validate, or otherwise support any artificial intelligence, machine learning, or similar models, systems, products, services, features, or technology of CLIENT or any third party; (ii) in a manner that falsely represents Output as solely human-generated where such representation would be misleading, deceptive, or unlawful; or (iii) for High Risk Activities; (b) reverse engineer, decompile, disassemble, or attempt to derive the source code, model weights, or architecture of any AI/ML Feature; or (c) probe or test the AI/ML Features in a manner intended to extract proprietary model behavior, decision logic, or training data.	3.3 **使用限制。**在不影响协议或本条款其他部分所载任何使用限制的前提下，客户不得：(a) 将 AI/ML 功能用于：(i) 开发、训练、改进、基准测试、验证或以其他方式支援客户或任何第三方的任何人工智慧、机器学习或类似模型、系统、产品、服务、功能或技术；(ii) 以可能造成误导、欺骗或违法的方式，将输出不实地表述为完全由人类生成；或 (iii) 高风险活动；(b) 对任何 AI/ML 功能进行逆向工程、反编译、反组译，或试图取得其原始码、模型权重或架构；或 (c) 以旨在撷取专有模型行为、决策逻辑或训练资料的方式探查或测试 AI/ML 功能。
3.4 Prohibited Data. CLIENT shall not use Prohibited Data as Input in connection with any AI/ML Feature.	3.4 **禁止资料。**客户不得将禁止资料作为任何 AI/ML 功能的输入。
3.5 End User Consents. Certain AI/ML Features, including those providing automatic speech recognition, speech-to-text or text-to-speech capabilities, or natural language understanding, may involve the monitoring or capture of real-time transcription of End-User communications and may require informed consent from End-Users in accordance with Applicable Law and, where applicable, the Applicable Data Protection Law (hereinafter: "Consents"). CLIENT shall obtain all required Consents prior to an End-User's use of, or interaction with, such AI/ML Features, and shall maintain appropriate records of all Consents obtained. CLIENT shall promptly provide evidence of all Consents to PROVIDER upon PROVIDER's written request.	3.5 **终端使用者同意。**某些 AI/ML 功能，包括提供自动语音辨识、语音转文字或文字转语音功能，或自然语言理解功能的 AI/ML 功能，可能涉及监控或撷取终端使用者通讯的即时转录内容，并可能依适用法律及（如适用）适用资料保护法，要求终端使用者提供知情同意（以下称“同意”）。客户应于终端使用者使用此类 AI/ML 功能或与其互动前，取得所有必要的同意，并妥善保存所有已取得同意的纪录。提供方提出书面要求后，客户应及时向提供方提供所有同意的证明。
3.6 Review of Output and task execution. CLIENT is solely responsible for reviewing, verifying, editing, evaluating, and amending (i) any Output before publishing, using, or relying on such Output, and (ii) any actions where the AI/ML Feature enables the performance of particular tasks or functions in an autonomous manner. CLIENT shall be responsible for verifying the scope of autonomous decision-making powers set within the AI/ML Features, ensuring appropriate human oversight, and ensuring appropriate transparency towards individuals that interact with the AI/ML Features. CLIENT acknowledges that Output may be inaccurate, incomplete, biased, offensive, or otherwise not suitable for its intended purpose, and that CLIENT assumes all risk arising from its use of or reliance on Output. CLIENT shall be solely responsible and liable for any decisions, actions, omissions, communications, or other consequences arising from or relating to CLIENT's or its End-Users' use of or reliance on Output. To the maximum extent permitted by Applicable Law, PROVIDER shall have no liability	3.6 **输出及任务执行的审查。**客户全权负责审查、验证、编辑、评估及修订 (i) 任何输出，并应于发布、使用或依赖该输出前完成上述作业；以及 (ii) AI/ML 功能以自主方式执行特定任务或功能时所采取的任何行动。客户应负责确认 AI/ML 功能所设定的自主决策权限范围、确保适当的人为监督，并确保对与 AI/ML 功能互动的个人保持适当的透明度（包括必要的告知）。客户知悉，输出可能不准确、不完整、有偏见、具冒犯性，或不适合其预定用途；客户并承担因使用或依赖输出而产生的一切风险。客户对于因客户或其终端使用者使用或依赖输出而产生或相关的任何决定、行动、不作为、通讯或其他后果，均负唯一责任。于适用法律允许的最大范围内，提供方不就因输出而产生或与输出相关的任何事项承担任何责任，包括输出的任何不准确、不完整、有偏见、冒犯性、有害、不安全、违法、侵权、未能生成输出、不适合任何用途，或输出的任何其他缺陷或特性；亦包括输出并非唯一，或向其他客户或第三方产生或提供相同或类似输出的情形。

arising from or relating to any Output, including any inaccuracy, incompleteness, bias, offensiveness, harmfulness, unsafety, unlawfulness, infringement, failure to generate Output, lack of suitability for any purpose, or other defect or characteristic of Output, or the fact that Output is not unique or that the same or similar Output is generated for, or provided to, other customers or third parties.	
4. PROVIDER OBLIGATIONS	4. 提供方的义务
4.1 Permitted processing purposes. PROVIDER shall process AI/ML Content and Metadata only to the extent required and in the appropriate manner necessary to provide the AI/ML Features to CLIENT under the Agreement and these Terms.	4.1 **允许的处理目的。** 提供方仅得在依据协议及本条款向客户提供 AI/ML 功能所需的范围内，并以必要且适当的方式处理 AI/ML 内容及中继资料。
4.2 Processing of AI/ML Content and Metadata. PROVIDER shall process AI/ML Content and/or Metadata only for the purposes listed below: i. as authorized by CLIENT; ii. as set forth in the Agreement and these Terms; iii. as necessary to comply with applicable law or regulation; iv. with respect to Metadata: in order to provide, maintain, improve, develop, support, secure, and operate the AI/ML Features, and to improve, train, re-train, and fine-tune the AI/ML Features and related machine learning models, including the use of Metadata to detect, investigate, and prevent security incidents, network exploits, abuse, spam, and violations of the Service Use Policy, or v. to process AI/ML Content and Metadata to provide and improve, train, or fine-tune the AI/ML Features solely for CLIENT's benefit in connection with CLIENT's use of such AI/ML Features, and not to train, re-train, or fine-tune any models, systems, or services made available to other customers.	**4.2 AI/ML 内容及中继资料的处理。** 提供方仅得基于下列目的处理 AI/ML 内容及／或中继资料： i. 经客户授权； ii. 依协议及本条款所规定； iii. 为遵守适用法律或法规所必要； iv. 就中继资料而言，为提供、维护、改进、开发、支援、保护及运作 AI/ML 功能，以及改进、训练、重新训练及微调 AI/ML 功能和相关机器学习模型；包括使用中继资料侦测、调查及防止安全事件、网路漏洞利用行为、滥用、垃圾讯息，以及违反服务使用政策的情形；或 v. 处理 AI/ML 内容及中继资料，以提供及改进、训练或微调 AI/ML 功能，且仅为客户的利益，并与客户使用该等 AI/ML 功能相关；不得用于训练、重新训练或微调提供予其他客户使用的任何模型、系统或服务。
4.3 Training restriction. **PROVIDER shall not use AI/ML Content to improve, train, or fine-tune any related models used to provide the applicable AI/ML Features to CLIENT, unless CLIENT has accepted supplemental terms expressly permitting such use.**	4.3 **训练限制。除非客户已接受明确允许此类使用的补充条款，否则提供方不得使用 AI/ML 内容来改进、训练或微调用于向客户提供适用 AI/ML 功能的任何相关模型。**
4.4 Third-Party AI Providers. PROVIDER may use artificial intelligence, machine learning technology provided by a Third-Party AI Provider to provide some or all of the functionality of the AI/ML Features. By enabling the AI/ML Features, CLIENT acknowledges and agrees that PROVIDER and its Affiliates may disclose Input as reasonably necessary to provide, maintain, secure, or support the applicable AI/ML Features, to the applicable Third-Party AI Provider; provided, however, that no Input shall be disclosed to a Third-Party AI Provider for the purpose of training or fine-tuning its underlying base model, without CLIENT's prior acceptance of or agreement to supplemental terms expressly	4.4 **第三方 AI 提供方。**提供方得使用第三方 AI 提供方所提供的人工智慧、机器学习技术，以提供 AI/ML 功能的部分或全部功能。客户启用 AI/ML 功能，即表示客户知悉并同意，提供方及其关系企业得向适用的第三方 AI 提供方揭露输入，但仅限于合理必要的范围，以提供、维护、保护或支援适用的 AI/ML 功能；惟未经客户事先接受或同意明确允许此类使用的补充条款，不得为训练或微调第三方 AI 提供方的基础模型之目的，向其揭露任何输入。使用第三方 AI 提供方的 AI/ML 功能及适用的可接受使用条款，列于本条款附件 1。提供方得依据本条款第 7.6 条，不时新增、移除、更换或以其他方式变更用于 AI/ML 功能的

permitting such use. The AI/ML Features that use Third-Party AI Providers and the applicable acceptable use terms are identified in Annex 1 to these Terms. PROVIDER may add, remove, replace or otherwise modify any Third-Party AI Provider used in connection with the AI/ML Features from time to time, in accordance with clause 7.6. CLIENT shall comply with the applicable acceptable use terms of each Third-Party AI Provider as identified in Annex 1 (as amended from time to time). PROVIDER is not an agent of, nor in a joint venture with, any Third-Party AI Provider.	任何第三方 AI 提供方。客户应遵守附件 1 所列各第三方 AI 提供方适用的可接受使用条款（包括其不时修订的版本）。提供方并非任何第三方 AI 提供方的代理人，亦未与其成立合资关系。
5. DATA PROTECTION	5. 资料保护
5.1 Relationship with the Data Processing Agreement. To the extent that AI/ML Content contains personal data as defined under Applicable Data Protection Law, such personal data shall be processed in accordance with the Data Processing Agreement concluded between the Parties, which forms an integral part of the Agreement. In the event of any conflict between these Terms and the Data Processing Agreement with respect to the processing of personal data, the provisions of the Data Processing Agreement shall prevail.	5.1 **与资料处理协议的关系。**若 AI/ML 内容包含适用资料保护法所定义的个人资料，该个人资料应依双方订立并构成协议不可分割一部分的资料处理协议进行处理。若本条款与资料处理协议就个人资料的处理有所冲突，应以资料处理协议的规定为准。
5.2 CLIENT responsibility. CLIENT is solely responsible for ensuring that any personal data included in Input is processed lawfully and that CLIENT has obtained all necessary authorizations and consents from Data Subjects for such processing, including for the onward processing of such data by Third-Party AI Providers identified in Annex 1. Where AI/ML Content contains personal data, CLIENT shall ensure that it has an appropriate legal basis for such processing and that it has provided Data Subjects with all required information. CLIENT shall not submit any personal data without first ensuring compliance with the applicable Data Processing Agreement concluded between the Parties.	5.2 **客户的责任。**客户全权负责确保输入中包含的任何个人资料均依法处理，并已取得资料当事人对该等处理所需的一切授权及同意，包括就附件 1 所列的第三方 AI 服务提供者进一步处理该等资料所需的授权及同意。若 AI/ML 内容包含个人资料，客户应确保该等处理具有适当的法律依据，并已向资料当事人提供所有必要资讯。客户不得提交任何个人资料，除非已先确保符合双方订立的适用资料处理协议。
6. INTELLECTUAL PROPERTY	6. 智慧财产权
6.1 PROVIDER ownership and CLIENT's access rights. The AI/ML Features are owned by PROVIDER or licensed to PROVIDER by third parties. CLIENT acquires no ownership interest in the AI/ML Features or any underlying models. PROVIDER grants CLIENT a non-exclusive, non-transferable, limited license to access and use the AI/ML Features solely during the Term, for CLIENT'S internal business purposes. All rights not expressly granted are reserved to PROVIDER and its third-party model providers respectively.	6.1 **提供方的所有权及客户的存取权。**AI/ML 功能由提供方拥有，或由第三方授权予提供方。客户不取得 AI/ML 功能或任何底层模型的任何所有权。提供方授予客户非专属、不可转让且有限的授权，允许客户仅于合约期限内，为客户的内部业务目的存取及使用 AI/ML 功能。未明确授予的所有权利，分别由提供方及其第三方模型提供者保留。
6.2 Feedback. To the extent CLIENT or its End-Users contribute, suggest, or otherwise give rise to any improvement to the AI/ML Features, whether through Feedback, through patterns of use, or otherwise, CLIENT hereby grants to PROVIDER a perpetual, transferable, sublicensable (through multiple tiers), royalty-free and non-exclusive license	6.2 **回馈。**若客户或其终端使用者透过回馈、使用模式或其他方式，促成、建议或以其他方式产生 AI/ML 功能的任何改进，客户特此授予提供方永久、可转让、可再授权（包括多层次再授权）、免权利金且非专属的授权，允许提供方使用该等改进及建议，且无须支付额外报酬。在适用法律允许的最大范围内，客

to use such improvements and suggestions, without additional compensation. CLIENT waives any moral rights or similar rights in such contributions to the fullest extent permitted by applicable law.	户放弃其对该等贡献所享有的任何著作人格权或类似权利。
6.3 CLIENT Ownership. As between the parties, except for the rights expressly granted under these Terms, CLIENT retains all rights, title, and interest in and to Inputs. Subject to the limited licenses granted in the Agreement, PROVIDER acquires no right, title or interest from CLIENT or its licensors under these Terms in or to any Output, and to the extent that any such right, title or interest therein vests in PROVIDER, PROVIDER agrees to, and hereby does, assign to CLIENT, such rights, provided, however, the foregoing assignment extends only to the Output created by the AI/ML Features on the basis of CLIENT's Inputs. For the avoidance of doubt, this assignment shall not include any pre-existing PROVIDER intellectual property rights. Nothing in these Terms prevents similar or identical prompts or output from being independently submitted to or generated by AI/ML Features.	6.3 **客户的所有权。**就双方而言，除本条款明确授予的权利外，客户保留对输入的一切权利、所有权及利益。在不影响协议所授予的有限许可的前提下，提供方不因本条款而取得客户或其授权人对任何输出的任何权利、所有权或利益；若任何该等权利、所有权或利益归属于提供方，提供方同意并特此将该等权利转让予客户，但前述转让仅适用于 AI/ML 功能根据客户输入所产生的输出。为免生疑问，本转让不包括提供方既有的任何智慧财产权。本条款并不禁止任何人另行向 AI/ML 功能提交类似或相同的提示，亦不禁止 AI/ML 功能独立产生类似或相同的输出。
6.4 Client responsibility. CLIENT is solely responsible for: (a) ensuring that Inputs do not infringe third-party Intellectual Property Rights; (b) any use of Outputs in CLIENT'S products, services, or communications.	6.4 **客户的责任。**客户全权负责：(a) 确保输入不侵害第三方智慧财产权；(b) 客户在其产品、服务或通讯中对输出的任何使用。
6.5 Provider indemnification. PROVIDER'S intellectual property rights indemnification obligations under the Agreement do not apply to claims arising from or related to: (a) Outputs generated in response to Inputs; (b) CLIENT's modification, combination, or use of Outputs beyond the scope of these Terms; (c) CLIENT'S use of AI/ML Features in a manner inconsistent with Documentation or PROVIDER'S reasonable instructions or in combination with software, hardware, data, processes, materials, or information not provided by PROVIDER, if the use thereof would not infringe without such combination; (d) Inputs that infringe or misappropriate third-party Intellectual Property Rights; or (e) any third-party foundational model components used by PROVIDER, to the extent such claims are attributable to the third-party model itself rather than PROVIDER'S implementation.	6.5 **提供方的赔偿义务**。协议中有关提供方智慧财产权赔偿责任的义务，不适用于因下列事项引起或与其相关的索赔：(a) 根据输入所产生的输出；(b) 客户超出本条款范围修改、组合或使用输出；(c) 客户以不符合AI/ML 功能文件或提供方合理指示的方式使用 AI/ML 功能，或将 AI/ML 功能与提供方未提供的软体、硬体、资料、流程、材料或资讯组合使用，且若无该等组合，该使用不会构成侵权；(d) 侵害或盗用／侵占第三方智慧财产权的输入；或 (e) 提供方所使用的任何第三方基础模型元件，但以该等索赔可归因于第三方模型本身，而非提供方的实作为限。
6.6 CLIENT indemnification. CLIENT shall indemnify, defend, and hold harmless PROVIDER and its Affiliates from and against any claims, damages, losses, and expenses (including reasonable legal fees) arising from: (a) CLIENT'S Inputs; (b) CLIENT'S downstream use or publication of Outputs; (c) CLIENT'S violation of clause 6.4; (d) violation of applicable laws and regulations; (e) infringement resulting from AI/ML Content; or (f) use of the AI/ML Features for High Risk Activities.	6.6 **客户的赔偿责任。**客户应就因下列事项引起的任何索赔、损害、损失及费用（包括合理的律师费），向提供方及其关系企业作出赔偿、为其辩护并使其免受损害：(a) 客户的输入；(b) 客户对输出的后续使用或发布；(c) 客户违反第 6.4 条；(d) 违反适用法律及法规；(e) AI/ML 内容所造成的侵权；或 (f) 将 AI/ML 功能用于高风险活动。
6.7 Relationship to Agreement. The provisions of this Article 6 are without prejudice to the Intellectual Property Rights provisions of the Agreement, which shall continue to apply in full.	6.7 **与协议的关系**。本第 6 条的规定不影响协议中的智慧财产权条款；该等条款仍全面适用。

7. MISCELLANEOUS	7. 其他条款
7.1 No warranty. Except as expressly set out in the Agreement, the AI/ML Features are provided on an "as is" and "as available" basis. PROVIDER makes no representations or warranties, express or implied, regarding the AI/ML Features or any Output, including any warranties of accuracy, reliability, availability, merchantability, fitness for a particular purpose, or that the AI/ML Features or Output will be non-infringing, error-free, uninterrupted, secure, or compliant with CLIENT's requirements.	7.1 **不作任何保证**。除协议明确规定者外，AI/ML 功能系按"现状"及"可用"的基础提供。提供方不就 AI/ML 功能或任何输出作出任何明示或默示的陈述或保证，包括对准确性、可靠性、可用性、适销性、特定用途适用性，或 AI/ML 功能或输出不侵权、无错误、不间断、安全，或符合客户要求的任何保证。
7.2 Suspension. Without prejudice to any suspension rights under the Agreement, PROVIDER may suspend, restrict, or disable CLIENT's access to any AI/ML Feature immediately upon notice, or without notice where reasonably necessary, if PROVIDER reasonably believes that CLIENT's use of any AI/ML Feature violates these Terms, the Service Use Policy, applicable law, or applicable Third-Party AI Provider terms, or poses a security, legal, or reputational risk to PROVIDER, its Affiliates, any Third-Party AI Provider, or any third party.	7.2 **暂停**。除协议项下的任何暂停权利外，若提供方合理认为客户使用任何 AI/ML 功能违反本条款、服务使用政策、适用法律或适用的第三方 AI 提供方条款，或对提供方、其关系企业、任何第三方 AI 提供方或任何第三方造成安全、法律或声誉风险，提供方得于通知后立即暂停、限制或停用客户对任何 AI/ML 功能的存取；若有合理必要，亦得不经通知而为之。
7.3 Modifications. PROVIDER may modify, replace, suspend, or discontinue any AI/ML Feature, in whole or in part, at any time, including where required due to changes in law, regulation, Third-Party AI Provider requirements, security concerns, or product development decisions. Where reasonably practicable, PROVIDER shall provide prior notice of any material discontinuation of an AI/ML Feature.	7.3 **修改**。提供方得随时全部或部分修改、更换、暂停或停止提供任何 AI/ML 功能，包括因法律、法规、第三方 AI 提供方的要求、安全疑虑或产品开发决策变更而有此必要时。在合理可行的情况下，提供方应就任何 AI/ML 功能的重大停止提供事先发出通知。
7.4 Monitoring. PROVIDER may monitor, log, and review CLIENT's use of the AI/ML Features to verify compliance with the Agreement, these Terms, applicable law, and applicable Third-Party AI Provider requirements, and to maintain the security, integrity, and performance of the AI/ML Features. PROVIDER may implement and modify reasonable rate limits, content filters, safety mechanisms, monitoring controls and technical restrictions as necessary to enforce these Terms, comply with applicable law, protect the AI/ML Features, or comply with the requirements of Third-Party AI Providers.	7.4 **监控**。提供方得监控、记录及审查客户对 AI/ML 功能的使用情况，以确认其符合协议、本条款、适用法律及适用的第三方 AI 提供方要求，并维护 AI/ML 功能的安全性、完整性及效能。提供方得视必要实施及修改合理的使用频率限制、内容筛选器、安全机制、监控控制措施及技术限制，以执行本条款、遵守适用法律、保护 AI/ML 功能，或遵守第三方 AI 提供方的要求。
7.5 Conflict. These Terms are an integral part of the Agreement and except as expressly set forth in these Terms do not change any term of the Agreement. If there is a conflict between these Terms and the Agreement with respect to the use of any AI/ML Feature, the provisions of these Terms shall prevail. To the extent a matter is not addressed in these Terms, the provisions of the Agreement shall apply.	7.5 **冲突**。本条款构成协议不可分割的一部分，除本条款明确规定外，不变更协议的任何条款。若本条款与协议就任何 AI/ML 功能的使用有所冲突，应以本条款的规定为准。本条款未规定的事项，应适用协议的规定。
7.6 Amendments. PROVIDER may update these Terms (including Annex 1 and any associated Third-Party AI Providers) from time to time. PROVIDER shall provide CLIENT with reasonable prior written notice only of material changes to these Terms. Non-material changes shall be effective upon posting, publication, or notice by PROVIDER. If CLIENT does not agree to a material change, CLIENT may	7.6 **修订**。提供方得不时更新本条款（包括附件 1 及任何相关第三方 AI 提供方）。提供方仅须就本条款的重大变更，向客户提供合理的事先书面通知。非重大变更于提供方张贴、发布或发出通知时生效。若客户不同意重大变更，客户得于该变更生效日前停止使用受影响的 AI/ML 功能。该变更生效日后，客户继续使

discontinue its use of the affected AI/ML Features prior to the effective date of such change. CLIENT's continued use of the affected AI/ML Features after the effective date of such change shall constitute acceptance of the updated Terms.	用受影响的 AI/ML 功能，即构成接受更新后的本条款。
7.7 Survival. Any provision of these Terms that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Agreement shall remain in full force and effect. Termination or expiry of the Agreement shall not prejudice any rights, remedies, obligations, or liabilities accrued before the effective date of termination or expiry.	7.7 **存续**。本条款中明示或依其含义应于协议终止或届满时或之后生效或继续有效的任何条款，均应持续完全有效。协议的终止或届满，不影响终止或届满生效日前已累积的任何权利、救济、义务或责任。
7.8 Severability. Where individual provisions of these Terms are or become invalid or unenforceable, the validity and enforceability of the remaining provisions of these Terms shall not be affected.	7.8 **可分割性**。若本条款的个别条文无效或不可执行，现为或将来变为无效或不可执行，不影响本条款其余条文的有效性及可执行性。
7.9 Governing law and jurisdiction. These Terms shall be governed by and construed in accordance with the laws that govern the Agreement. The dispute resolution provisions of the Agreement shall apply to these Terms.	7.9 **准据法及管辖权**。本条款应受适用于协议的法律管辖并依其解释。协议中的争议解决条款适用于本条款。
ANNEX 1	**附件 1**
AI/ML FEATURES AND THIRD-PARTY AI PROVIDERS	**AI/ML 功能与第三方 AI 提供方**
The table below identifies the AI/ML Features that use Third-Party AI Providers and the applicable acceptable use terms. PROVIDER reserves the right to update this Annex 1 from time to time.	下表列出使用第三方 AI 提供方的 AI/ML 功能，以及适用的可接受使用条款。提供方保留不时更新本附件 1 的权利。

AI/ML Feature	**Third-Party AI Provider(s)**	**Acceptable Use Terms**
AI Credits for usage of AI Services AgentOS customer profiles AgentOS — Automation Studio AgentOS — AI Agents AgentOS — Knowledge Agents AgentOS — Inbox Copilot AgentOS — Insights & Analytics GEN AI Infobip AI Agent for WhatsApp flow building AI-powered features within CPaaS platform	Google LLC (Google Cloud Platform — Vertex AI / GenAI)	https://policies.google.com/terms/generative-ai/use-policy
	OpenAI, OpCo, LLC	https://openai.com/policies/usage-policies
	Oracle Corporation (Oracle Cloud Infrastructure)	https://www.oracle.com/contracts/docs/oracle-ai-terms.pdf
	AWS Bedrock	https://aws.amazon.com/ai/responsible-ai/policy/
	Microsoft Foundry	https://learn.microsoft.com/en-us/legal/ai-code-of-conduct
	Deepgram, Inc.	https://deepgram.com/terms

AI/ML 功能	**第三方 AI 提供方**	**可接受使用条款**
AI 服务使用额度 AgentOS 客户个人档案 AgentOS — 自动化工作室 AgentOS — AI 代理 AgentOS — 知识代理 AgentOS — Inbox Copilot AgentOS — 洞察与分析 GEN AI 用于构建 WhatsApp 流程的 Infobip AI Agent CPaaS 平台中的 AI 驱动功能	Google LLC (Google Cloud Platform — Vertex AI / GenAI)	https://policies.google.com/terms/generative-ai/use-policy
	OpenAI, OpCo, LLC	https://openai.com/policies/usage-policies
	Oracle Corporation (Oracle Cloud Infrastructure)	https://www.oracle.com/contracts/docs/oracle-ai-terms.pdf
	AWS Bedrock	https://aws.amazon.com/ai/responsible-ai/policy/
	Microsoft Foundry	https://learn.microsoft.com/en-us/legal/ai-code-of-conduct
	Deepgram, Inc.	https://deepgram.com/terms