

Service description

服務條款

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INTRODUCTION

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

介紹

本文件列出 INFOBIP 的服務並定義其計費事件。

DISCLAIMER

Infobip does not warrant the availability of listed Channels in each country. Geographic coverage of Channels by country shall be agreed upon separately between the Infobip representative and the Customer.

免責聲明

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

SAAS SERVICES

CONVERSATIONS

軟體即服務 (SAAS)

CONVERSATIONS

1. Service description

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

1. 服務說明

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

Conversations is available either as a web interface (Conversations Full solution), mobile app or over HTTP API (Conversations API), with the following functionality: Conversation threading, Conversation management: queue and routing management, agent assignment, resolution management, history overview.

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

2. Chargeable events and other particulars

2. 計費事件及其他特色

Conversations Full solution

Conversations 完整服務

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

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

CLIENT shall be prohibited from using Named User Licences for more than 1 (one) concurrent session.

客戶不應將一組指名使用者授權同時用於超過一組的對話。

Named User Licences cannot be transferred from one user to another and shared simultaneously by more users. A user is anyone that has access to Conversations product, for example: admin, supervisor, agent, or any other role.

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

Named User Pricing is billed at the first of each month. The number of seats is calculated as the number of users associated with your account that have access to any part of the Conversations product. If a new user is provisioned within the month, an additional seat will be billed at the time of provisioning.

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

Users added during the month will be charged for the full cost of the user and not be prorated.

於月中新增的用戶將收取完整用戶費用，不按比例計算。

When selecting Named User Pricing, the initial charges for the first month will be prorated based on the day of the transfer.

選擇指名使用者費用時，首月初始費用將依照移轉日期依比例計算。

Client shall be billed for the maximum concurrent users each month. For example, deprovisioning and then re-adding a user would not incur an extra charge.

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

CLIENT shall, in addition to MAA package, be charged separately per Chargeable Event of the channel(s) that CLIENT chooses to use from the list of those mentioned below.

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

Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately.

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

Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement.

客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能:

“Monthly Active Agents (MAA)” is the number of named user license that were used within the month. A user is anyone that has access to Conversations product, example: admin, supervisor, agent or any other role.

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

“Named User Licence” means an exclusive licence assigned by INFOBIP to a single CLIENT representative in order to access and use INFOBIP’s Conversations UI.

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

CLIENT instructs INFOBIP to create profiles of CLIENT's customers that are contacting the CLIENT, facilitate the categorization of the type of customers within CDP (Customer Data Platform).

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

In addition, the CLIENT authorizes INFOBIP to implement new features and optimize the Services the CLIENT uses. INFOBIP shall notify the CLIENT about the details of such new features or optimization, enabling the CLIENT the possibility to opt-out from such new features or optimization before they become effective.

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

Conversations API

Conversations API

CLIENT shall be granted a package of Monthly Active Conversations and be charged a monthly fee for it.

客戶將獲取一個每月活躍對話（Monthly Active Conversations）套組，按月收費。

CLIENT shall, in addition to Active Conversations package, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below.

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

Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately.

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

Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement.

客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能：

“**Monthly Active Conversations (MAC)**” is the number of active conversations active within the month. An active conversation is a conversation having at least 1 message exchanged within the charged month. A conversation is a thread or container for messages exchanged between participants. Message involved in Active Conversation is either an inbound or outbound message exchanged between participants within one conversation.

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

MOMENTS

MOMENTS

1. Service description

1. 服務說明

Moments is INFOBIP's service consisting of both web and API interfaces which enables the CLIENT to communicate with End-Users through different channels as well as segment, automate and analyze the audience and the communication.

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

2. Chargeable events and other MOMENTS particulars

2. 計費事件及 MOMENTS 的其他功能

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

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

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

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

CLIENT shall, in addition to Monthly Engaged Person, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below.

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

Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately.

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

Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement.

客戶所選擇的服務套組應規定於（線上）服務條款或主服務協議附表二商業提案中。

Other particulars:

其他功能:

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

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

„**Monthly Engaged Person (MEP)**“ shall mean any one End-user which in a period of one calendar month a) 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.

【**每月互動用戶 (MEP)**】係指在一個日曆月的期間內 a) 至少參與一次 Flow 談話的任何一位終端用戶。一位終端用戶每月只能計為一位 MEP，亦即同一人可能在一個月內參加無限數量的 Flow 活動，但仍計為一位 MEP。

ANSWERS

ANSWERS

1. Service description

1. 服務說明

INFOBIP's Answers service is a platform for building, testing and deploying Chatbots, which enables automatization of the conversation with End-Users through different channels.

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

2. Chargeable events and other ANSWERS particulars

2. 計費事件及其他 ANSWERS 功能

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

客戶將獲取一組每月活躍對話套組 (MAS) , 按月計費。

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

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

CLIENT shall, in addition to the MAS package, be charged separately per Chargeable Event of channel(s) that CLIENT chooses to use from the list of those mentioned below.

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

Additional Services such as, but not limited to, Long and Short Numbers, Setup Fees, IP Addresses and other(s) are not included in the price and will be charged separately.

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

Events feature is incorporated in Answers

Events 功能包含在 Answers 服務中。

Packages of services that the CLIENT opted for shall be regulated either via incorporation by reference (online) or in Schedule 2 – Business proposal of Master Services Agreement.

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

Other particulars:

其他功能:

„Monthly Active Sessions (MAS)“ is the number of active sessions within the month.

「每月活躍對話」 (MAS) 指一個月中的有效對話數量。

“Session” shall mean the conversation which consists of multiple inbound and outbound messages between an End-user and the Chatbot. A session is triggered, and it gets created, by a message received from the End-user. Each session consists of multiple messages and is not limited by the number of messages exchanged. The session will be closed when: a) a pre-specified time (expressed in minutes) elapses from any message, from either side, with that message unanswered b) on successful operation of Chatbot c) session is transferred to an agent based on Chatbot or an Agent request. The duration of such session timeout can be configured in Bot configuration, but it is limited to a maximum of 24 (twenty four) hours.

「對話」指終端用戶與聊天機器人間多個進站及出站訊息的對話。自終端用戶收到一則訊息, 即開始並建立一組對話。每組對話包含多則訊息, 交換的訊息量不限。對話將在以下情況結束: a) 任一方的任何訊息經過事先規定時間 (以分鐘數表示) 後無回應時, 或 b) 聊天機器人成功啟動時; 或 c)

對話依照聊天機器人或 Agent 的要求，被移轉到 Agent 時。於聊天機器人設定中，得設定對話結束時間，但最多不得超過 24（二十四）小時。

“**Chatbot**” means a computer program that simulates and processes written or spoken human conversations;

「**聊天機器人**」指模擬與處理人類書面或口頭對話的電腦程式。

SAAS FEATURES:

SAAS 功能：

The following is the list of features that, among other, come as part of one of SaaS services:

下列功能包含在 SaaS 服務範圍內：

“**Events**” shall mean a feature within the solution provided by Infobip which allows tracking, storage and analysis of customer behaviour collected from mobile, web or 3rd party services;

「**Events**」指 Infobip 提供的服務中，能夠追蹤、儲存及分析透過行動設備、網頁或第三方服務所蒐集之客戶行為的功能；

“**Flow**” shall mean a visual tool provided by Infobip to Client that allows to build complex, multichannel communication flows based on a predefined audience or behavioural triggers within the solution provided by Infobip;

「**Flow**」指 Infobip 向客戶提供且能依照 Infobip 提供服務中事先設定的受眾或行為啟動，建立多元、多通道溝通的視覺工具；

“**Broadcast**” shall mean a tool provided by Infobip to Client that enables the Client to send single channel one-time communication to End Users within the solution provided by Infobip;

「**Broadcast**」指 Infobip 向客戶提供並讓客戶能夠在 Infobip 提供的方案中，向終端用戶寄發單一通道單次對話的工具；

“**Mobile App Messaging**” is a feature, available exclusively within the SaaS Services, which enables customers to deliver Push notification (messages which are sent over the Internet Protocol to the end users smartphone. They are targeting the application which is previously installed by end user on the smartphone), using Apple Push Notification Service (APNS), Google Cloud Messaging (GCM) and Firebase Cloud Messaging (FCM) system, to end- user’s smartphone;

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

“**Messenger**” is a feature, available exclusively within the SaaS Services, that shall enable CLIENT to deliver mobile terminated standard and subscription messages to the Messenger Platform through the INFOBIP Platform as well as processing messages received from Messenger Platform. “Messenger Platform” means the platform and associated systems, network connection and interfacing capabilities used and operated by Facebook. “Facebook” shall mean Facebook Inc, a company incorporated in the United States and whose registered office is situated at 1 Hacker Way, Menlo Park, California 94025

「Messenger」係只能在 SaaS 服務中使用的功能，讓客戶透過 INFOBIP 平台將終端用戶設備端發起的標準及訂閱訊息寄發到 Messenger 平台，也可以處理自 Messenger 平台收到的訊息。「Messenger 平台」指 Facebook 使用與操作的平台及相關系統、網路連結及介面功能。「Facebook」指設立於美國的 Facebook Inc.公司，註冊地址位於 1 Hacker Way, Menlo Park, California 94025。

CHANNELS / COMMUNICATION SERVICES

訊息通道 / 通訊服務

SMS

簡訊

1. Service Description

服務說明

1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated SMS (SMS MT) and receive mobile originated messages (SMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform.

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

2. INFOBIP Services include:

INFOBIP 服 務 包 含 :

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

a. 客 戶 資 訊 系 統 與 INFOBIP 平 台 之 間 的 連 通 性 ；

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

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

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

c. 計 算 與 收 取 INFOBIP 處 理 簡 訊 流 量 的 流 量 帳 單 ； 及

d. Technical Support.

d. 技術支援。

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

關 於 INFOBIP 所 提 供 服 務 ， 除 本 協 議 規 定 外 ， INFOBIP 尚 應 ；

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

- a. 確保並測試客戶資訊系統與平台之間的連結正常；
 - b. Route SMS traffic generated by CLIENT to available Network Operators;
 - b. 制定客戶端到可用的網路運營商之簡訊流量傳輸路徑；
 - c. Route SMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);
 - c. 將網路運營商終端用戶發出的簡訊流量導向客戶的資訊系統（若適用）；
 - d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
 - d. 提供客戶就 INFOBIP 服務費用的發票；
 - e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
 - e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。
4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
- 在不影響客戶義務的前提下，客戶茲此承諾下列各項：
- a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
 - a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
 - b. Ensure that its own information systems are properly configured to:
 - b. 確保其資訊系統已適當設定，足以：
 - i. route SMS traffic to the Platform, and
 - i. 將簡訊流量導向平台，且
 - ii. receive inbound traffic from the Platform (if applicable);
 - ii. 自平台接收進站訊息流量（若適用）；
 - c. Ensure that an appropriate Service Request shall first have been received from the End User;
 - c. 確保先自終端用戶收到適當服務請求；
 - d. Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users receiving each message processed by INFOBIP, and
 - d. 自費建立維持更新的資料庫，資料庫應包含終端用戶就收取 INFOBIP 每項訊息的相關服務請求及選擇停用 / 停止請求，及
 - i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation;

- i. 在適用法律規定期間內保存相關證據，佐證向該終端用戶寄發的每則訊息均為回應服務請求且已經適當驗證；
- ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice;
- ii. 於書面要求的 5 日內將此等證據提供給 INFOBIP；
- e. Ensure under no circumstances to send Unsolicited SMS (SPAM) to the messaging Platform;
- e. 確保在任何情況下都不會向訊息平台發出未經邀約的簡訊（垃圾訊息）；
- f. Announce a larger volume of traffic a few days in advance; and
- f. 流量將變大時，提前數日告知；且
- g. Fulfill all its payment obligations.
- g. 履行所有付款義務。

2. Chargeable event and other SMS Particulars

2. 計費事件及其他簡訊詳情

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

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

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

「MO 計費事件」指由終端用戶寄發且 INFOBIP 平台成功接收的簡訊；

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

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

“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.

「服務請求」係指終端用戶在符合所有適用法律、法規及 / 或網路營運商要求之情況下，已合法提供之「選擇加入」（opt-in）/ 同意，並表達其願意接收客戶所提供服務之請求。

“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.

「成功提交」係指 INFOBIP 自客戶帳戶接收 SMS 訊息，並於其平台上接受該訊息以進行路由驗證檢查之時間點。INFOBIP 將於訊息成功提交後通知客戶。任何未經 INFOBIP 接受之 SMS 訊息將遭拒絕，並向客戶回傳錯誤通知。

MMS

多媒體簡訊

1. Service Description

1. 服務說明

1. INFOBIP Services include a solution that shall enable the CLIENT to deliver mobile terminated MMS messages (MMS MT) and receive mobile originated MMS messages (MMS MO) from the End Users of multiple mobile Network Operators worldwide through the Platform.

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

2. INFOBIP Services include:

INFOBIP 服 務 包 含 :

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

a. 客 戶 資 訊 系 統 與 INFOBIP 平 台 之 間 的 連 通 性 ；

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

b. 平台設定接收客戶處產生的流量，處理並路由多媒體簡訊流量以及為客戶自網路運營商處 接 收 流 量 （ 若 適 用 ） ；

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

c. 計 算 與 收 取 INFOBIP 處 理 多 媒 體 簡 訊 流 量 的 流 量 帳 單 ； 及

d. Technical Support.

d. 技術支援。

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

關 於 INFOBIP 所 提 供 服 務 ， 除 本 協 議 規 定 外 ， INFOBIP 尚 應 ；

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

a. 確 保 並 測 試 客 戶 資 訊 系 統 與 平 台 之 間 的 連 結 正 常 ；

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

- b. 制定客戶端到可用的網路運營商之多媒體簡訊流量傳輸路徑；
 - c. Route MMS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);
 - c. 將網路運營商終端用戶發出的多媒體簡訊流量導向客戶的資訊系統（若適用）；
 - d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
 - d. 提供客戶就 INFOBIP 服務費用的發票；
 - e. Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
 - e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。
4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
在不影響客戶義務的前提下，客戶茲此承諾下列各項：
- a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
 - a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
 - b. Ensure that its own information systems are properly configured to:
 - b. 確保其資訊系統已適當設定，足以：
 - i. route MMS traffic to the Platform, and
 - i. 將簡訊流量導向平台，且
 - ii. receive inbound traffic from the Platform (if applicable);
 - ii. 自平台接收進站流量（若適用）；
 - c. Ensure that an appropriate Service Request shall first have been received from the End User;
 - c. 確保先自終端用戶收到適當服務請求；
 - d. Create and maintain at its own expense an updated database containing respective Service Requests as well as OPT OUT/STOP Requests for End Users receiving each message processed by INFOBIP, and
 - d. 自費建立維持更新的資料庫，應包含終端用戶就收取 INFOBIP 每項訊息的相關服務請求及選擇停用 / 停止請求，及
 - i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation;
 - i. 在適用法律規定期間內保存相關證據，佐證向該終端用戶寄發的每則訊息均為回應服務請求且已經適當驗證；
 - ii. Provide such evidence to INFOBIP upon written request giving 5 days' notice;

ii. 於書面要求的 5 日內將此等證據提供給 INFOBIP ;

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

e. 確保在任何情況下都不會向訊息平台發出未經邀約的簡訊（垃圾訊息）；

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

f. 流量將變大時，提前數日告知；且

g. Fulfill all its payment obligations.

g. 履行所有付款義務。

2. Chargeable event and other MMS Particulars

2. 計費事件及其他多媒體簡訊詳情

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

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

“MO Chargeable Event” shall mean MMS sent by the End User which is successfully accepted by INFOBIP Platform;

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

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

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

“Successful Submit” means INFOBIP accepts the MMS sent from the CLIENT and validate the MMS before submitting MMS for onward routing. INFOBIP shall return Successful Submit to the CLIENT to register MMS has been successfully submitted for routing and then delivered by Network Operator to End-User. MMS which does not pass INFOBIP’s validation tests is rejected and error message returned to the CLIENT and MMS not charged.

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

Number Lookup

號碼查詢

1. Service Description

服務說明

1. INFOBIP Services feature a solution that shall enable CLIENT to improve delivery rates of their traffic to mobile Network Operator subscribers worldwide, including (according to a service package assigned to the client):

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

a. Number availability;

a. 號碼使用狀態；

b. Portability indication;

b. 可轉換說明；

c. Roaming indication.

c. 漫遊說明。

2. INFOBIP Services include:

INFOBIP 服務包含：

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

a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

b. Configuration of the Platform to query available Network Operator Home Location Register (HLR) for such information;

b. 平台設定向可用的網路運營商請求查詢之號碼資訊；

c. Billing of such traffic processed by INFOBIP; and

c. 計算與收取 INFOBIP 處理流量的帳單；及

d. Technical Support.

d. 技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

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

a. 確保並測試客戶資訊系統與平台之間的連結正常；

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

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

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

d. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

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

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

a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

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

b. 確保其資訊系統已適當設定，足以將號碼查詢之流量導向平台，且

c. Use INFOBIP Service only for internal purposes without providing any received information to Third Parties;

c. 僅得將 INFOBIP 服務作為內部使用，不得將收到資訊提供給任何第三方；

d. Ensure that, in case of any SMS submission to the Subscriber Number, another SS7 MAP SRI_for_SM query will be performed before Forward Short Message (FSM) from the same GT as FSM;

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

e. In case of Network Operator complaint, provide logs indicating that before the SMS submission to the Subscriber Number that INFOBIP Service was used for, the SS7 MAP SRI_for_SM was directed to the Network Operator from the same GT as FSM; and

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

f. Fulfil all its payment obligations.

g. 履行所有付款義務。

2. *Chargeable Event and other Number Lookup Particulars*

2. 計費事件及其他號碼查詢詳情

“Chargeable Event” means each Number Lookup Request submitted by INFOBIP to the Network Operator;

「計費事件」指 INFOBIP 向網路運營商提交的每個號碼查詢請求；

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

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

“Number Lookup Request” means the query to the Network Operator HLR database producing detailed information for a mobile number;

「號碼查詢請求」指向網路運營商 HLR 資料庫提出之請求，以查詢特定手機號碼詳細資訊；

“SS7 MAP SRI_for_SM message” means Send Routing Information message;

「SS7 MAP SRI_for_SM 訊息」指發送導向資訊（Send Routing Information）訊息；

“FSM” means Forward Short Message, which is part of GSM MAP protocol used for SMS content delivery to mobile device;

「FSM」指簡訊轉發（Forward Short Message），用以向行動設備寄發簡訊內容的 GSM MAP 協定的一部分；

“GT” means Global Title, a numbering system conforming to the International Telecommunications Union Telecommunications Standardisation Sector recommendation E.214, which is used to route information to appropriate nodes in a cellular radio system.

「GT」指 Global Title，是一個符合國際電信聯盟電信標準化部門（International Telecommunications Union Telecommunications Standardisation Sector）第 E.214 號建議的編號系統，用於蜂巢式無線電將資訊導向適當節點。

Numbers and Shortcodes

號碼及短碼

1. Service Description

1. 服務說明

1. INFOBIP Services include a solution that shall enable the CLIENT to use local Numbers from multiple Network Operators worldwide for outbound and inbound communication with End Users.

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

2. INFOBIP Services include:

INFOBIP 服務包含：

a. Provisioning of a Number with desired capabilities (limited by availability and local regulations) such as:

a. 提供一組具所需功能的號碼（受可用性與當地機關限制），例如：

i. Support for SMS, MMS and/or Voice communication;

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

b. Configuration of the Number for inbound and outbound communication;

b. 為 inbound 及 outbound 溝通而進行號碼設定；

c. Billing of such Numbers and associated fees processed by INFOBIP; and

c. 計算與收取號碼費用及 INFOBIP 處理費；及

d. Technical Support.

d. 技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

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

a. 依照當地法規，在提供號碼前先向客戶要求所需文件；

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

b. 確保號碼成功提供及正常操作；

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

e. 管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

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

d. 提供客戶就 INFOBIP 服務費用的發票；

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

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

a. 妥善填寫 INFOBIP 提供的所有註冊與技術表格，及回應 INFOBIP 提出之需求：

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

i. 當地法規要求的註冊資訊及授權；

ii. Technical configuration information.

ii. 技 術 設 定 資 訊 。

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

b. 確 保 取 得 的 號 碼 依 照 當 地 法 規 使 用 ；

c. Fulfill all its payment obligations.

g. 履行所有付款義務。

2. Chargeable event and other Numbers Particulars

2. 計費事件及其他號碼詳情

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

「**號碼**」指由網路運營商依照客戶的功能需求提供之長碼，免費號碼或短碼；

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

「**設定費計費事件**」指依照客戶要求所提供訂在 INFOBIP 平台上設定的號碼；

“**Recurring Fee chargeable event**” means a regular payment for upkeep of the Number and keeping it reserved for the CLIENT;

「**固定費計費事件**」指為客戶專用保留而收取之固定費用；

“**Network Operator**” means any company operating a fixed line, GSM or CDMA-based telephony network, offering telephony services to its subscriber base;

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

EMAIL

電子郵件

1. Service Description

1. 服務說明

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

讓客戶透過平台寄發電子郵件的 INFOBIP 服務。

2. INFOBIP Services include:

INFOBIP 服務包含：

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

a. 客戶資訊系統與 INFOBIP 平台之間的連通性；

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

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

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

c. 計算與收取 INFOBIP 處理電子郵件流量的流量帳單；及

d. Technical support.

d. 技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

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

a. 確保並測試客戶資訊系統與平台之間的連結正常；

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

b. 制定客戶端到電子郵件服務提供商之電子郵件流量傳輸路徑；

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

d. 提供客戶就 INFOBIP 服務費用的發票；

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

e. 管理與電子郵件服務提供商的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

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

a. 妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

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

b. 確保其資訊系統已適當設定，足以將電子郵件流量導向平台；

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

d. 自費建立並維持接收 INFOBIP 處理之電子郵件的終端用戶資料庫；

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

e. 確保在任何情況下都不會向訊息平台發出未經邀約的電子郵件（垃圾郵件）；

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

f. 流量將變大時，提前數日告知；且

f. Fulfil all its payment obligations

g. 履行所有付款義務。

2. Chargeable Event and other Email Particulars

2. 計費事件及其他電子郵件詳情

“**Chargeable Event**” means Email sent by CLIENT to INFOBIP which is subject to Email Successful Submit by INFOBIP to destination Email Service Provider;

【**計費事件**】指由客戶向 INFOBIP 寄發之電子郵件，且該電子郵件由 INFOBIP 成功提交至目標電子郵件服務提供商；

“**Email**” short for electronic mail, defined as messages sent via a system of telecommunication links between computers or terminals using dedicated software;

【**電子郵件**】定義為透過電信連結系統在電腦或使用專屬軟體終端設備間所發送的訊息；

“**Email Successful Submit**” means 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.;

【**電子郵件成功提交**】表示 INFOBIP 已接收由客戶提交的郵件，並執行初步的 API 驗證，以檢查 API 請求是否有效且格式正確。若電子郵件地址格式錯誤（例如包含非郵件字符或以數字取代字母），API 請求將被拒絕，系統會向客戶返回錯誤訊息，且不會產生費用。

若 API 請求（包括收件人電子郵件地址）格式正確，INFOBIP 將接收該郵件並進行處理、路由與投遞。一旦郵件成功提交至 INFOBIP 平台，即視為可計費，不論郵件最終是否成功投遞、被退回或被屏蔽。

若電子郵件地址在初次提交時被郵件服務提供商返回錯誤，該地址將被加入屏蔽清單。若客戶之後再次向該屏蔽清單中的電子郵件地址發送郵件，這些郵件仍將被計費，因為它們已被 INFOBIP 平台成功接收並進入處理流程。；

“Email Service Provider” means INFOBIP’s technology partner(s) used in the chain of delivery of Email messages;

「**電子郵件服務提供商**」指 INFOBIP 在電子郵件訊息發送鏈中使用的技術合作方；

“Network Operator” means Email Service Provider as defined above;

「**網路經營商**」指上述電子郵件服務提供商；

Consent – Emails (marketing emails/newsletters) may, in principle, only be sent to recipients who have provided their consent to this service (Opt-In). The consent must comply with the following prerequisites:

同意– 電子郵件（行銷電子郵件 / 電子報）原則上僅得寄給已同意接收（選擇接收）此項服務的對象。同意必須遵守下列條件：

- Consent to receiving advertising material via email/newsletter must, in particular, be granted actively and separately. The recipient must either click/check a box or otherwise similarly declare their clear agreement. This declaration may not form part of any other declarations (e.g. consent to general terms and conditions of business, general data protection provisions) and may only relate to advertising.

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

- Consent must be given for the specific context and in an informed manner. The beneficiary of the consent must be explicitly named. The sector and the areas for which marketing emails are to be sent must be specified clearly and understandably.

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

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

未成年人的同意必須符合下列條件，否則無效：

- the minor has reached the age of 16 years, or
未成年人已滿 16 歲，或
- the legal guardians have given consent.
法定監護人已同意。

- The option to revoke consent at any time with future effect must be clearly and explicitly indicated at the time of obtaining consent. This must also contain information as to how consent may be revoked and with whom. The option to revoke consent may not be more

complicated than the obtaining of the consent. Revoked consent must be implemented after five (5) working days at the latest.

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

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

在例外情況下，未明確取得同意時（第 1.1 條）仍可依照下列條件發送電子郵件給客戶：

- Existing customer relationship (existence of an exchange contract in return for payment), 既有客戶關係（有付款作為對價之契約存在），
- Direct advertising for similar proprietary products or services, 類似的專有產品或服務的直接廣告，
- Information about the option to object at any time (when obtaining and with each use of the email address), without incurring any costs arising other than transmission costs at basic rates, and 告知隨時可選擇拒絕（取得及每次使用電子郵件時），除基本費率的傳送費用外，不產生任何費用，且
- The customer has not objected. 客戶未表示拒絕。

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

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

- Before carrying out marketing measures, the CLIENT must ensure that consent declaration (see Point 1.1) exists. This consent declaration must also refer explicitly to the CLIENT. 在進行行銷活動以前，客戶必須確保已取得同意聲明（第 1.1 條）。本項同意聲明必須明確以客戶作為對象。
- During the collection of the data the list of beneficiaries must be easy to understand and unambiguous for the user. 在蒐集資料時，受益人清單必須容易理解且對用戶而言沒有模糊空間。
- The number of companies or individuals for whom the address data is collected has been/was reduced to a volume which precludes the forwarding of the user data to a disproportionately large group of third parties. The number must enable the user to easily

grasp the significance and the scope of their consent, and to easily monitor the legal handling of their data.

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

In the interest of clarity, it must be pointed out that the companies for whom the address data has been generated are not permitted to forward this address data to third parties without especially gaining a further consent declaration from the user

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

Design of the email – The contracting entity, that is the mailer’s contractual partner for a business-related mail, must be clearly identifiable. In every email sent, an easily recognizable legal notice (footer) must be contained as full text. The legal notice must contain the following details:

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

- The name and address where the mailer is established; for legal entities also the legal structure, the commercial register, the association register, partnership register or the register of cooperatives, in which they are recorded and the applicable register number; 寄信者的姓名及地址；寄信者為法人時，法人的法律架構，商業登記資料、合資登記資料、合夥登記資料或其他組織登記資料，及相關登記編號；
- Contact information, at least one valid telephone number or an electronic contact form, and an email address; 聯繫方式，至少一組有效的電話號碼，或電子聯繫表格，以及一組電子郵件地址；
- A sales tax identification number or a business identification number, if applicable. 若有稅籍編號或公司登記編號，則應註明。

Further obligations to provide information in accordance with national laws are not affected 其他依照國家法律應提供資訊的義務仍應適用。

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

Unsubscribing from emails must always be possible without the recipient having to know any access data (for example, login and password). Exceptions can be granted in individual cases if different handling is required due to certain particularities of the service offered.

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

The sender and the commercial nature of the message may not be obfuscated or concealed in the header and subject line of the email. An obfuscation or concealment occurs when the header and subject line have been intentionally designed such that the recipient, prior to viewing the content of the communication, receives either no information or misleading information about the actual identity of the sender or the commercial nature of the message.

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

Email validation service

電子郵件驗證服務

1. Service Description

1. 服務說明

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

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

2. INFOBIP Services include:

INFOBIP 服 務 包 含 :

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

a. 客 戶 資 訊 系 統 與 INFOBIP 平 台 之 間 的 連 通 性 ;

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

b. 平台設定接收客戶處產生的電子郵件地址驗證的請求，並透過網路運營商驗證該電子郵件地址 ;

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

c. 計 算 與 收 取 INFOBIP 處 理 該 電 子 郵 件 驗 證 的 費 用 帳 單 ; 及

d. Technical support.

d. 技術支援。

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

關 於 INFOBIP 所 提 供 服 務 , 除 本 協 議 規 定 外 , INFOBIP 尚 應 :

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

- a. 確保並測試客戶資訊系統與平台之間的連結正常；
 - b. Route email validation queries initiated by the CLIENT to available Network Operator;
 - b. 制定客戶端到網路運營商之電子郵件驗證請求的傳輸路徑；
 - c. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
 - d. 提供客戶就 INFOBIP 服務費用的發票；
 - d. Manage all contractual relationships with ESP-s to ensure the operability of the INFOBIP Services.
 - e. 管理與電子郵件服務供應商的所有契約關係，以確保 INFOBIP 服務正常。
4. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:
- 在不影響客戶義務的前提下，客戶茲此承諾下列各項：
- a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
 - a. 妥善填寫 INFOBIP 提供的技術表格，以提供完整的配置資訊；
 - b. Ensure that its own information systems are properly configured to route email validation requests to the Platform;
 - b. 確保其資訊系統已適當設定，足以將電子郵件驗證請求導向平台；
 - c. Announce a larger volume of traffic a few days in advance; and
 - c. 流量將變大時，提前數日告知；且
 - d. Fulfil all its payment obligations.
 - d. 履行所有付款義務。

2. Chargeable Event and other Email validation Particulars

2. 計費事件及其他電子郵件驗證詳情

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

「計費事件」指由客戶向 INFOBIP 寄發之電子郵件驗證請求，且該驗證請求已由 INFOBIP 成功提交至目標網路運營商；

“Successful Submit” means INFOBIP accepts the Email validation request sent from the CLIENT and validate the request before submitting Email validation request to Network operator.

「成功提交」指 INFOBIP 接受客戶發送的電子郵件驗證請求，並在將該請求提交予網路運營商前進行電子郵件地址驗證。

“Email validation request” means request sent by the CLIENT towards INFOBIP, consisting of email address to be checked. On receipt of such request on INFOBIP Platform INFOBIP shall route such request to Network Operator with requests that Syntax check, Role -Based check, Disposable email address check and Catch-all email address check be made. Upon receiving the reply from

Network operator's platform INFOBIP shall return to the CLIENT "YES" reply if email address is valid and existing, "NO" reply if email address is invalid or not found and "UNKNOWN" reply if the SMTP request could not be completed.

「**電子郵件確認請求**」指客戶向 INFOBIP 發出欲查詢之電子郵件地址請求。在 INFOBIP 平台上收到請求後，INFOBIP 應將請求導向網路運營商要求 Syntax 檢查，角色基礎（Role-Based）

檢查、一次性（Disposable）電子郵件地址檢查及全面涵蓋（Catch-all）電子郵件地址檢查。收到網路運營商平台的回應後，若電子郵件地址有效且存在，INFOBIP 應給予客戶「正面」回覆。若電子郵件地址無效或找不到，應給予「負面」回覆。若 SMTP 請求不完整，應回覆「未知」。

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

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

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

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

“**Role-Based check**” means checking whether the address belongs to physical person or it is an address associated with the company, department or a group of recipients instead of a real person

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

“**Disposable email address**” means temporary email addresses which are revoked after a set period of time

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

“**Catch-all email address check**” means checking whether email address has a catch -all configuration. Catch all configuration is such configuration where server is configured to accept all emails sent to the domain regardless if the specified mailbox exists.

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

VIBER

1. Service Description

1. 服務說明

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

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

INFOBIP Services include:

INFOBIP 服務包括：

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

客戶資訊系統與 INFOBIP 平台之間的連通性;

2. Configuration of the INFOBIP Platform to receive Viber traffic generated by CLIENT and the handling and routing of such Viber traffic to the Viber Platform;
平台設定接收客戶處產生的 Viber 流量，處理與路由該 Viber 流量到 Viber 平台;
3. Billing of such Viber traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理該 Viber 流量的流量帳單; 及
4. Technical support
技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

1. Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常;
2. Route Viber traffic generated by CLIENT to the Viber Platform;
制定客戶端到 Viber 平台之 Viber 流量的傳輸路徑;
3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票;
4. Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services.
管理與 Viber 的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

1. Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊;
2. Ensure that its own information systems are properly configured to route Viber traffic to the INFOBIP Platform;
確保其資訊系統已適當設定，足以將 Viber 流量導向 INFOBIP 平台;

3. Create and maintain at its own expense a database of Viber Users receiving each Service message processed by INFOBIP;
自費設置與維護接收 INFOBIP 服務訊息的 Viber 用戶資料庫;
4. Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;
確保絕不會發送的訛傳訊息(垃圾訊息)至訊息平台;
5. Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且
6. Fulfil all its payment obligations
履行所有付款義務。

2. Chargeable Event and other Viber Particulars

2. 計費事件及其他 Viber 服務詳情

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

「**計費事件**」指客戶向 INFOBIP 寄發的服務訊息，INFOBIP 必須成功傳送至終端用戶；

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

「**服務訊息**」指透過 Viber 應用程式向同意接收客戶訊息之 Viber 用戶發出之訊息。

“**Viber**” shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;

「**Viber**」指 Viber Media S.a.r.l., 一家盧森堡有限責任公司，公司編號 B184956，主要營業地址位於 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;

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

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

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

「**Viber 平台**」指 Viber 於效能或服務所使用之主機、硬體、軟體及其他設備；

“**Viber Traffic**” shall mean the CLIENT Services provided to CLIENT’s Viber Users via the Viber Platform and Viber App;

「**Viber 流量**」指透過 Viber 平台及 Viber 應用程式，向客戶的 Viber 戶提供的客戶服務；

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

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

“**Network Operator**” shall mean Viber as defined above.

「網路經營商」指如上定義的 Viber。

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

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

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

下列規定將適用於採用後付款模式 (POST PAY CHARGING MODEL) 的客戶：

For the Term of the Agreement, CLIENT commits to generate a monthly traffic amounting to at least 300 EUR (three hundred euros). Should the CLIENT meet or exceed said benchmark, INFOBIP shall invoice the client for the generated traffic. In any reference month where the CLIENT should fail to meet said benchmark and generate less than 300 EUR counter-value of traffic, INFOBIP shall invoice the CLIENT for 300 EUR, irrespective of the actual traffic generated by CLIENT in that particular month.

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

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

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

CLIENT commits to generate a monthly traffic amounting to at least 300 EUR (three hundred euros) (benchmark). Should the CLIENT meet or exceed said benchmark, INFOBIP shall deduct the appropriate amount for the generated traffic in accordance with this Agreement and Schedule.

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

In any reference month where the CLIENT should fail to meet said benchmark and generate less than 300 EUR counter-value of traffic, INFOBIP shall deduct 300 EUR, irrespective of the actual traffic generated by CLIENT in that particular month. In the event CLIENT does not have enough credits, CLIENT shall, upon notice from INFOBIP, purchase enough credits for the 300 EUR deduction to be executed.

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

USSD

1. Service Description

1. 服務描述

1. USSD DEFINITION

USSD

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

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

2. USSD MESSAGES and USSD SESSION

USSD

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

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

3. PROTOCOLS USED FOR USSD TRANSMISSION

USSD

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

USSD 透過 DTAP 及 MAP SS7 協定，使用非來電相關的訊息。

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

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

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

4. USSD is specified by the following specifications:

USSD	規	格	如	下	:
GSM		TS			02.30
GSM		TS			02.90
GSM		TS			03.38
GSM		TS			03.90
GSM		TS			04.08
GSM		TS			04.80
GSM		TS			04.90
GSM TS 09.02					

4. ADDITIONAL CLIENT OBLIGATIONS
其 他 客 戶 義 務

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

在 不 影 響 客 戶 義 務 的 前 提 下 ， 客 戶 茲 此 承 諾 :

- a) Perform maintenance and monitoring of the self-hosted application
a) 維護及監控本地主機上的應用程式
- b) Use the USSD service and short codes according to the rules imposed by the country within which the short codes are being used
b) USSD 服務及短號碼之使用，須遵守短號碼使用地國家的相關規定
- c) Held responsible in front of local authorities in case of transmitting forbidden or unsolicited content through USSD channels
c) 在 USSD 通道上若有禁止傳輸禁止或未經邀約的內容，應對當地機關自負責任

5. API
Support APIs:
支 援 API:
XML (Infobip_USSD_Gateway_XML_API_V3.1)

REST/JSON (Infobip_USSD_Gateway_to_Third-party_Application_HTTP_REST_JSON_Web_Service_API_v3)

2. Chargeable Event and other USSD Particulars

2. 計費事件及其他 USSD 特性

“**Chargeable Event**” means each USSD Session initiated by the CLIENT or any Third Party Provider;

「**計費事件**」指客戶或任何第三方供應商所發起的每個 USSD 對話；

“**Network Operator**” means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base;

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

Mobile App Messaging

行動 APP 訊息

1. Service Description

1. 服務描述

INFOBIP Services features a solution that will enable CLIENT to deliver push notifications to the devices supported by Android or iOS Operating System. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option.

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

INFOBIP Services include:

INFOBIP 服務包含：

1. Connectivity between CLIENT's information system and the INFOBIP Platform;
客戶資訊系統與 INFOBIP 平台之間的連通性；
2. Configuration of the Platform (Android and iOS library) in order to enable receiving Push Notifications on the end users' device generated by CLIENT and the handling of such traffic to Cloud Vendors;
平台設定（安卓與 iOS 資料庫）以接收客戶的終端用戶處產生的推播通知，處理並路由該流量至雲端供應商；
3. Billing of such Push Notifications traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理簡訊流量的流量帳單；及
4. Technical support.

技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

1. Ensure that connectivity between CLIENT's information system and the Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；
2. Submit Push Notifications traffic generated by CLIENT to Cloud Vendors;
提交客戶端產生的推播通知流量至雲端供應商；
3. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；
4. Manage connectivity with Cloud Vendors to ensure the operability of the INFOBIP Services.
管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

Without prejudice to the obligations of the CLIENT (Section 5 of the Agreement), CLIENT further undertakes to:

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

1. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
2. Ensure that its own information systems are properly configured to submit Push Notifications traffic to the Platform;
確保其資訊系統已適當設定，而得提交推播通知流量至平台；
3. Create and maintain at its own expense a database of End-Users receiving each Push Notification processed by INFOBIP;
自費設置與維護接收 INFOBIP 推播通知的終端用戶資料庫；
4. Ensure under no circumstances to send SPAM Push Notifications to the Push Notifications platform;
確保在任何情況下都不會向推播通知平台發出未經邀約的推播通知（垃圾推播訊息）；
5. Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且

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

2. Chargeable event and other Mobile App Messaging Particulars

2. 計費事件及其他行動 APP 訊息詳情

“**Registered device**” means a device with the downloaded applications which contains SDK.

「**註冊設備**」指已載有包含 SDK 應用程式的設備。

“**Network Operator**” are Google Cloud Messaging (GCM) system, Apple Push Notifications Service (APNS) and Windows Push Notification which are in charge for delivering push notifications to Android and iOS platforms.

「**網路運營商**」為負責將推播通知送達安卓及 iOS 平台的 Google Cloud Messaging (GCM)系統、Apple Push Notifications Service (APNS)及 Windows Push Notification。

“**Push notifications**” are messages which are sent over the Internet Protocol to the end users smartphone. They are targeting the application which is previously installed by end user on the smartphone.

「**推播通知**」指通過網際網路發送給終端用戶智慧手機的訊息。推播通知的對象為終端用戶智慧手機中已安裝的應用程式；

“**SDK**” or “**Software Development Kit**” is software which the CLIENT has to download and adjust in cooperation with INFOBIP, in order for mobile app and INFOBIP Platform to be synchronized and to allow for uninterrupted transmission of Push Notifications;

「**SDK**」或「**軟體開發工具包**」指為使應用程式與 INFOBIP 平台能同步且不間斷提供推播通知服務，客戶必須下載與 INFOBIP 平台相容應用的軟體，以便行動應用程式和 INFOBIP 平台能同步，並允許不間斷地傳送推播通知；

“**Successful Submit**” means INFOBIP accepts the push notifications sent from the CLIENT and validates it before submitting push notification to the Cloud Vendor. INFOBIP shall return Successful Submit to the CLIENT to report that push notification processing has been successfully initiated. Push notifications which does not pass INFOBIP’s validation tests are rejected and error message returned to the CLIENT;

「**成功提交**」指 INFOBIP 接收客戶發送的推播通知，並在推播通知提交給雲端供應商之前進行驗證。INFOBIP 將會回覆客戶提交成功訊息，以報告推播通知處理設定已成功啟動。未通過 INFOBIP 驗證程序的推播通知將會被退回且回覆錯誤訊息到客戶。

TELEGRAM

1. Service Description

1. 服務說明

INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated Standard and Subscription Messages to the Telegram Platform through the INFOBIP Platform as well as processing messages received from Telegram Platform. Usable solely as an integral part of

INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option.

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

INFOBIP Services include:

INFOBIP 服務包含：

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；
- Route Telegram traffic generated by CLIENT to the Telegram Platform;
制定客戶端到 Telegram 平台之 Telegram 訊息流量傳輸路徑；
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；
- Manage connectivity with Telegram to ensure operability of the INFOBIP Services.
管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
- Ensure that its own information systems are properly configured to route Telegram traffic to the INFOBIP Platform;
確保其資訊系統已適當設定，得將 Telegram 流量傳輸至 INFOBIP 平台；
- Create and maintain at its own expense a database of Telegram Users receiving each Service and Subscription message processed by INFOBIP;
自費設置與維護接收 INFOBIP 服務與用戶訊息的 Telegram 用戶資料庫；
- Ensure under no circumstances to send Unsolicited Service Messages (SPAM) to the messaging Platform;

確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且
- Fulfill all its payment obligations
履行所有付款義務。

2. Chargeable Event and other Telegram Particulars

2. 計費事件及其他簡訊詳情

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

「**有效用戶**」指於特定月份中已成功接收至少一次由客戶於本協議下發送之通知的終端用戶；

“**Chargeable Event**” means Active User;

「**計費事件**」指有效用戶；

“**Network Operator**” means Telegram as defined below;

「**網路運營商**」指定義如下的 Telegram；

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

「**成功接收**」指客戶寄給 INFOBIP 的通知，並在提交至 Telegram 平台之前先行驗證該通知已發送至終端用戶的手機；

“**Telegram**” shall mean Telegram Messenger LLP, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5;

「**Telegram**」指地址位於 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ 5 的 Telegram Messenger LLP, ；

“**Telegram Platform**” means the platform and associated systems, network connection and interfacing capabilities used and operated by Telegram;

「**Telegram 平台**」指 Telegram 所使用操作的平台及相關系統、網路連結及介面；

VOICE AND VIDEO

語音及影片

WEB AND IN-APP CALLS

網頁/APP 即時通訊

1. Service Description

1. 服務說明

Infobip Web and In-App Call represent call, implemented using InfobipRTC SDK, that is either initiated from Client’s web or mobile application by end-user or answered from Client’s web or mobile application by end-user.

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

Call initiated from Client's web or mobile application by the end-user through InfobipRTC SDKs, in accordance with client configuration, can be terminated in one of the following ways:

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

- By placing the call to another end-user of Client's web or mobile application. Call may contain both audio and video components.
撥打通話予客戶網頁或行動應用程式中的另一終端用戶，通話可能含有語音與影像元件。
- By forwarding the call to either phone number designated by the CLIENT or Static-Public IP address designated by the CLIENT or forwarding of the call to CLIENT's softphone
轉接通話予客戶指定的電話號碼或靜態公用 IP 位址或將通話轉接至客戶的軟體電話

Calls that are in accordance with configuration terminated inside Client's web or mobile application through Infobip provided SDKs and answered by the application end-user, are initiated in one of the following ways:

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

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

Service configuration is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform.

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

INFOBIP Services include:

INFOBIP 服務包含：

- Provisioning of Voice number, if needed
必要時，提供語音號碼
- Configuration of the INFOBIP Platform

INFOBIP 平台設定

- Billing of Services provided by Infobip
計算與收取 INFOBIP 服務費用
- Technical support
技術支援

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational.
確保並測試客戶資訊系統與平台之間的連結正常；
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP.
提供客戶就 INFOBIP 服務費用的發票；
- Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services.
管理與網路運營商的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
- Ensure that its own information systems are properly configured, designed and developed to initiate and receive calls to and from the INFOBIP Platform.
確保其資訊系統已適當設定、設計與開發，得透過 INFOBIP 平台撥打或接收通話；
- Create and maintain at its own expense a database of Users making and receiving calls over INFOBIP Platform.
自費設置與維護接收 INFOBIP 平台撥打與接收通話的用戶資料庫；
- Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且
- Fulfil all its payment obligations
履行所有付款義務。

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

2. 計費事件及其他網頁/APP 即時通訊服務詳情

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

「**計費事件**」指由終端用戶或自動答錄機接聽為每 60 秒長度的單一通話。

“**Client Platform**” is the system Client uses to operate Client services.

「**客戶平台**」指客戶用來操作客戶服務的系統。

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

「**SDK 或軟體開發套件**」是客戶必須下載並與 INFOBIP 合作調整的軟體，以便行動應用程式及 INFOBIP 平台能夠建立通話。

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

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

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

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。

INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

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

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

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

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

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

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

VOICE MESSAGES

語音訊息

1. Service Description

1. 服務說明

Infobip **Voice Messages** services enables the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile telephony) and, on establishment of

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

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

Voice Service comprises the following:

語音服務包含下列：

- Technical support.
技術支援。
- Conversion of text message to audio file. List of languages available for text to speech conversion may be revised by INFOBIP, from time to time.
將文字訊息轉為語音檔案。INFOBIP 得隨時修改文字轉語音服務所適用語種清單。
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers.
經客戶要求提供語音號碼作為 Caller ID，並以該號碼做為來電顯示號碼。
- CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call.
客戶得選擇使用自動答錄機偵測，以偵測接聽通話者為機器或人類。
- Billing of such services provided by INFOBIP.
計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other VOICE MESSAGES Service Particulars

2. 計費事件及其他語音訊息服務詳情

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

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

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

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

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

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

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

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

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

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

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

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

INTERACTIVE VOICE RESPONSE (IVR)

互動語音回應 (IVR)

1. Service Description

1. 服務描述

Infobip IVR (**Outbound IVR**) services enable the CLIENT to initiate outbound calls to one or more destination numbers (subscriber numbers of landline or mobile telephony) or to receive inbound calls to Voice number from End-User (**Inbound IVR**). Upon establishment of the call, the previously created IVR scenario is being executed. In the IVR scenario CLIENT has pre-defined options to be executed, such as play a pre-recorded or text-to-speech converted audio file, forward the call, contact CLIENT's platform URL, or record End-User's feedback. Upon such a call being established, End-User can have an option of inputting command, that will be sent back to INFOBIP Platform. As a result of received command one of the options that the CLIENT has pre-defined on INFOBIP Platform will be executed. Pre-defined options that the CLIENT will be able to choose from shall depend on the supported features of INFOBIP Platform. INFOBIP shall not be responsible for the cases where the command signal inputted by the End-User does not reach INFOBIP Platform due to the connectivity issues.

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

IVR Service comprises the following:

互動語音回應服務包含下列:

- Technical support.
技術支援。
- Conversion of text message to audio file. List of languages available for text to speech conversion may be revised by INFOBIP, from time to time.
將文字訊息轉為語音檔案。INFOBIP 得隨時修改文字轉語音服務所適用語種清單。
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers or to be used for Inbound IVR..
經客戶要求提供語音號碼作為 Caller ID, 並以該號碼作為來電顯示號碼; 或將該語音號碼作為進站互動語音回應。
- CLIENT can choose to use Answering machine detection on Outbound IVR in order to detect whether machine or human answered the call.
客戶得於出站互動語音回應情境選擇使用自動答錄機偵測, 以偵測接聽通話者為機器或人類。
- Billing of such services provided by INFOBIP.
計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other IVR Service Particulars

2. 計費事件及其他互動語音回應服務詳情

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

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

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

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

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

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

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

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

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

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

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

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

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

「進站通話」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。

INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

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

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

CLICK TO CALL

一點即撥

1. Service Description

1. 服務描述

Infobip Click to call service enables the CLIENT to initiate two outbound calls towards two destination numbers (subscriber numbers of landline or mobile telephony) and if answered, engage the called parties in to the conversation.

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

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

Service comprises the following:

服務包括下列：

- Technical support.
技術支援。
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone numbers.
經客戶要求提供語音號碼作為 Caller ID，並以該號碼做為來電顯示號碼。
- CLIENT can choose to use Answering machine detection in order to detect whether machine or human answered the call.
客戶得選擇使用自動答錄機偵測，以偵測接聽通話者為機器或人類。
- Billing of such services provided by INFOBIP.
計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other Click to Call Service Particulars

2. 計費事件及其他一點即撥服務詳情

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

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

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

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

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

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

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

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

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

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

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

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

NUMBER MASKING

隱藏號碼

1. Service Description

1. 服務描述

- a) Number Masking is a solution that enables two parties using phone numbers (mobile or landline) to engage in a conversation over the phone without exposing their Caller ID to each other. Number Masking enables dynamic call forwarding of the inbound calls based on the response received from Client's Platform.
a) 隱藏號碼讓使用電話號碼（行動或市話電話）的兩方透過電話進行通話，且不互相顯示對方號碼。根據客戶平台接收到的回應，隱藏號碼服務得讓進站電話進行動態電話轉接。
- b) Once the call is received on Voice Number leased from Infobip by the Client, Infobip Number Masking platform sends HTTP request towards Client's Platform with information about the received call. In a response, Infobip platform shall:
b) 客戶自 Infobip 租用的語音號碼接到來電後，Infobip 隱藏號碼平台向客戶平台發出 HTTP 請求並提供關於來電的資訊。Infobip 平台將以此回應：
 - receive phone number to which to forward the inbound call to; or
接通電話並對其進行進站電話轉接；或
 - play pre-recorded audio file in accordance with Number Masking solution design and if agreed so in advance with the Client
依照隱藏號碼方案設計，且在與客戶事先約定的情況下，播放事先錄製的語音檔案

- shall execute any other flow as agreed with the CLIENT and in accordance with solution design
依照與客戶的約定及方案設計，執行任何其他流程
- c) Inbound call gets bridged to the phone number received in the Client's response described under b); however, Infobip shall not be held responsible should the call forwarding be delayed due to no or late response from Client's Platform.
c) 進站電話連接到客戶於 b)款描述下所接收的電話號碼，然因客戶平台延遲接聽或未接聽而無法連接時，Infobip 概不負責。
- d) Charging starts once the call is established, meaning either a) inbound call was forwarded to End-User and connection was established, or b) pre-recorded audio file is released to play.
d) 電話接通後將收費，即 a) 來電轉到終端用戶且接通，或 b) 事先錄製的語音檔案已開始播放。

Number Masking comprises the following:

隱藏號碼包括下列：

- a) Provision of the Voice number.
a) 提供語音號碼。
- b) Technical support
b) 技術支援
- c) Billing of such services provided by INFOBIP
c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other NUMBER MASKING Service Particulars

計費事件及其他隱藏號碼服務詳情

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

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

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

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

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

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

“**Dynamic call forwarding**” shall mean such call forwarding where Infobip Number Masking Platform, prior to forwarding a voice call to destination number, sends a query requesting destination number to Client’s platform and Client’s platform returns response to Infobip Number Masking Platform;

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

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

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

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

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

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

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

SIP TRUNKING

1. Service Description

服務描述

Infobip SIP Trunking services enables the CLIENT to initiate outbound calls from its voice capable platform to destination numbers (subscriber numbers of landline or mobile telephony) using INFOBIP Platform. Client platform is integrated with Infobip platform using SIP protocol and Static-Public IP address on both sides.

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

SIP Trunking comprises the following:

SIP Trunking 包括下列：

- Technical support
技術支援
- Upon request of the CLIENT provision of Voice Number to be used as a caller ID and presented to called destination phone number

經客戶要求提供語音號碼，作為來電顯示號碼，向去電對象顯示。

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

2. Chargeable Event and other SIP TRUNKING Service Particulars

計費事件及其他 SIP TRUNKING 服務詳情

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

“**Client Platform**” is the system Client uses to operate Client services

「**客戶平台**」指客戶用以經營客戶服務的系統；

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE

進站電話– 轉接至電話號碼/ IP / 軟體電話

1. Service Description

服務描述

Infobip Voice Numbers – Forward to Phone Number / IP / Softphone services means Inbound call made by End-User to Voice number and, in accordance with CLIENT's configuration setup on INFOBIP platform, forwarding of the call to phone number designated by the CLIENT, Static-Public IP address designated by the CLIENT, or forwarding of the call to CLIENT's softphone, respectively.

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

Service comprises the following:

服務包含：

- a) Provision of the Voice number.
a) 提供語音號碼。
- b) Technical support
b) 技術支援
- c) Billing of such services provided by INFOBIP
c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other INBOUND CALLS– FORWARD TO PHONE NUMBER / IP / SOFTPHONE Service Particulars

計費事件及其他進站電話– 轉接至電話號碼/ IP / 軟體電話服務詳情

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

客戶依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。

INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。

MISSED CALL VOICE SERVICE DESCRIPTION

未接來電語音服務描述

1. Service Description

服務描述

“**Missed call service**” means Inbound call made by End-User to which, in accordance with CLIENT’s configuration setup on Infobip platform, there is no call answer. Upon registering the call, INFOBIP Platform alerts CLIENT platform by providing information about End-User phone number, called Voice number and time stamp of the call.

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

Voice Service comprises the following:

語音服務包括下列：

- a) Provision of the Voice number.
a) 提供語音號碼。
- b) Technical support
b) 技術支援
- c) Billing of such services provided by INFOBIP
c) 計算與收取 INFOBIP 服務費用。

2. Chargeable Event and other Missed call Voice Service Particulars

計費事件及其他未接來電服務詳情

“**Chargeable event**” shall mean monthly fee for Voice number configured to receive Inbound calls.

「**計費事件**」指用來接聽進站通話之語音號碼的月費。

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

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

“**Client Platform**” is the system Client uses to operate Client services

「**客戶平台**」指客戶用以經營客戶服務的系統

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

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

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

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

「**進站通話**」指終端用戶撥打給語音號碼的通話，該通話應由網路運營商導向 INFOBIP 平台。

INFOBIP 平台登記網路運營商導入的通話後，應依照客戶的設定處理該通話。客戶應依照本協議的約定租用 INFOBIP 語音號碼時應支付月費。

VOICE AND VIDEO RECORDING

語音及影片錄製

1. Voice Recording Service Description

語音錄製服務描述

Description:

服務描述:

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

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

Particulars:**服務詳情:**

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

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

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

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

Chargeable Event and other Recording Particulars**計費事件及其他錄製服務詳情****Recording charges within Conversations Full solution****於 Conversations 完整方案中的錄製服務費用**

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

錄製服務費用已包含於 Conversations 完整方案的授權費用中，而不另外向客戶收費。

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

錄製容量應以每日通話錄製儲存的每十億位元組 (GB, gigabytes) 來計價, 即超過 24 小時區間。

例如, 儲存在 Infobip 兩天的 5GB 通話錄製檔案應以個五個計費單位收取兩次費用 (每日計費一次)。錄製服務費用於全部情況 (Conversations 完整方案)。

On top of the call traffic charges, which will be charged as per Infobip's standard pricing communicated to client via email and subject to change with as much prior notice as possible, the charges for the Service shall be as follows:

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

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

錄製授權費 – 每月收費, 並以使用語音錄製服務時同時發生的通話數量為計費標準。一通錄製的通話應對應到一組錄製授權費用。服務開始前, 客戶應書面告知 INFOBIP 擬設定的錄製上限, 而 INFOBIP 應對客戶以語音錄製服務進行的每通通話收取錄製授權費, 直至通話數量達到單月的錄製上限。

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

錄製容量費用 – 以每天儲存的通話分鐘數計費, 即超過 24 小時區間。例如, 儲存在 Infobip 兩天的 5 分鐘通話錄製檔案應以個五個計費單位收取兩次費用 (每日計費一次)。

2. Additional Video Recording Service Description Particulars

2. 其他影像錄製服務詳情

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

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

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

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

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

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

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

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

Bring Your Own Carrier (BYOC)

自帶運營商(BYOC)

1. Service Description

服務描述

With BYOC (Bring your Own Carrier) for voice calls, CLIENT will have the ability to use existing PSTN Voice Provider and keep phone numbers with that carrier while using Infobip Conversations. 語音通話中的 BYOC（自帶運營商）讓客戶使用客戶既有的 PSTN 語音供應商及該運營商的電話號碼，同時使用 Infobip Conversations 服務。

BYOC allows CLIENT to control voice connectivity while utilizing INFOBIP's cloud contact center features, whereas INFOBIP shall not be responsible for CLIENT's connection toward operator.

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

Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option.

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

Service configuration for BYOC is done by INFOBIP upon request by the CLIENT on CLIENT's behalf in INFOBIP Platform.

BYOC 的服務設定由 INFOBIP 依照客戶要求，代表客戶在 INFOBIP 平台上建立。

2. Chargeable Event and other BYOC Particulars

計費事件及其他 BYOC 服務詳情

BYOC setup is charged on top of SaaS price list. Chargeable event is minute per inbound or outbound calls by CLIENT over any INFOBIP service.

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

Live chat

即時聊天

1. Service Description

服務描述

Infobip Live chat channel allows for real-time chat communication with customers on Client's website or through Client's mobile app.

Infobip 的即時聊天通道讓客戶在客戶網站或透過客戶行動應用程式進行即時聊天通訊。

The communication can be initiated from Client's web or mobile application by customers or by Client from Live chat on Customer Portal.

通訊可由客戶於其網站或行動應用程式啟動，或由客戶在客戶入口網站上進行現場聊天。

Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option.

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

Service configuration for web chat is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT's behalf in INFOBIP Platform.

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

Service configuration for mobile chat “Mobile In-App Chat” is done over Customer Portal through Mobile App setup (see Mobile App Messaging section). Once the Mobile App Profile is added client needs to connect the live chat widget with the Mobile App.

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

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

Social media

社群媒體

1. Service Description

1. 服務描述

Infobip Social media channels allows for communication with customers on CLIENT’s social media pages by receiving public comments and managing replies utilizing INFOBIP’s cloud contact center solution.

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

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

Usable solely as an integral part of INFOBIP’s SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. Social media channels shall be sold and billed as per SaaS Price list.

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

Service configuration for social media is available using Customer Portal, alternatively INFOBIP account manager shall, upon request by the CLIENT, implement configuration on CLIENT’s behalf in INFOBIP Platform.

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

GOOGLE BUSINESS MESSAGING (GOOGLE BM)

GOOGLE 商業訊息 (GOOGLE BM)

1. Service Description

1. 服務描述

INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Google Business Messages Platform through the INFOBIP Platform as well as processing messages received from the Google Business Messages Platform.

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

INFOBIP Services include:

INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
客戶資訊系統與 INFOBIP 平台之間的連通性；
- Configuration of the INFOBIP Platform to receive Google BM traffic generated by CLIENT and the handling and routing of such Google BM traffic to the Google Platform;
INFOBIP 平台設定接收客戶處產生的 Google BM 流量，處理並路由該 Google BM 流量至 Google 平台；
- Billing of such Google BM traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理 Google BM 流量的帳單；及
- Provide technical support
提供技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；
- Route Google BM traffic generated by CLIENT to the Google Business Messages Platform;
將客戶端產生的 Google BM 流量導向至 Google 商業訊息平台；
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；

- Manage all contractual relationships with Google to ensure the operability of the INFOBIP Services.

管理與 Google 的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

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

妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；

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

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

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

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

- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;

確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

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

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

2. Chargeable Event and other Google BM Particulars

2. 計費事件及其他 Google BM 詳情

“Chargeable Event” means Active User;

「計費事件」指有效用戶；

“Network Operator” means Google Business Messages platform as defined below;

「網路運營商」指如下定義的 Google 商業訊息平台；

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

「Google」指 Google LLC., 設立於美國的有限責任公司, 主營業所位於 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States;

“Google BM App” shall mean any mobile, desktop or web-based application developed by Google that enables the usage of Google Business Messages Services.

「Google BM 應用程式」指 Google 開發的任何行動、桌面或網路應用程式, 而得使用 Google 商業訊息服務。

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

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

“Google BM Traffic” shall mean the CLIENT Services provided to CLIENT’s Google BM Users via the Google Business Messages Platform and Google App;

「Google BM 流量」指客戶透過 Google 商業訊息平台及 Google 應用程式, 向客戶的 Google 商業訊息用戶提供的客戶服務;

“Google BM User” shall mean an End-User who is using any of the Google Apps and has expressed its consent to use the Google BM Service.

「Google BM 用戶」指使用任何 Google 應用程式並同意使用 Google 商業訊息服務的終端用戶;

“Google Policies” shall mean the then in-effect terms and conditions and/or policies which apply to any user or entity using the Google Apps and available at google.com.

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

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

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

VIBER BOT

1. Service Description

1. 服務描述

INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated messages to the Viber Bot Platform through the INFOBIP Platform as well as processing messages received from the Viber Platform.

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

INFOBIP Services include:

INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
客戶資訊系統與 INFOBIP 平台之間的連通性；
- Configuration of the INFOBIP Platform to receive Viber Bot traffic generated by CLIENT and the handling and routing of such Viber Bot traffic to the Viber Platform;
INFOBIP 平台設定接收客戶處產生的 Viber Bot 流量，處理並路由該 Viber Bot 流量至 Viber 平台；
- Billing of such Viber Bot traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理 Viber Bot 流量的帳單；及
- Provide technical support
提供技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；
- Route Viber Bot traffic generated by CLIENT to the Viber Platform;
將客戶端產生的 Viber Bot 流量導向至 Viber 平台；
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；
- Manage all contractual relationships with Viber to ensure the operability of the INFOBIP Services; and
管理與 Viber 的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
- Ensure that its own information systems are properly configured to route Viber Bot traffic to the INFOBIP Platform;

確保其資訊系統已適當設定，而得將 Viber Bot 流量導向 INFOBIP 平台：

- Create and maintain at its own expense a database of Viber Bot Users receiving each message processed by INFOBIP;
自費建立並維持的收取 INFOBIP 處理的每則訊息的 Viber Bot 使用者資料庫；
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；
- Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且
- Fulfil all its payment obligations
履行所有付款義務。

2. Chargeable Event and other Viber Bot Particulars

2. 計費事件及其他 Viber Bot 詳情

“**Chargeable Event**” means each Outbound Message delivered outside of CSW;

「計費事件」指非採 CSW 發出的每則出站訊息；

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

「出站訊息」指客戶透過 Bot 向 Viber Bot 用戶發出的所有類型的訊息；

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

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

“**Viber**” shall mean Viber Media S.a.r.l., a limited liability company (societe a responsabilite limitee) incorporated in the Grand Duchy of Luxembourg under number B184956 and whose principal place of business is at 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg;

「Viber」指 Viber Media S.a.r.l.，於盧森堡設立的有限責任公司，公司註冊編號為 B184956，其主營業所地址位於 2, rue du Fosse, L-1536 Luxembourg, Grand Duchy of Luxembourg；

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

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

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

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

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

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

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

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

“**Network Operator**” shall mean Viber as defined above.

「**網路運營商**」指如上定義的 Viber；

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

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

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

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

KAKAO

1. Service Description

1. 服務描述

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

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

INFOBIP Services include:

INFOBIP 服務包含：

- Connectivity between CLIENT's information system and the INFOBIP Platform;
客戶資訊系統與 INFOBIP 平台之間的連通性；
- Configuration of the INFOBIP Platform to receive Kakao traffic generated by CLIENT and the handling of such Kakao Talk traffic to the Kakao Talk Platform;
INFOBIP 平台設定接收客戶處產生的 Kakao 流量，處理並路由 Kakao Talk 流量至 Kakao Talk 平台；

- Billing of such Kakao Talk traffic processed by INFOBIP; and
計算與收取 INFOBIP 處理 Kakao Talk 流量的帳單；及
- Provide technical support
技術支援。

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

關於 INFOBIP 所提供服務，除本協議規定外，INFOBIP 尚應：

- Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational;
確保並測試客戶資訊系統與平台之間的連結正常；
- Route Kakao traffic generated by CLIENT to the Kakao Platform;
將客戶端產生的 Kakao 流量導向至 Kakao 平台；
- Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP;
提供客戶就 INFOBIP 服務費用的發票；
- Manage all contractual relationships with Kakao to ensure the operability of the INFOBIP Services; and
管理與 Kakao 的所有契約關係，以確保 INFOBIP 服務正常。

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

在不影響客戶義務的前提下，客戶茲此承諾下列各項：

- Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP;
妥善填寫 INFOBIP 提供的技術與契約表格，以提供完整的配置資訊；
- Ensure that its own information systems are properly configured to route Kakao traffic to the INFOBIP Platform;
確保其資訊系統已適當設定，而得將 Kakao 流量導向 INFOBIP 平台；
- Create and maintain at its own expense a database of Kakao Users receiving each message processed by INFOBIP;
自費建立並維持的收取 INFOBIP 處理的每則訊息的 Kakao 使用者資料庫；
- Ensure under no circumstances to send unsolicited messages (SPAM) to the messaging platform;
確保在任何情況下都不會向訊息平台發出未經邀約的訊息（垃圾訊息）；

- Announce a larger volume of traffic a few days in advance; and
流量將變大時，提前數日告知；且
- Fulfil all its payment obligations
履行所有付款義務。

2. Chargeable Event and other Kakao Particulars

2. 計費事件及其他 Kakao 詳情

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

Kakao 方案提供三種不同的訊息服務：通知聊天(Alim Tog)與 Brand Message Talk 以交易及促銷訊息為主，並以傳送之每則訊息計費；而諮詢聊天(Sangdam Tog)以聊天諮詢為主，並以每段對話計費。

“**Chargeable Event**” for Notification and Friends Talk means Service Messages sent by CLIENT to INFOBIP which is subject to Successful Delivered by INFOBIP to Kakao User;

通知與好友聊天的「計費事件」指客戶寄送給 INFOBIP 且由 INFOBIP 成功傳送予 Kakao 用戶的服務訊息；

“**Chargeable Event**” 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

「計費事件」是指透過 Kakao 平台發送的品牌訊息，並以每則訊息為基準收費：

- 每則傳送給頻道好友的訊息；
- 每則傳送給頻道訂閱者的訊息。

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

諮詢聊天的「計費事件」指由終端用戶於時間範圍內觸發的每段 Kakao 對話；

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

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

“**Channel Friend (친구)**” means a KakaoTalk user who has added KakaoTalk Channel as a friend.

「頻道好友 (친구)」指已將 KakaoTalk 頻道添加為好友的 KakaoTalk 使用者。

“**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.

「**頻道訂閱者或非好友**」指未將 KakaoTalk 頻道添加為好友，但已同意接收 Kakao 推廣訊息的 KakaoTalk 使用者。該選擇加入（Opt-in）流程須事先獲得 Kakao 的批准。

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

「**Kakao**」指 Kakao Corp.，於大韓民國登記設立的公司，其主營業所地址位於 242 Cheomdan-ro, Jeju-Si, Jeju-do, South Korea；

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

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

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

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

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

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

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

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

“**Network Operator**” shall mean Kakao as defined above.

「**網路運營商**」指如上定義的 Kakao；

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

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

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 intowards 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 themselves
Onboarding	Onboarding fully supported by Infobip	Partner doing everything by themselves
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 only rely on Meta features

2. 服務說明

「技術提供者」是指有合法需要存取其他企業擁有的商業數據以便為這些企業提供服務或功能的企業。

根據 Meta 技術提供者計劃，技術提供者將能夠透過以下方式加入 WhatsApp Business Platform:

- a) 直接透過 Meta 或
- b) 透過 Infobip

如果技術提供者選擇直接透過 Meta (「**Meta Onboarding**」)，管理此類導入的任何條款、條件和規則將由技術提供者和 Meta 之間處理。Infobip 對 Meta Onboarding 流程或此後 Meta 與技術提供者之間的關係（例如但不限於付款）不承擔任何義務、角色或責任。

選擇透過 Infobip 加入 WhatsApp Business Platform (「**Infobip Onboarding**」) 的技術提供者將獲得與 Infobip 書面同意的條款、條件和規則。

兩種導入模式之間的某些差異可能包括以下內容，但該清單僅有代表性，並非詳盡無遺：

	Infobip Onboarding	Meta Onboarding
商業模式	帳戶共享、聯合解決方案、管理 WABA – 全部透過 Infobip 進行，消除技術供應商的營運負擔	由夥伴自行處理所有事項
導入服務	Infobip 完全支持	由夥伴自行處理所有事項
支持	擁有用 Meta 支援管道的使用權、Infobip 支援升級和其他服務流程	僅擁有用 Meta 支援管道的使用權

	Partner can utilize Infobip feature stack focused on platforms.		功能與開發	Infobip 是服務平台的平台提供者。除 Meta 功能外，夥伴還可使用 Infobip 專注於平台服務的 其他功能組合	夥伴僅能使用 Meta 既有功能
	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 提供為發送者 購買 號碼 的 選項。此外，提供的預先驗證的號碼減少了電話號碼驗證的複雜性	Meta 無法提供購買號碼的選項
	Infobip can do custom development (e.g., custom reporting)	Meta is not doing custom development		Infobip 可以進行客製化開發（例如客製化報告）	Meta 不將進行客製化開發
	Maintenance: updates of Infobip API upgrades	Manual maintenance of API – Partners need to do updates of Meta API by themselves.		維護： Infobip API 升級更新	API 手動維護 - 夥伴需要自行更新 Meta API。
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 CPaaS (the latter available only through API) elements to divide reporting and billing between different entities and applications.	WhatsApp Business Manager analytics	報告和計費	WhatsApp Business Manager 加上統一的 Infobip 分析，包括所有管道和所有功能。 Infobip Portal 上的儀表板，可以利用 Subscriptions API 和 CPaaS（後者只能透過 API 取得）元素來劃分不同帳戶和應用程式之間的報表和計費。	WhatsApp Business Manager 分析
2. Other particulars			2. 其他詳情		

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. 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.	在任何情況之下，技術提供者同意接受 WhatsApp 商業解決方案條款的約束（目前可在以下網址取得：https://www.whatsapp.com/legal/business-solution-terms），其中包含但不限於 WhatsApp 商業服務條款（目前可在 https://www.whatsapp.com/legal/business-terms/ 上取得）（統稱「TOS」），除本條款另有說明。為清楚起見，除本條款明確規定以外，TOS 保持適用且完全有效。若本條款與 TOS 的條款有衝突或不一致，以本條款為準，但僅限於此類衝突或不一致的範圍。
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).	在上線任何新的客戶之前，技術提供者必須 (a) 以書面形式（按 WhatsApp 指示的格式和媒介）將與技術提供者建議的整合有關的名稱、地址和服務性質告知 WhatsApp; (b) 收到 WhatsApp 對建議的客戶的書面批准（電子郵件即可）(WhatsApp 可以自行決定是否批准或拒絕); 以及 (c) 向 WhatsApp 提供書面證據，證明客戶已經滿足了 WhatsApp 要求的任何合規性檢查（由 WhatsApp 自行決定）。
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	技術提供者僅能代表客戶使用和存取 WhatsApp 業務解決方案（包括訊息），並按照技術提供者與解決方案提供者和/或參與合作夥伴的客戶（如適用）之間的義務，並遵守技術提供商之間的義務，並且除此之外必須與 TOS 一致的方式進行。「解決方案提供者」指經過 WhatsApp 的合規性檢查並獲得 WhatsApp 授權，以服務提供者的身份代表其客戶部署 WhatsApp 商業解決方案，可稱為「解決方案提供者」或「服務提供者」。即使(a) 本條款被終止，(b) 技術提供者與客戶的協議終止，或(c) 技術提供者已直接將客戶引入 WhatsApp 商業解決方案，並且該客戶請求技術提供者將其 WABA 遷移到解決方案提供者或控制其 WABA，技術提供者必須合理且按時地（在此類終止通知或此類客戶請求後不超過三十(30) 天內），對於 (a) 和(b) ，僅在確保在所需的範圍內客戶不受不利影響，和確保此類緩衝期不違反相關法律）在期限期間和之後支持適用的客戶遷移到解決方案提供商，或使該客戶能夠自身承擔控制（按照客戶的指示），並且

either Infobip, WhatsApp and/or Client have instructed Tech Provider otherwise.	技術提供者必須立即從技術提供者的系統中刪除任何 WABA 資料和信息，除非 Infobip、WhatsApp 和/或客戶另有指示技術提供者。
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 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.	Microsoft Azure 市場 Microsoft Azure 市場詳細資訊 雖然 Infobip 將有效對您提供約定服務（儘管有 Microsoft Azure 的協助，且一定程度上透過 Microsoft Azure），但仍應對 Microsoft 付費並由 Microsoft 收費。雖然確實由 Infobip 決定價格，但 Microsoft 將自行管理付款事宜。
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.	Signals 1. 服務說明 Infobip Signals 是一種解決方案，旨在防止行騙者利用客戶應用程式 / 平台中的弱點，並以機器人產生大量簡訊服務流量時發生的人工流量膨脹（Artificially Inflated Traffic (AITAIT)）。 Infobip Signals 透過各種方法（例如但不限於監測每個電話號碼或電話號碼範圍收到的訊息數量）自動封鎖涉嫌行騙，並經偵測為高風險的移動台國際用戶識別碼（MSISDN）或電話號碼。系統利用 INFOBIP 系統及其他外部來源中各別 MSISDN 的行為（例如於特定期間內發送的訊息數量）。 封鎖的流量不收費，也不計入每月總量。 客戶瞭解由於詐欺類型的性質不斷演進且攻擊方法日新月異，因此無法保證於每一種情況下都有完美的封鎖效率。 INFOBIP 有權就任何合法目的創造、產生並使用綜合資料，並於本協議效期內及效期後擁有綜合資料的所有權利、產權和利益。

Client acknowledges to be familiar with AIT security mitigation measures described in Information security terms and accepts them. 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 CLIENT has a possibility to manage Trusted MSISDN list through public API.	客戶確認擁有適當的合法依據以及（於需要時）終端使用者的授權，可就提供訊號服務之目的，使用終端使用者相關通信類型的流量資料和詳細資訊。 客戶確認熟悉並接受資訊安全條款中所述人工流量膨脹的安全緩解措施。 2. 計費模式和其他訊號細節 「綜合資料」係指從多個 Infobip 顧客的資料（包括客戶資料）中衍生的去識別化和匿名化資料集，用於以摘要形式表達該資訊。綜合資料不包括關於客戶或客戶之顧客的任何個人資訊或可合理識別自然人或客戶的其他資訊。 「封鎖」係指封鎖流向經偵測為高風險、涉嫌行騙之目的地 MSISDN 的流量。 「互動」係指客戶將流量傳送至 INFOBIP，以便轉送至網路業者。 「收費事件」的涵義應取決於客戶用以於啟用互動的通訊管道。 「網路業者」的涵義應取決於客戶用以於啟用互動的通訊管道。 「正常流量」係指未被偵測為詐欺並向客戶收費的所有互動。 「封鎖流量」係指經偵測為詐欺且不向客戶收費的所有互動。 「MSISDN」是識別使用全球行動通訊系統或通用行動電信系統行動網路的獨特號碼，是將電話號碼對應到行動電話或手機中的用戶身分模組。 「受信任的 MSISDN」係指 Signals 無條件信任為安全的 MSISDN 或電話號碼清單，發送到這些目的地的
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	任何收費事件不會遭封鎖。清單將針對每位客戶單獨維護，每位客戶可透過公開應用程式介面管理受信任的 MSISDN 清單。
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. 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 an updated database of requests and responses, ensuring compliance with applicable laws. d. Announce anticipated increases in usage volume in advance. e. Fulfill all payment obligations as per the agreement.	生成式人工智慧 1. 服務說明 INFOBIP 服務包括使客戶能夠利用生成式人工智慧功能執行各式應用程式的解決方案。其可用作獨立提供之服務項目，簡稱為 GEN AI，亦可以整合至 INFOBIP 的 CONVERSATIONS、MOMENTS、ANSWERS 和 CDP 平台中，稱為 Agent Assistant 和 /或 AI Assistant。GEN AI 服務包括： a. 客戶資訊系統與 INFOBIP 平台的無縫整合，以便使用 GEN AI 功能。 b. 平台配置處理及受理客戶端產生之請求，確保高效率且準確之人工智慧驅動式回應。 c. 根據 GEN AI 單位的使用量對 GEN AI 之使用情況進行計費。 d. 在整合及使用方面提供全面技術支援。 INFOBIP 應於提供 GEN AI 服務時： a. 測試客戶資訊系統與平台之連接，以確保其運作正常。 b. 處理客戶端產生的人工智慧請求，並經由平台提供回應。 c. 向客戶開立有關提供 GEN AI 服務的所有 INFOBIP 費用收據。 d. 管理所有必要之技術及運作事項，以確保 GEN AI 服務之功能正常。 客戶承諾： a. 填寫 INFOBIP 提出之技術表格，以提供所有必要之配置資訊。 b. 確保其資訊系統已配置，可向平台發出請求並接收回應。 c. 維護請求及回應資料庫之最新狀態，確保符合適用法律。 d. 事先宣布預期之使用量增加數。 e. 依合約履行所有付款義務。

2. Chargeable Events and Other GEN AI Particulars “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 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. 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. 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 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.	2. 收費項目及其他 GEN AI 資訊 「GEN AI 收費項目」指 INFOBIP 平台利用 GEN AI 功能處理之任何請求，其以 GEN AI 互動數進行衡量。 「GEN AI 互動數」為 GEN AI 服務之計費單位，計價之詳細資訊由負責之客戶經理提出。價格可能隨時發生變動，且於訂立時將考量各式因素，例如但不限於硬體需求、生成式人工智慧模型、符記或字元消耗量、區域及 GenAI 之操作複雜度。 當客戶使用 INFOBIP 服務時，如需人工智慧工具之協助和參與，或以其他方式與人工智慧工具互動，即會產生 GEN AI 互動數。 在對話服務中，其可能包括（但不限於）建議之回應、翻譯、票證摘要或特定類型之幫助 - 其皆會與 AI 產生互動 / 屬於 AI 工具，因此均會產生生成式人工智慧收費項目。同理，回答服務本身很大程度依賴人工智慧，因此幾乎每條訊息都將產生人工智慧互動數。 INFOBIP 保留自行決定更改本合約項下任何價格之權利，但最遲應提前 8（八）天通知客戶。本合約項下之所有付款應根據雙方先前商定之既有付款條款履行之。 3. GEN AI 數據處理的位置 GEN AI 服務可供全球客戶使用。然而，GEN AI 服務中的數據處理將在以下地區之一進行：歐盟或美國。客戶承認數據處理將在這些指定位置之一進行。
Apple Messages 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:	Apple Messages for Business (“AMB”) 1. 服務說明 1. 服務說明 INFOBIP 服務提供的解決方案，能夠協助客戶透過 INFOBIP 平台將行動終端訊息交付至 AMB Platform，以及處理自 AMB Platform 接收之訊息。

• 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 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; • 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 2. Chargeable Event and Other Apple Messages for Business Particulars “Chargeable Event” means any 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 .	INFOBIP 服務包括: • 連結客戶資訊系統及 INFOBIP 平台; • 配置 INFOBIP 平台以接收客戶所產生之 AMB 流量, 及處理與轉送此等流量至 AMB 平台; • 就由 INFOBIP 所處理之此等 AMB 流量進行發單收款; 及 • 提供技術支援。 於提供 INFOBIP 服務時, 除遵守《合約》規範條款外, INFOBIP 另應: • 測試客戶資訊系統與 INFOBIP 平台之連結, 以確保其運作正常; • 將客戶產生的 AMB 流量, 轉送至 AMB 平台; • 就與 INFOBIP 服務提供相關的所有 INFOBIP 費用, 向客戶發單收款; • 管理與 Apple 之間的所有契約關係, 確保 INFOBIP 服務之正常運作; 及 於未影響對客戶所應負擔義務之前提下, 客戶另保證: • 適當填寫 INFOBIP 所提供之所有技術面與契約相關表單, 以提供所有必要配置資訊; • 確保其自有資訊系統之適當配置, 以將 AMB 流量轉送 INFOBIP 平台; • 自費建立與維護一個 AMB 用戶資料庫, 以收取 INFOBIP 處理的所有訊息; • 確保於任何情況下皆不會將非用戶要求的訊息 (垃圾訊息) 發送至傳訊平台; • 提前數日公告規模較大的流量; 及 • 履行其所有付款義務。 2. 可收費事件及其他 Apple Messaging for Business 規定 「可收費事件」係指在特定曆月內任何活躍的用戶, 無論其是否已發送或接收 AMB 流量;
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“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; “AMB Traffic” 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 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.	「活躍用戶」是指在特定曆月內活躍的 AMB 用戶數量。 「網路業者」係指 AMB，如本《合約》所定義； 「Apple」應係指 Apple Inc.，美國之有限責任公司，主要營運地址位於 One Apple Park Way, Cupertino, CA 95014, United States； 「Apple App」指由 Apple 開發的任何行動裝置、桌面、平板或網頁應用程式，用於啟用 Apple 訊息服務的使用。 「AMB 平台」指 Apple 為提供服務所使用的伺服器、硬體、軟體及其他設備。 「AMB 流量」指透過 AMB 平台與 Apple App 向客戶的 AMB 訊息使用者提供的客戶服務。 「AMB 使用者」指使用任何 Apple App 並已明確同意使用 AMB 服務的終端使用者。 「Apple 政策」指適用於任何使用 Apple App 的使用者或實體的現行條款與條件及/或政策，可於 apple.com 查閱。 客戶同意並確認，Apple 可不定期施加特定流量限制，INFOBIP 亦須就 AMB 流量對客戶施加相同限制。INFOBIP 將於合理可行的時間內通知客戶，並附上正式文件以確認相關限制。
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:	Instagram Direct Messages 1. 服務說明 INFOBIP 服務提供的解決方案，能夠協助客戶透過 INFOBIP 平台將行動終端訊息交付至 Messenger 平台。 INFOBIP 服務包括： • 連結客戶資訊系統及 INFOBIP 平台； • 配置 INFOBIP 平台以接收客戶所產生之 Instagram Direct Messages 流量，及處理與轉送此等流量至 Messenger 平台； • 就由 INFOBIP 所處理之此等 Instagram Direct Messages 流量進行發單收款。

• Ensure that connectivity between CLIENT's information system and the INFOBIP Platform is tested and operational; • Route Instagram Direct Messages traffic generated by CLIENT to the Messenger Platform; • Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP; • 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	於提供 INFOBIP 服務時，除遵守《合約》規範條款外，INFOBIP 另應： • 測試客戶資訊系統與 INFOBIP 平台之連結，以確保其運作正常； • 將客戶產生的 Instagram Direct Messages 流量，轉送 Messenger 平台； • 就與 INFOBIP 服務提供相關的所有 INFOBIP 費用，向客戶發單收款； • 管理與 Meta 之間的所有契約關係，確保 INFOBIP 服務之正常運作。 於未影響對客戶所應負擔義務之前提下，客戶另保證： • 適當填寫 INFOBIP 所提供之所有技術面與契約相關表單，以提供所有必要配置資訊； • 確保其自有資訊系統之適當配置，以將 Instagram Direct Messages 流量轉送 INFOBIP 平台； • 自費建立與維護一個接收 INFOBIP 所處理所有訊息的 Instagram 用戶資料庫； • 確保於任何情況下皆不會將非用戶要求的訊息（垃圾訊息）發送至傳訊平台； • 提前至少三（3）日公告規模較大的流量；及 • 履行其所有付款義務。 2. 可收費事件及其他 Instagram Direct Messages 規定 「有效用戶」係指於特定月份透過本《合約》規範服務自客戶成功接收至少一筆訊息之任何終端用戶； 「有效用戶可收費事件」係指有效用戶； 「Meta」係指 Meta Platforms Inc, 美國之有限責任公司，主要營運地址位於 1 Meta Way, Menlo Park, California 94025；
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Meta Platform that have been confirmed as delivered to the end-user's handset Instagram – shall mean Instagram services that allows your app to send and receive messages between your Instagram Professional account and your customers, potential customers, and followers. Instagram Direct Messages – https://business.instagram.com/direct-messaging 3. Instagram Direct Messages Terms Of Use Instagram Terms of Use Found at https://www.facebook.com/help/instagram/581066165581870/?helpref=hc_fnav New Terms of Use go into effect on 12 January Found at https://help.instagram.com/1025863915080220?helpref=faq_content&fbclid=IwAR0s_s-u4FNonLPia1AFpulJdNbOzdCi6zu-QvslSRdT-kFy37nS2pDHRkA Platform to Business Notice Found at https://www.facebook.com/legal/platformtobusinessnotice Meta Platform Terms Found at https://developers.facebook.com/terms	「MT 可收費事件」係指客戶發送 Instagram Direct Message 予 INFOBIP, 以供 INFOBIP 成功交付予提供方; 「Meta 平台」係指 Meta 使用與營運之平台及相關系統、網路連線及介面功能; 「網路業者」係指 Meta, 如下所述; 「成功交付」係指 INFOBIP 接收客戶所發送之 Instagram Direct Message , 並於提交及進一步轉送前予以驗證。INFOBIP 應於提供方接收訊息後向客戶回報已成功交付; 「成功接收」係指客戶就訊息已確認交付至終端用戶手機之事宜發送予 INFOBIP、並於提交 Meta 平台前加以驗證之通知。 Instagram – 係指 Instagram 服務, 可供您的 app 於您的 Instagram Professional 帳戶及您的顧客、潛在顧客及追蹤者之間發送與接收訊息。 Instagram Direct Messages – https://business.instagram.com/direct-messaging 3. Instagram Direct Messages 使用條款 Instagram 使用條款 請參閱 https://www.facebook.com/help/instagram/581066165581870/?helpref=hc_fnav 自 1 月 12 日起生效之新使用條款 請參閱 https://help.instagram.com/1025863915080220?helpref=faq_content&fbclid=IwAR0s_s-u4FNonLPia1AFpulJdNbOzdCi6zu-QvslSRdT-kFy37nS2pDHRkA Platform to Business 通知 請參閱 https://www.facebook.com/legal/platformtobusinessnotice Meta 平台條款 請參閱 https://developers.facebook.com/terms
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Messenger 1. Service Description INFOBIP Services features a solution that shall enable CLIENT to deliver mobile terminated Standard and Subscription Messages to the Messenger Platform through the INFOBIP Platform as well as processing messages received from Messenger Platform. Usable solely as an integral part of INFOBIP's SaaS product portfolio, as opposed to being offered as a standalone product which is not an option. 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 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;	Messenger 1. 服務說明 INFOBIP 服務提供的解決方案，能夠協助客戶透過 INFOBIP 平台將行動終端標準與訂閱訊息交付至 Messenger 平台，以及處理自 Messenger 平台接收之訊息。此服務必須與 INFOBIP 之「軟體即服務」(SaaS) 產品組合合併，不以單一產品形式提供（亦不提供此等選擇）。 INFOBIP 服務包括： a. 連結客戶資訊系統及 INFOBIP 平台； b. 配置 INFOBIP 平台以接收客戶所產生之 Messenger 流量，及處理與轉送此等流量至 Messenger 平台； c. 就由 INFOBIP 所處理之此等 Messenger 流量進行發單收款；及 d. 技術支援。 於提供 INFOBIP 服務時，除遵守《合約》規範條款外，INFOBIP 另應： a. 測試客戶資訊系統與 INFOBIP 平台之連結，以確保其運作正常； b. 將客戶產生的 Messenger 流量，轉送 Messenger 平台； c. 就與 INFOBIP 服務提供相關的所有 INFOBIP 費用，向客戶發單收款； d. 管理與 Messenger 之間的連結，確保 INFOBIP 服務之正常運作。 於未影響對客戶所應負擔義務之前提下，客戶另保證： a. 適當填寫 INFOBIP 所提供之所有技術面與契約相關表單，以提供所有必要配置資訊； b. 確保其自有資訊系統之適當配置，以將 Messenger 流量轉送 INFOBIP 平台； c. 自費建立與維護一個接收 INFOBIP 所處理所有服務與訂閱訊息之 Messenger 用戶資料庫；
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“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 Found at https://developers.facebook.com/terms https://transparency.meta.com/policies/community-standards/	d. 確保於任何情況下皆不會將非用戶要求的訊息（垃圾訊息）發送至傳訊平台； e. 提前數日公告規模較大的流量；及 f. 履行其所有付款義務。 2. 可收費事件及其他 Messenger 規定 「有效用戶」係指於特定月份透過本《合約》規範服務自客戶成功接收至少一筆訊息之任何終端用戶； 「有效用戶可收費事件」係指有效用戶； 「Meta」係指 Meta Platforms Inc, 美國之有限責任公司，主要營運地址位於 1 Meta Way, Menlo Park, California 94025； 「Meta 平台」係指 Meta 使用與營運之平台及相關系統、網路連線及介面功能； 「MT 可收費事件」係指客戶發送 Messenger for Business 訊息予 INFOBIP，以供 INFOBIP 成功交付予提供方； 「網路業者」係指 Meta，定義如下； 「成功交付」係指 INFOBIP 接收客戶所發送之 Messenger for Business 訊息，並於提交及進一步轉送前予以驗證。INFOBIP 應於提供方接收訊息後向客戶回報已成功交付； 「成功接收」係指客戶就訊息已確認交付至終端用戶手機之事宜發送予 INFOBIP、並於提交 Meta 平台前加以驗證之通知； 「提供方」係指 Meta，如下所述。 3. Messenger 使用條款 客戶亦接受與確認下列由 Meta 所發佈與不定時修訂、且亦適用客戶依據本《合約》使用 Messenger Service 之行為的各項條款 Platform to Business 通知 請 參 閱 https://www.facebook.com/legal/platformtobusinessnotice Meta 平台條款
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	請參閱 https://developers.facebook.com/terms https://transparency.meta.com/policies/community-standards/
WhatsApp Business Platform	WhatsApp 商業平台
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 from 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 PROVIDER 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 PROVIDER Services; • Manage all contractual relationships with WhatsApp to ensure the operability of the PROVIDER Services. Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to: • Provide all the configuration information through the proper completion of all technical and contractual forms provided by INFOBIP; • Ensure that its own information systems are properly configured to route WhatsApp traffic to the INFOBIP Platform; • Create and maintain at its own expense a database of WhatsApp Users receiving each message processed by INFOBIP;	1. 服務說明 INFOBIP 服務提供的解決方案，能夠協助客戶透過 INFOBIP 平台將行動終端訊息交付至 WhatsApp 商業平台。 INFOBIP 服務包括： • 連結客戶資訊系統及 INFOBIP 平台； • 配置 INFOBIP 平台以接收從客戶帳戶發送的 WhatsApp 流量，並處理及路由該 WhatsApp 流量至 WhatsApp 平台，同時接收 WhatsApp 行動端發起的訊息（MO 訊息）； • 就由 INFOBIP 所處理之此等 WhatsApp 流量進行發單收款。 於提供提供商服務時，除遵守《合約》規範條款外，INFOBIP 另應： • 測試客戶資訊系統與 INFOBIP 平台之連結，以確保其運作正常； • 將客戶產生的 WhatsApp 流量，轉送至 WhatsApp 商業平台； • 就與提供商服務提供相關的所有 INFOBIP 費用，向客戶發單收款； • 管理與 WhatsApp 之間的所有契約關係，確保提供商服務之正常運作。 於不影響對客戶所應負擔義務之前提下，客戶另保證： • 透過完整填寫 INFOBIP 所提供之所有技術面與契約相關表單，提供所有必要配置資訊； • 確保其自有資訊系統之適當配置，以將 WhatsApp 流量轉送 INFOBIP 平台； • 自費建立與維護一個接收 INFOBIP 所處理所有訊息的 WhatsApp 用戶資料庫；

- 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

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:

- Must be non-promotional, not containing any promotional or persuasive intent;
- 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

- 確保於任何情況下皆不會將非用戶要求的訊息（垃圾訊息）發送至傳訊平台；
- 提前至少三（3）日公告規模較大的流量；及
- 履行其所有付款義務。

計費事件及其他 WhatsApp 細節

「**計費事件**」係指透過 WhatsApp 商業平台所發送的所有訊息，並依每則訊息進行計費，包含：

- 每則送達之行銷範本訊息；
- 每則送達之驗證範本訊息；
- 每則於顧客服務時段外送達之服務範本訊息。

「**範本訊息**」係指由客戶賬戶傳送、用於啟動與終端用戶對話的訊息。每則範本訊息在使用前均須經 WhatsApp 核准。此外，僅終端用戶已同意接收客戶之訊息（即已選擇接收，opt-in）時，方可向其傳送範本訊息。

企業發起範本共分為三類（皆為範本訊息，且皆須取得終端用戶的同意接收）：

- **服務型範本** - 用於促成特定且經雙方同意的請求、交易，或向終端用戶提供進行中交易的更新，例如購後通知或定期帳單通知等。

若要將某範本歸類為「**服務型範本**」，則必須符合以下附加標準：(i) 必須為非促銷性質，不得包含任何促銷或說服意圖；(ii) 必須符合以下任一條件：(1) 明確與使用者的訂單、帳戶、服務或交易相關，或由使用者請求；(2) 對使用者而言是必要或關鍵的（例如用於保障使用者安全）。

- **驗證型範本** - 用於企業透過一次性密碼對終端用戶進行驗證，可能包含登入流程中多個步驟，例如：帳號驗證、帳號恢復、或安全性驗證。
- **行銷型範本** - 包含促銷或優惠資訊、資訊更新，或邀請終端用戶回覆或採取行動。凡不

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 window is open and a business responds to a user with a Free Form Message within the 24-hour Customer Service Window.

屬於服務型或驗證型的範本，皆歸類為行銷型範本。

行銷模板可透過以下方式提供：

- **Meta 行銷訊息 API for WhatsApp** (「MM for WhatsApp」);
- **Meta 行銷訊息雲端 API** (「MM Cloud API」)。

客戶可自行選擇多種 MM for WhatsApp 的入駐方式，包括：(i) 使用嵌入式註冊；(ii) 透過電子郵件接受服務條款；(iii) 透過 WhatsApp 管理器。

在完成入駐後，客戶須接受 Meta 提供的額外條款與條件，以便傳送行銷訊息。

「**自由格式訊息 (FFM)**」係指客戶透過 INFOBIP 平台，在顧客服務時段內，使用 WhatsApp 應用程式向 WhatsApp 用戶傳送的非範本訊息；

「**自由格式處理費用計費事件**」係指任何被 INFOBIP 平台接受、提交至 WhatsApp 平台，並由 WhatsApp 傳送給 WhatsApp 終端用戶的自由格式訊息；

INFOBIP 處理費用之變更，INFOBIP 應至少提前 7 (七) 天通知客戶。

訊息費用將依範本類型計費。每當範本訊息送達時，無論屬於相同或不同類型，皆會就該範本類型產生一次計費事件。服務對話仍僅在尚未開啟其他對話視窗，且企業於 24 小時顧客服務時段內以自由格式訊息回覆用戶時，方會啟動。

“**Cloud API**” shall mean the Meta service as defined on this link: <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;

“**Embedded Signup**” shall mean Meta’s interface used within 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/>;

“**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 Cloud API**” or “**Meta Marketing Messages Cloud API**” shall mean any marketing messages sent using Meta’s Cloud API;

“**Monthly Cloud sender fee**” means monthly fee for sender hosted by Meta in Cloud API.

“**Monthly Hosted sender fee**” means monthly fee for sender provided via WhatsApp On-Premise API, whose installation is hosted, managed and upgraded by INFOBIP.

“**Network Operator**” means WhatsApp as defined below;

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

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

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

「**雲 API**」係指 Meta 服務，其定義見以下連結：
<https://www.facebook.com/legal/Meta-Hosting-Terms-Cloud-API> ;

「**顧客服務時段 (CSW)**」係指自客戶透過 INFOBIP 平台接收到 WhatsApp 用戶使用 WhatsApp 應用程式所發送的最後一則 MO 訊息起，為期 24 小時的期間；

「**嵌入式註冊**」係指 Meta 在 INFOBIP 平台中使用的介面，用於引導發送方或不同的 Meta 資產入駐，或接受額外功能，其定義見以下連結：
<https://developers.facebook.com/docs/whatsapp/embedded-signup/>

「**MM for WhatsApp**」或「**Meta 行銷訊息 API for WhatsApp**」係指透過 Meta 的行銷解決方案所發送的任何行銷訊息，該解決方案能夠提升 WhatsApp 使用者體驗，並向相關使用者傳遞更多訊息。

「**MM 雲 API**」或「**Meta 行銷訊息雲端 API**」係指透過 Meta 的雲端 API 所發送的任何行銷訊息。

「**雲端發送者月費**」係指由 Meta 以 Cloud API 代管之發送者所產生的月費。

「**自建型發送者月費**」係指透過 WhatsApp On-Premise API 提供，並由 INFOBIP 進行安裝、管理與升級之發送者所產生的月費。

「**網路業者**」係指 WhatsApp，如下所述；

「**WhatsApp**」係指 WhatsApp Inc.，一設立於美國之有限責任公司，其主要營業地址為 1601 Willow Road, Menlo Park, CA 94025, United States;

「**WhatsApp 應用程式**」係指由 WhatsApp 開發、以行動裝置為主要平台之應用程式，內含網路語音通話 (VoIP) 系統、訊息服務、群組功能及其他互動方式，可安裝於行動裝置上使用；

「**WhatsApp 商業平台**」係指 WhatsApp 為提供服務所使用的伺服器、硬體、軟體及其他設備；

“WhatsApp Manager” shall mean Meta’s interface used as a standalone solution for managing WhatsApp related phone numbers, templates and other assets; “WhatsApp MO Message” means each message sent by the WhatsApp user using WhatsApp App through INFOBIP Platform to the CLIENT; “WhatsApp Traffic” shall mean the CLIENT Services provided to CLIENT’s WhatsApp Users via the WhatsApp Business Platform and WhatsApp App; “WhatsApp User” shall mean an End-User who has downloaded the WhatsApp App to his/her device and has expressed its consent to receive WhatsApp Traffic from CLIENT. Each WhatsApp User is defined by the MSISDN used to register in WhatsApp App.” WhatsApp Terms of Use: CLIENT also accepts and acknowledges the below terms as issued and amended from time to time by WhatsApp and to be also applied to CLIENT’s usage of the WhatsApp Service under this Agreement, as well as any further Meta terms the CLIENT may be prompted to accept in order to use the Service. WhatsApp Business Solution Policy (found at https://www.whatsapp.com/legal/business-policy) WhatsApp Business Solution Terms (found at https://www.whatsapp.com/legal/business-solution-terms) WhatsApp Pricing Terms: The pricing terms for WhatsApp services shall be as provided in Business proposal in corresponding Schedule of the Master Services Agreement. Any form of reselling of the WhatsApp Service shall be allowed exclusively if prior written consent from INFOBIP is obtained.	「WhatsApp 管理器」係指 Meta 的介面，作為獨立解決方案，用於管理與 WhatsApp 相關的電話號碼、範本及其他資產； 「WhatsApp MO 訊息」係指 WhatsApp 用戶使用 WhatsApp 應用程式，透過 INFOBIP 平台傳送給客戶的每一則訊息； 「WhatsApp 流量」係指客戶透過 WhatsApp 商業平台與 WhatsApp 應用程式，向其 WhatsApp 用戶提供的客戶服務； 「WhatsApp 用戶」係指已下載 WhatsApp 應用程式至其裝置，並同意接收來自客戶的 WhatsApp 流量之終端用戶。每位 WhatsApp 用戶以其在 WhatsApp 應用程式中註冊所使用的 MSISDN 為識別依據。 WhatsApp 使用條款： 客戶亦接受與確認下列由 WhatsApp 所發佈與不定時修訂、且亦適用客戶依據本《合約》使用 WhatsApp Service 之行為的各項條款以及客戶在使用該服務時可能被提示接受的任何其他 Meta 條款。 WhatsApp 商業解決方案政策（詳情請見 https://www.whatsapp.com/legal/business-policy） WhatsApp 商業解決方案條款（詳情請見 https://www.whatsapp.com/legal/business-solution-terms） WhatsApp 收費條款： WhatsApp 服務之收費條款，應依主服務協議所附對應商業提案中的費率表為準。 任何形式之 WhatsApp 服務轉售，須事先取得 INFOBIP 之書面同意，方得為之。
INFOBIP AI AGENT FOR WHATSAPP FLOW BUILDING (Beta Testing)	INFOBIP WhatsApp 流程建構 AI 代理（測試版）

<i>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.</i> <i>By participating in beta testing, the CLIENT agrees to be bound by the following terms and conditions.</i> <i>In the event the Service is also provided to a PARTNER, these terms shall apply accordingly to the PARTNER.</i> 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 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. 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	免責聲明：本服務目前由 INFOBIP 自行決定提供給經過篩選的客戶，作為測試用途，並依 INFOBIP 與客戶之間的協議進行。 客戶參與測試即表示同意遵守以下條款與條件。若本服務亦提供予合作夥伴，則本條款亦適用於該合作夥伴。 1) 服務說明 訪問 INFOBIP WhatsApp 流程建構 AI 代理（測試版） • INFOBIP 將透過安全 API 向客戶提供該 AI 代理的早期訪問權限（以下簡稱「服務」）。 • 客戶需於 API 啟用後兩（2）週內完成所有必要的整合與準備工作以開始測試。 • 本服務允許客戶使用 AI 工具與介面設計、測試並部署自動化的 WhatsApp 對話流程。 • 客戶需對其自身或代表第三方傳輸的內容承擔全部責任，並確保其服務或內容不包含任何未經請求、猥褻、誹謗、垃圾訊息、冒犯、威脅或辱罵性訊息，或其他依據適用法律和/或 WhatsApp 政策被視為違法或不道德的訊息。 • 測試僅供回饋與改進之用；本服務 (a) 非正式產品，(b) 可能不完整或不穩定，(c) 可能存在錯誤或設計問題，(d) 可能產生不準確的結果或資料，(e) INFOBIP 可隨時修改或終止服務，且無任何義務。 • 客戶可能會被邀請參與 INFOBIP 的案例研究、客戶見證或行銷活動，需雙方協議一致。 穩定性與可用性 • INFOBIP 可因合規或技術原因隨時更新、修改或暫停服務，並透過電子郵件通知客戶，除非另有說明，變更將立即生效。 • 若客戶不同意變更，可透過書面通知 INFOBIP 終止參與。 • 在適用法律允許的最大範圍內，INFOBIP 不對任何間接、附帶、特殊、後果性或懲罰性損害
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directly or indirectly, or any loss of data, use, goodwill, 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. 2) Chargeable Events and Other Particulars • 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.	、浪費支出、利潤、收入、業務、機會或聲譽損失承擔責任，無論是直接或間接產生，亦不對資料、使用權、商譽或其他無形損失承擔責任，無論責任理論為何。INFOBIP 的累計責任不超過客戶於相關事件發生前六（6）個月期間所產生的費用總額。客戶同意賠償並使 INFOBIP 及其高層、董事、股東、前任與繼任者、員工、代理人、子公司與關係企業免受任何因客戶違反服務使用義務而引起的第三方索賠、損失、責任、監管罰款或費用（包括律師費）。 2) 計費事件與其他事項 • 服務測試將依 INFOBIP 透過電子郵件通知的價格收費，費用以訂閱費為基礎，由 INFOBIP 自行決定。價格與費用可能變更，INFOBIP 將盡可能提前通知。 • 各方自行承擔參與測試所產生的費用與支出。 • 客戶使用本服務即表示其已知悉並同意 WhatsApp 在測試期間適用的商業政策。
Mobile Identity/Infobip Network API	行動身分識別 / Infobip Network API
SPECIFICATIONS RELATED TO ALL MOBILE IDENTITY SERVICES: 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. 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.	適用於所有行動身分識別服務之規範： 1. 客戶知悉，行動身分識別服務受網路營運商之特定要求所規範。客戶應於提供商開始提供服務前，以及其後任何時間，依網路營運商所告知並轉達予提供商之要求，向提供商提供所有必要資訊，以確保用戶之正確註冊及提供商服務之正確使用；前述資訊應寄送至 Mobile_Identity_Internal@infobip.com。 2. 客戶保證，其已自終端用戶取得所有必要之授權，得於提供商提供服務期間，將終端用戶之個人資料揭露予提供商進行處理。

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). 4. The CLIENT shall maintain: (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. (ii) If required by applicable data protection law, a legitimate interest assessment, to be provided to PROVIDER for Network Operator approval. (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. 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. 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 to 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. SIM SWAP DETECTION	3. 客戶應為提供商服務之唯一且專屬用戶，不得允許任何第三方存取提供商服務，亦不得將該服務轉售予任何第三方（惟經雙方另以書面同意者，不在此限）。 4. 客戶應維持下列事項： (i) 一份清楚且易於取得、並符合適用資料保護法之隱私權告知聲明，向終端用戶說明其個人資料將由客戶、提供商及網路營運商進行處理。客戶應確保終端用戶於其資料用於提供商服務前，已知悉該隱私權告知聲明，並應於提供商要求時提供其副本，且應依適用資料保護法及網路營運商之指示，視需要隨時更新該聲明。 (ii) 如受適用之資料保護法要求，客戶應完成正當利益評估，並提供予提供商，以供網路營運商審核。 (iii) 除正當利益得以適用外，客戶應依適用資料保護法之規定，取得、記錄並保存終端用戶之同意。客戶並應於接獲要求時，於不構成不當遲延之前提下，向提供商或網路營運商提供該等同意之紀錄。 於履行提供商服務之過程中，提供商係依客戶之指示，並依據《一般資料保護規則》(GDPR) 第 28 條及全球其他相應之資料保護法規，作為資料處理者履行職務。除本文件另有明確規定外，提供商代表客戶所進行之個人資料處理，應受提供商與客戶間所締結之資料處理協議 (Data Processing Agreement, DPA) 所規範。 5. 客戶知悉，透過提供商服務所提供之回應，係依「現況」(as is) 及「可得性」(as available) 之基礎提供。INFOBIP 對於客戶或第三方所提供之資料是否正確、即時、可得或無錯誤，不作任何聲明或保證。透過提供商服務所交付之回應，僅得供客戶於與該服務相關之目的下專屬使用，不得作為任何其他用途。 SIM 卡交換偵測
1. <u>Service Description</u>:	1. <u>服務說明</u>:

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. 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.	SIM 卡交換偵測，通常係指行動網路中 MSISDN 與 IMSI 配對關係之變更。此機制使用戶得以合法地將其行動電話號碼 (MSISDN) 自一張 SIM 卡移轉至另一張 SIM 卡，例如於原有 SIM 卡遺失或損壞，或升級至使用不同 SIM 卡規格之新裝置時。惟 SIM 卡交換亦可能遭非法利用，例如劫持電話號碼並從事詐欺行為。透過 SIM 卡交換偵測服務，INFOBIP 將依客戶之請求，經由網路營運商查詢指定期間內 SIM 卡是否曾發生交換，並將該查詢結果轉送予客戶。 本服務適用下列兩項標準：第一項為標準 MI API，其相關說明詳見以下連結：Mobile Identity - Infobip API。第二項為 CAMARA 標準，其進一步資訊詳見以下連結：CAMARA Project · GitHub。
1.1. INFOBIP Services include: 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. 1.2. In the provision of the INFOBIP Services, INFOBIP shall: 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;	1.1. INFOBIP 服務包括： a) 連結客戶之資訊系統與平台； b) 設定平台，以接收由客戶所產生之 SIM 卡交換請求，並處理及轉送該 SIM 卡交換請求至可用之網路營運商； c) 針對由 INFOBIP 所處理之計費事件進行收款；及 d) 技術支援。 1.2. 於提供 INFOBIP 服務之過程中，INFOBIP 應： a) 確保客戶資訊系統與平台間之連線已完成測試並可正常運作； b) 將客戶所產生之 SIM 卡交換請求流量轉送至可用之網路營運商； c) 針對與 INFOBIP 服務提供相關之所有 INFOBIP 費用，向客戶開立帳單；

- d) Manage all contractual relationships with Network Operators to ensure the operability of the INFOBIP Services; and

1.3. 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 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.

2. Chargeable Event and other SIM Swap Detection particulars:

„**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).

„**Time Period**“ is a numeric timeframe supported by Network Operator for which Network Operator shall check whether SIM Swap has happened;

„**Chargeable Event**“ means SIM Swap Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator;

„**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

- d) 管理與網路營運商間之所有契約關係，以確保 INFOBIP 服務之正常運作；及

1.3. 客戶另行承諾如下：

- a) 透過適當且完整填寫 INFOBIP 所提供之所有技術表單，提供所有必要之配置資訊；
- b) 確保其自有資訊系統已妥善設定，得以將 SIM 卡交換請求轉送至平台；
- c) 由客戶自行負擔費用，建立並維護一份曾提出 SIM 卡交換請求之終端用戶資料庫，並於網路營運商及 / 或適用法律要求時，納入相關終端用戶之同意紀錄；
- d) 應至少於七 (7) 日前提前通知規模較大之流量；及
- e) 履行其所有付款義務。

2. 計費事件及 SIM 卡交換偵測之其他相關事項：

「**SIM 卡交換請求**」係指一項 API 呼叫，包含三項必要參數：MSISDN、consentGranted (若網路營運商要求) 及 Time Period (若網路營運商要求)。

「**Time Period (期間)**」係指由網路營運商所支援之數值型時間範圍，網路營運商將檢查於該期間內是否曾發生 SIM 卡交換。

「**計費事件**」係指客戶送交 INFOBIP 之 SIM 卡交換請求，且該請求經 INFOBIP 成功提交至目的地網路營運商者。

「**成功提交**」係指 INFOBIP 接受客戶所送交之 SIM 卡交換請求，並於轉送至網路營運商進行後續路由前，完成對該 SIM 卡交換請求之驗證。未通過 INFOBIP 驗證測試之 SIM 卡交換請求將遭拒絕，並向客戶回傳錯誤訊息，且該 SIM 卡交換請求不予計費。此外，已轉送至網路營運商惟網路營運商未能回傳

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. „IMSI“ means International Mobile Subscriber Identity, a number that uniquely identifies every user of a cellular network;	SIM 卡交換偵測資訊之 SIM 卡交換請求，亦不予計費。凡回應結果為成功提交之客戶請求，均應依雙方約定之服務費用計費。其餘所有回應均不予計費。 【IMSI】係指國際行動用戶識別碼(International Mobile Subscriber Identity)，為一組用以唯一識別行動通訊網路中每一位用戶之號碼。
„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; „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; “Network Operator” means any company operating a GSM-based mobile telephony network, offering mobile telephony services to its subscriber base. 3. <u>Categories of personal data processed on behalf of the CLIENT:</u>	【SIM】係指用戶識別模組 (Subscriber Identification Module)，通常稱為 SIM 卡，為一種積體電路，用以安全儲存國際行動用戶識別碼 (IMSI) 及其相關金鑰，並用於行動通訊裝置中識別及驗證用戶身分。 【MSISDN】係指於全球行動通訊系統 (GSM) 或通用行動電信系統 (UMTS) 行動網路中，用以唯一識別用戶之號碼，並表示行動電話中電話號碼與用戶識別模組之對應關係。 「網路營運商」係指任何經營以 GSM 為基礎之行動通訊網路，並向其用戶提供行動通訊服務之公司。 3. <u>代表客戶所處理之個人資料種類：</u>
• 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 及 Time Period; • 終端用戶啟動 SIM 卡交換請求之日期與時間; • INFOBIP 回傳予客戶之回應結果 (是 / 否 / 錯誤，以及如網路營運商有提供者，SIM 卡交換發生之時間戳記)。
NUMBER INTELLIGENCE	號碼智慧
1. <u>Service description</u> Number Intelligence Service enables CLIENT to (i) verify whether the provided MSISDN and national identity number match Network Operator records and / or (ii) to perform SIM	1. <u>服務說明</u> 號碼智慧服務使客戶得以透過平台：(i) 驗證所提供之 MSISDN 與國民身分證統一編號是否與網路營運商之

Swap Detection through 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.	紀錄相符，及 / 或 (ii) 於全球多個行動網路中執行 SIM 卡交換偵測。 號碼智慧流程如下： 客戶之應用程式呼叫 API 以請求號碼智慧服務，並提供客戶所持有、正在存取客戶服務之終端用戶 MSISDN，以及所請求之屬性。 INFOBIP 平台接獲前述請求後，INFOBIP 將對該請求進行驗證，並向相關之網路營運商發出查詢。 來源端將回傳回應至 INFOBIP 平台，INFOBIP 平台應將該回應轉送予客戶。 本服務適用下列兩項標準：第一項為標準 MI API，其相關說明詳見以下連結：Mobile Identity - Infobip API。第二項為 CAMARA 標準，其進一步資訊詳見以下連結：CAMARA Project · GitHub。
1.1. INFOBIP Services include: 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 and routing of such Number Intelligence Request to available Network Operator c) Billing of Chargeable Events processed by INFOBIP, and d) Technical support. 1.2. In the provision of the INFOBIP Services, INFOBIP shall: 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;	1.1. INFOBIP 服務包括： a) 連結客戶之資訊系統與平台； b) 設定平台，以接收由客戶所產生之號碼智慧請求，並處理及轉送該等號碼智慧請求至可用之網路營運商； c) 針對由 INFOBIP 所處理之計費事件進行收款；及 d) 技術支援。 1.2. 於提供 INFOBIP 服務之過程中，INFOBIP 應： a) 確保客戶資訊系統與平台間之連線已完成測試並可正常運作； b) 將客戶所產生之號碼智慧請求流量轉送至可用之網路營運商；

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;

1.3. 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 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.

2. Chargeable Event and other Number Intelligence particulars:

“**Number Intelligence Request**” is an API call that has four parameters: phoneNumber (MSISDN), consentGranted (if required by Network Operator), 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. The Number Intelligence Request could verify one or several attributes.

“**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

c) 針對與 INFOBIP 服務提供相關之所有 INFOBIP 費用，向客戶開立帳單；

d) 管理與網路營運商間之所有契約關係，以確保 INFOBIP 服務之正常運作；

1.3. 客戶另行承諾如下：

a) 透過適當且完整填寫 INFOBIP 所提供之所有技術表單，提供所有必要之配置資訊；

b) 確保其自有資訊系統已妥善設定，得以將號碼智慧請求轉送至平台；

c) 由客戶自行負擔費用，建立並維護一份曾提出號碼智慧請求之終端用戶資料庫，並於網路營運商及 / 或適用法律要求時，納入相關終端用戶之同意紀錄；

d) 應至少於七 (7) 日前提前通知規模較大之流量；及

e) 履行其所有付款義務。

2. 計費事件及號碼智慧之其他相關事項：

「**號碼智慧請求**」係指一項 API 呼叫，包含四項參數：phoneNumber (MSISDN)、consentGranted (若網路營運商要求)、callbackUrl，以及 attributes。

「**計費事件**」係指客戶送交 INFOBIP 之號碼智慧請求，且該請求經 INFOBIP 成功提交至目的地網路營運商者。號碼智慧請求得用以驗證一項或多項屬性。

「**成功提交**」係指 INFOBIP 接受客戶所送交之號碼智慧請求，並於轉送至網路營運商進行後續路由前，完成對該號碼智慧請求之驗證。未通過 INFOBIP 驗證測試之號碼智慧請求將遭拒絕，並向客戶回傳錯誤訊息，且該號碼智慧請求不予計費。此外，已轉送至網

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.	路營運商惟網路營運商未能回傳用戶資訊之請求，亦不予計費。凡回應結果為成功提交之客戶請求，均應依雙方約定之服務費用計費。
Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service. 3. <u>Categories of personal data processed on behalf of the CLIENT:</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).	MSISDN、IMSI、SIM、Time Period 及網路營運商之定義，悉依 SIM 卡交換偵測服務相關章節之定義。 3. <u>代表客戶所處理之個人資料種類：</u> • 國民身分證統一編號、身分證明文件類型、MSISDN、Time Period (SIM 卡交換)、驗證終端用戶裝置所在地點之約略地理區域。 • 終端用戶啟動號碼智慧請求之日期與時間。 • INFOBIP 回傳予客戶之回應結果（是 / 否 / 錯誤，以及如網路營運商有提供者，SIM 卡交換發生之時間戳記）。
NATIONAL IDENTITY NUMBER CHECK	國民身分證統一編號查核
1. <u>Service description</u> 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.	1. <u>服務說明</u> 國民身分證統一編號查核服務使客戶得以驗證所提供之 MSISDN 與國民身分證統一編號是否與網路營運商之紀錄相符。 國民身分證統一編號查核流程如下： 客戶之應用程式呼叫 INFOBIP API 以請求國民身分證統一編號查核服務，並提供客戶所持有、正在存取客戶服務之終端用戶 MSISDN，以及國民身分證統一編號。 INFOBIP 平台接獲前述請求後，INFOBIP 將對該請求進行驗證，並向相關之網路營運商發出查詢。

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.	來源端將回傳回應至 INFOBIP 平台，INFOBIP 平台應將該回應轉送予客戶。 本服務適用下列兩項標準：第一項為標準 MI API，其相關說明詳見以下連結：Mobile Identity - Infobip API。第二項為 CAMARA 標準，其進一步資訊詳見以下連結：CAMARA Project · GitHub。
2. <u>Chargeable Event and other National Identity Number Check particulars:</u> “National Identity Number Check Request” is an API call that has four parameters: phoneNumber (MSISDN), consentGranted (if required by Network Operator), 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. “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 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. 3. <u>Categories of personal data processed on behalf of the CLIENT:</u> National Identity Number, type of identification document, MSISDN	2. <u>計費事件及國民身分證統一編號查核之其他相關事項:</u> 「國民身分證統一編號查核請求」係指一項 API 呼叫，包含四項參數：phoneNumber (MSISDN)、consentGranted (若網路營運商要求)、nationalId，以及 documentType。 「計費事件」係指客戶送交 INFOBIP 之國民身分證統一編號查核請求，且該請求經 INFOBIP 成功提交至目的地網路營運商者。 「成功提交」係指 INFOBIP 接受客戶所送交之國民身分證統一編號查核請求，並於轉送至網路營運商進行後續路由前，完成對該國民身分證統一編號查核請求之驗證。未通過 INFOBIP 驗證測試之國民身分證統一編號查核請求將遭拒絕，並向客戶回傳錯誤訊息，且該國民身分證統一編號查核請求不予計費。此外，已轉送至網路營運商惟網路營運商未能回傳用戶資訊之請求，亦不予計費。凡回應結果為成功提交之客戶請求，均應依雙方約定之服務費用計費。 MSISDN、IMSI、SIM、Time Period 及網路營運商之定義，悉依 SIM 卡交換偵測服務相關章節之定義。 3. <u>代表客戶所處理之個人資料種類:</u> 國民身分證統一編號、身分證明文件類型、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).	• 終端用戶啟動國民身分證統一編號查核請求之日期與時間； • INFOBIP 回傳予客戶之回應結果（相符 / 不相符 / 錯誤）。
KNOW YOUR CUSTOMER MATCH CHECK	「認識你的客戶」比對查核
1. <u>Service description</u> 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.	1. <u>服務說明</u> 認識你的客戶 (KYC) 比對查核服務使客戶得以 (i) 驗證所提供之用戶資訊，是否與網路營運商針對該特定電話號碼所識別之用戶紀錄相符。 KYC 比對查核流程如下： 客戶之應用程式呼叫 INFOBIP API 以請求 KYC 比對查核服務，並提供客戶所持有、正在存取客戶服務之終端用戶 MSISDN，以及需與營運商資料進行驗證之用戶資訊； INFOBIP 平台接獲前述請求後，INFOBIP 將對該請求進行驗證，並向相關之網路營運商發出查詢。 來源端將回傳回應至 INFOBIP 平台，INFOBIP 平台應將該回應轉送予客戶。 本服務係依 CAMARA Network API 標準 (CAMARA Project GitHub) 所建置，其相關說明可於 Infobip API documentation 中查閱。
2. <u>Chargeable Event and other KYC particulars:</u> “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.	2. <u>計費事件及 KYC 之其他相關事項：</u> 「KYC 比對查核請求」係指一項 API 呼叫，包含下列參數：phoneNumber (MSISDN)、idDocument、name、givenName、familyName、nameKanaHankaku、nameKanaZenkaku、middleNames、familyNameAtBirth、address、streetName、streetNumber、postalCode、region、locality、country、

“Chargeable Event” means KYC Match Check Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator. “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. Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service. 3. <u>Categories of personal data processed on behalf of the CLIENT:</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).	houseNumberExtension、birthdate、email、gender。 「計費事件」係指客戶送交 INFOBIP 之 KYC 比對查核請求，且該請求經 INFOBIP 成功提交至目的地網路營運商者。 「成功提交」係指 INFOBIP 接受客戶所送交之 KYC 比對查核請求，並於轉送至網路營運商進行後續路由前，完成對該 KYC 比對查核請求之驗證。未通過 INFOBIP 驗證測試之 KYC 比對查核請求將遭拒絕，並向客戶回傳錯誤訊息，且該 KYC 比對查核請求不予計費。此外，已轉送至網路營運商惟網路營運商未能回傳用戶資訊之請求，亦不予計費。凡回應結果為成功提交之客戶請求，均應依雙方約定之服務費用計費。 MSISDN、IMSI、SIM、Time Period 及網路營運商之定義，悉依 SIM 卡交換偵測服務相關章節之定義。 3. <u>代表客戶所處理之個人資料種類：</u> • 國民身分證統一編號、身分證明文件類型、MSISDN、名字、姓氏、中間名、出生時之姓氏、地址、出生日期、電子郵件地址、性別。 • 終端用戶啟動 KYC 比對查核請求之日期與時間。 • INFOBIP 回傳予客戶之回應結果（相符 / 不相符 / 錯誤）。
SILENT MOBILE VERIFICATION	靜默行動驗證
1. <u>Service description</u> Silent Mobile Verification (SMV) 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 to INFOBIP, who will forward this request to appropriate Network Operator. Network Operator	1. <u>服務說明</u> 靜默行動驗證 (SMV) 使客戶得以驗證，存取客戶服務之裝置所使用之 MSISDN，是否與客戶：(i) 就該終端用戶既有留存之 MSISDN，或 (ii) 客戶於交易流程中自終端用戶所取得之 MSISDN，相符。客戶向

will complete verification process and return a response to INFOBIP Platform which shall route such response to CLIENT.

SMV 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, sharing the MSISDN 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 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.

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](#).

1.1. INFOBIP Services include:

- a) Connectivity between CLIENT's information system and the Platform.

INFOBIP 提出靜默行動驗證之 API 請求，INFOBIP 並將該請求轉送至適當之網路營運商。網路營運商完成驗證流程後，將回傳回應至 INFOBIP 平台，並由 INFOBIP 平台將該回應轉送予客戶。

SMV 流程如下：

- a) 終端用戶於客戶服務中執行一項需進行驗證之操作；
- b) 客戶之應用程式呼叫 INFOBIP API 以請求靜默行動驗證服務，並提供客戶所持有、正在存取客戶服務之終端用戶 MSISDN；
- c) INFOBIP 平台接獲前述請求後，INFOBIP 應將該請求轉送至網路營運商；
- d) 在終端用戶係透過行動網路存取客戶服務之前提下，網路營運商將擷取與連線至客戶服務之裝置所關聯之 MSISDN，並將該 MSISDN 與客戶所提供之 MSISDN 進行比對；
- e) INFOBIP 將向網路營運商查詢，確認客戶所提供之 MSISDN 是否與網路營運商所取得之 MSISDN 相符。
- f) 網路營運商將回傳回應至 INFOBIP 平台，INFOBIP 平台應將該回應轉送予客戶。

本服務適用下列兩項標準：第一項為標準 MI API，其相關說明詳見以下連結：[Mobile Identity - Infobip API](#)。第二項為 CAMARA 標準，其進一步資訊詳見以下連結：[CAMARA Project · GitHub](#)。

1.1. INFOBIP 服務包括：

- a) 連結客戶之資訊系統與平台；

b) Configuration of the Platform to receive SMV Request generated by CLIENT and the handling and routing of such SMV Request to available Network Operators. c) Billing of Chargeable Events processed by INFOBIP d) Technical support. 1.2. In the provision of the INFOBIP Services, INFOBIP shall: a) Ensure that connectivity between CLIENT's information system and the Platform is tested and operational; b) Route SMV 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; 1.3. 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 SMV Request to the Platform; c) Create and maintain, at its own expense, a database of End-Users for whom SMV 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. 2. <u>Chargeable Event and other SMV particulars:</u>	b) 設定平台，以接收由客戶所產生之 SMV 請求，並處理及轉送該 SMV 請求至可用之網路營運商； c) 針對由 INFOBIP 所處理之計費事件進行收款； d) 技術支援。 1.2. 於提供 INFOBIP 服務之過程中，INFOBIP 應： a) 確保客戶資訊系統與平台間之連線已完成測試並可正常運作； b) 將客戶所產生之 SMV 請求流量轉送至可用之網路營運商； c) 針對與 INFOBIP 服務提供相關之所有 INFOBIP 費用，向客戶開立帳單； d) 管理與網路營運商間之所有契約關係，以確保 INFOBIP 服務之正常運作； 1.3. 客戶另行承諾如下： a) 透過適當且完整填寫 INFOBIP 所提供之所有技術表單，提供所有必要之配置資訊； b) 確保其自有資訊系統已妥善設定，得以將 SMV 請求轉送至平台； c) 由客戶自行負擔費用，建立並維護一份曾提出 SMV 請求之終端用戶資料庫，並於網路營運商及 / 或適用法律要求時，納入相關終端用戶之同意紀錄； d) 應至少於七 (7) 日前提前通知規模較大之流量；及 e) 履行其所有付款義務。 2. <u>計費事件及 SMV 之其他相關事項：</u>
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“Silent Mobile Verification Request” or „SMV Request“ is an API call that has six parameters: phoneNumber (MSISDN), consentGranted (if required by Mobile Operator), deviceIp, devicePort, callbackUrl, returnUrl. “Chargeable Event” means Silent Mobile Verification Request sent by CLIENT to INFOBIP which is subject to Successful Submit by INFOBIP to destination Network Operator. The SMV Request could be made up of one or several API calls done from a user device and CLIENT service. “Successful Submit” means INFOBIP accepts the Silent Mobile Verification Request sent from the CLIENT and validates the Silent Mobile Verification Request before submitting the Silent Mobile Verification Request for onward routing to Network Operator. Silent Mobile Verification Request which does not pass INFOBIP's validation tests is rejected and error message is returned to the CLIENT and Silent Mobile Verification Request is not charged. Also, Silent Mobile Verification 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. Definitions MSISDN, IMSI, SIM, Time Period and Network Operator will have a meaning as defined in section related to SIM SWAP Detection Service. 3. <u>Categories of personal data processed on behalf of the CLIENT:</u> • MSISDN, public IP address, device port • Date and time when the End-User triggered the activation of the SMV Request • Response from INFOBIP to CLIENT (matched/not matched/error).	「靜默行動驗證請求」或「SMV 請求」係指一項 API 呼叫，包含六項參數：phoneNumber (MSISDN)、consentGranted（若行動網路營運商要求）、deviceIp、devicePort、callbackUrl、returnUrl。 「計費事件」係指客戶送交 INFOBIP 之靜默行動驗證請求，且該請求經 INFOBIP 成功提交至目的地網路營運商者。SMV 請求得由用戶裝置與客戶服務所進行之一項或多項 API 呼叫所組成。 「成功提交」係指 INFOBIP 接受客戶所送交之靜默行動驗證請求，並於轉送至網路營運商進行後續路由前，完成對該靜默行動驗證請求之驗證。未通過 INFOBIP 驗證測試之靜默行動驗證請求將遭拒絕，並向客戶回傳錯誤訊息，且該靜默行動驗證請求不予計費。此外，已轉送至網路營運商惟網路營運商未能回傳用戶之 MSISDN 驗證資訊之請求，亦不予計費。凡回應結果為成功提交之客戶請求，均應依雙方約定之服務費用計費。 MSISDN、IMSI、SIM、Time Period 及網路營運商之定義，悉依 SIM 卡交換偵測服務相關章節之定義。 3. <u>代表客戶所處理之個人資料種類：</u> • MSISDN、公開 IP 位址、裝置連接埠 • 終端用戶啟動 SMV 請求之日期與時間 • INFOBIP 回傳予客戶之回應結果（相符 / 不相符 / 錯誤）。
RCS 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.	RCS 服務 INFOBIP RCS 服務包括一項解決方案，使客戶得以透過平台，向全球多個行動網路營運商之終端用戶傳送 MT (A2P) RCS 訊息，並接收 MO (P2A) RCS 訊息；該等訊息得以純文字或 Rich（富媒體）/ 多媒體內容形式呈現。

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 服務（包括其功能、特性及計費模式）可能因市場而異，並可能因全球各地網路營運商之實施方式不同而有所差異。
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).	客戶亦同意並確認接受下列由 Google 不時發布及修訂之條款，該等條款亦適用於客戶依本協議使用 RCS 服務之情形；此外，客戶為使用 RCS 服務而可能受要求接受之任何其他 Google 條款，同樣適用。可接受使用政策（Acceptable Use Policy，詳見： Acceptable Use Policy RCS for Business Google for Developers ）以及 RCS 商務服務條款（RCS for Business Terms of Service，詳見： RCS for Business Terms of Service Google for Developers ）。
INFOBIP Services include:	INFOBIP 服務包括：
a. Connectivity between the CLIENT's information system and the INFOBIP Platform;	a. 連結客戶之資訊系統與 INFOBIP 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. 設定平台，以接收由客戶所產生之流量，並處理及轉送該等 RCS 流量，以及（如適用）接收自網路營運商、Google 或其他 RCS 支援服務提供者之流量，以供客戶使用；
c. Billing of such RCS traffic processed by INFOBIP; and	c. 就由 INFOBIP 所處理之 RCS 流量進行收款；及
d. Technical Support.	d. 技術支援。
In the provision of the INFOBIP Services, and in addition to the provisions set forth under the Agreement, INFOBIP shall:	於提供 INFOBIP 服務之過程中，除本協議所載之規定外，INFOBIP 尚應：
a. Ensure that the connectivity between the CLIENT's information system and the Platform is tested and operational;	a. 確保客戶資訊系統與平台間之連線已完成測試並可正常運作；
b. Route RCS traffic generated by CLIENT to available Network Operators, Google, or other RCS enablers as required;	b. 將客戶所產生之 RCS 流量轉送至可用之網路營運商、Google 或其他 RCS 支援服務提供者（如有需要）；
c. Route RCS traffic originating from the Network Operator End Users to the CLIENT's information system (if applicable);	c. 將源自網路營運商終端用戶之 RCS 流量轉送至客戶之資訊系統（如適用）；
d. Invoice CLIENT for all INFOBIP Charges relative to the provision of the INFOBIP Service;	d. 就與 INFOBIP 服務提供相關之所有 INFOBIP 費用，向客戶開立帳單；

e. Manage all contractual relationships with Network Operators, Google or other RCS enablers to ensure the operability of the INFOBIP Services.	e. 管理與網路營運商、Google 或其他 RCS 支援服務提供者間之所有契約關係，以確保 INFOBIP 服務之正常運作。
Without prejudice to the obligations of the CLIENT, CLIENT further undertakes to:	於不影響客戶應負擔之義務之前提下，客戶另承諾：
a. Provide all the configuration information through the proper completion of all technical forms provided by INFOBIP;	a. 透過適當且完整填寫 INFOBIP 所提供之所有技術表單，提供所有必要之配置資訊；
b. Ensure that its own information systems are properly configured to:	b. 確保其自有資訊系統已妥善設定，得以：
i. Route RCS traffic to the Platform, and	i. 將 RCS 流量轉送至平台，及
ii. Receive inbound traffic from the Platform (if applicable);	ii. 接收來自平台之傳入流量（如適用）；
c. Ensure that an appropriate opt-in shall first have been received from the End User;	c. 確保已事先取得終端用戶適當之「選擇加入」（opt-in）；
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. 由客戶自行負擔費用，建立並維護一份最新資料庫，記錄各項服務請求（Service Requests）以及終端用戶就每則經 INFOBIP 處理之訊息所提出之退訂 / 停止（OPT OUT / STOP）請求；及
i. Retain for the necessary period under the applicable law evidence that each message sent to that End User was sent in response to a Service Request that had been subject to proper validation;	i. 依適用法律之規定期間，保存證明文件，以證明每一則傳送予該終端用戶之訊息，係回應經適當驗證之服務請求而發送；
ii. Provide such evidence to INFOBIP upon written request, giving 5 days' notice;	ii. 於接獲書面請求並給予五（5）日通知後，向 INFOBIP 提供前述證明文件；
e. Ensure they do not send any Unsolicited RCS (SPAM) to the messaging Platform, under no circumstances;	e. 確保在任何情況下，均不得向訊息平台發送任何未經請求之 RCS 訊息（垃圾訊息）；
f. Announce a larger volume of traffic a few days in advance; and	f. 提前數日公告規模較大的流量；及
g. Fulfill all its payment obligations.	g. 履行其所有付款義務。
<u>Chargeable events and other RCS Particulars</u>	<u>計費事件及 RCS 之其他相關事項</u>
The following describes the RCS Particulars in accordance with Google's definitions.	下列內容係依據 Google 之定義說明 RCS 相關事項。
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.	RCS 商務服務採用兩種計費模式：適用於美國以外流量之標準計費模式，以及適用於美國境內流量之美國計費模式。
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.	適用之計費模式係依流量是否傳送至 / 或來自美國之行動網路營運商終端用戶，或來自世界其他地區而定。

In specific markets, Mobile Network Operators reserve the right to implement minor adjustments or introduce new Chargeable Events.	於特定市場中，行動網路營運商保留對計費機制進行微調或新增計費事件之權利。
“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」係指一種技術設定，使 RCS 商務服務得以代表某一品牌與終端用戶進行互動；其可用於單向或雙向通訊。代理為終端用戶可見之公開名稱，並顯示為訊息之發送者。
“Agent Billing category” means classification for Agent that informs the charging logic for messages that Agent sends and receives.	「代理計費類別」係指對代理之分類，用以決定該代理傳送及接收訊息時所適用之計費邏輯。
“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」係指透過 RCS 管道，並由一個或多個代理代表，與終端用戶進行溝通及互動之第三方客戶。
Chargeable Event can be either:	計費事件可以為下列任一情形：
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) 「非對話式代理計費類別」係指依每一則成功由 INFOBIP 平台接受並傳送至終端用戶或由終端用戶發送之訊息進行計費之方式。
For more information check: https://developers.google.com/business-communications/rcs-business-messaging/guides/learn/rbm-billing-faq	如需更多資訊，請參閱： 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 ;	以及適用於美國市場之相關說明： 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) 「對話式代理計費類別」係指依每一個 RCS A2P 及 / 或 RCS P2A 對話進行計費之方式。
“End-User” shall mean a mobile network subscriber, enabled to engage into communication via RCS.	「終端用戶」係指能夠透過 RCS 進行通訊之行動網路用戶。

"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).	「行動網路營運商」 係指任何經營以 GSM 或 CDMA 為基礎之行動通訊網路，並向其用戶（終端用戶）提供行動通訊服務之公司。
"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.	「富通訊服務」 或「RCS」係指由全球行動通訊系統協會制定之通訊協定標準，用於在行動網路營運商之間及相容裝置之間提供增強型多媒體訊息服務。
"RCS for Business" (PKA. RBM) shall mean subgroup of RCS that enables A2P and/or P2A communication between Brand and End Users.	「RCS 商務服務」（亦稱 RBM）係指 RCS 之一子類型，使品牌與終端用戶之間得以進行 A2P 及 / 或 P2A 通訊。
<u>Standard billing model for non U.S traffic:</u>	<u>適用於美國以外流量之標準計費模式:</u>
"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 基本訊息」係指一種 RCS 商務服務交易類型，代表一則僅包含文字且長度不超過 160 個字元（UTF-8 位元組）之訊息，並適用於非對話式代理計費類別與對話式代理計費類別。
"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 單一訊息」係指一種 RCS 商務服務交易類型，代表一則長度不超過 3072 個字元（UTF-8 字元）且支援富內容與功能之訊息，或超過 160 個字元（UTF-8 位元組）之文字訊息，並適用於非對話式代理計費類別與對話式代理計費類別。
"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 對話」係指一種 RCS 商務服務交易類型，僅適用於分類為對話式代理計費類別之代理。當在 A2P 訊息送達後 24 小時內收到一則 P2A 訊息，且當時不存在其他進行中之對話時，即視為啟動該對話。該對話費用將取代 P2A 訊息之前最後一則 A2P 訊息之費用，且涵蓋自觸發該對話之 P2A 訊息起，隨後 24 小時內傳送的所有訊息。如終端用戶未於 24 小時內回覆 A2P 訊息，則該 A2P 訊息將依非對話式代理計費類別計費。
"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	「RCS P2A 對話」係指一種 RCS 商務服務交易類型，僅適用於分類為對話式代理計費類別之代理。當

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.	代理於收到 P2A 訊息後 24 小時內以 A2P 訊息回覆，且當時不存在其他進行之對話時，即視為啟動該對話。該對話費用將取代自最初之 P2A 訊息起，隨後 24 小時內所傳送的所有後續訊息之費用。如代理未於 24 小時內回覆 P2A 訊息，則該 P2A 訊息將依非對話式代理計費類別計費。
“ RCS P2A Message ” is a type of RCS for Business transactions and represents any type of RCS P2A message. This RCS type will be charged based on Non-Conversational Agent Billing Category.	「 RCS P2A 訊息 」係指一種 RCS 商務服務交易類型，代表任何形式之 RCS P2A 訊息。此類 RCS 訊息將依非對話式代理計費類別計費。
<u>U.S Billing Model RCS</u>	<u>適用於美國之 RCS 計費模式：</u>
“ 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 富訊息 」係指一種 RCS 商務服務交易類型，代表傳送至美國行動網路營運商終端用戶之 A2P 或 P2A RCS 訊息，該訊息僅包含文字，並支援建議回覆與建議動作功能（僅限開啟網址而不使用 WebView，以及撥打電話）。此類 RCS 訊息將依非對話式代理計費類別，按每一區段最多 160 個字元（UTF-8 位元組）計費，例如：159 個 UTF-8 位元組之訊息將計為一則訊息；170 個 UTF-8 位元組之訊息則將計為兩則訊息，以此類推。
“ 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 富媒體訊息 」係指一種 RCS 商務服務交易類型，代表傳送至美國行動網路營運商終端用戶之 A2P 或 P2A RCS 訊息；若僅包含文字，其長度上限為 3072 個字元（UTF-8 字元），且總檔案大小上限為 100 MB，並支援所有富媒體內容與相關功能。此類 RCS 訊息將依非對話式代理計費類別計費。
“ 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 建議動作點擊 」係指一種 RCS 商務服務交易類型，代表使用者點擊任何建議動作之行為。計費邏輯：每次點擊將產生一項計費事件，詳見以下連結所載規定： US billing model RCS for Business Google for Developers 。
AI CREDITS SERVICE DESCRIPTION	AI Credits 服務說明

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. 服務說明 INFOBIP 服務包含一項解決方案，使客戶能夠在 INFOBIP 平台上充分利用人工智能能力。AI Credits 是一款獨立產品，作為所有 AI 服務的統一計費機制，無論是在 INFOBIP 的 AgentOS 套件中透過 CPaaS AI 功能使用，還是作為客戶自建 AI 智能體實施的一部分。
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.	AI Credits 服務包括： (a) 訪問 INFOBIP 平台上的人工智能功能，包括但不限於自動化對話式 AI、AI 輔助座席工具、AI 驅動分析及自定義 AI 智能體能力。 (b) 追蹤與可見性工具，使客戶能夠監控積分消耗情況、查看各功能使用明細，並配置用量閾值提醒。
In providing the AI Credits Services, INFOBIP shall: (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.	在提供 AI Credits 服務時，INFOBIP 應： (a) 確保客戶資訊系統與 INFOBIP 平台之間的連接經過測試並正常運行。 (b) 處理客戶產生的 AI 請求，並透過 INFOBIP 平台交付回應。 (c) 追蹤並報告客戶的 AI Credits 消耗，提供各功能使用明細。 (d) 確保在客戶已含積分配額耗盡後 AI 服務持續運行，並就超額使用按合約約定的單積分費率計費。 (e) 就 INFOBIP 提供 AI Credits 服務所產生的所有費用向客戶開具發票。 (f) 管理確保 AI Credits 服務正常運行所需的全部技術及營運事宜。
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.	客戶承諾： (a) 透過填寫 INFOBIP 提供的技術表格，提供所有必要的配置資訊。 (b) 確保其資訊系統已配置為向平台發送請求並接收回應。 (c) 在使用人工智能功能及其生成內容時遵守適用法律。 (d) 按協議履行所有付款義務。
2. Chargeable Events and Other AI Credits Particulars	2. 收費項目及其他 AI Credits 詳情

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. 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 服務使用單一統一的計費單位 – AI Credit – 用於 INFOBIP 平台上所有人工智能功能的消耗。 「收費項目」是指在 INFOBIP 平台上使用任何導致 AI Credits 消耗的人工智能功能。 「AI Credits」是 INFOBIP 平台上所有 AI 服務的單一計費單位。所有人工智能功能—涵蓋 AgentOS 和 CPaaS—均從一個共享積分池中消耗。不同產品線或功能之間不設單獨的積分類型或獨立積分池。 當客戶使用 INFOBIP 平台上的某項功能需要進行 AI 處理時，即消耗 AI Credits，包括但不限於生成回覆、分析內容、分類意圖、處理提示詞或執行 AI 驅動的任務。每次使用所消耗的 AI Credits 數量因功能而異。 AI Credits 衡量的是 AI 所執行的工作量，而非發送或接收的訊息數量。單次終端用戶互動可能消耗多個 AI Credits，因為 AI 在生成最終結果前可能執行多個處理步驟——例如意圖分類、知識檢索、推理及回覆生成。同樣，AI 處理過程也可能在未向終端用戶發送任何出站訊息的情況下發生。 作為平台基礎功能的 AI 驅動特性可能作為 INFOBIP 平台的組成部分免費提供，無需額外消耗積分。INFOBIP 保留自行決定將功能在消耗積分功能與免費功能之間重新分類的權利。此外，所有單積分定價、積分分配及消耗費率均可由 INFOBIP 自行決定予以調整。INFOBIP 保留在未經事先通知的情況下，對任何服務、功能或特性的單積分數量進行修改、變更或更新的權利。
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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.	積分分配 AI Credits 可作為 AgentOS 平台費用的組成部分，具體分配數量以客戶合約約定的方案為準。AI Credits 亦可透過免費試用配額的形式提供，具體條款由 INFOBIP 自行確定。 當客戶已含積分配額耗盡後，AI 服務將持續運行，不會中斷。但客戶須就超出已含配額的額外 AI Credits 消耗，按合約約定的單積分費率支付相應費用。 已含 AI Credits 於每個計費月月初重置，未使用的 AI Credit 不予結轉至下一計費月。
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.	子帳戶 適用於客戶主帳戶的 AI Credits 配置將自動延伸至所有關聯子帳戶，無需在子帳戶層級進行單獨啟用或配置。
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.	與 AI Assistant 的關係 AI Credits 與 GenAI 產品（包括 INFOBIP 產品文件中定義的 AI Assistant）相互排斥——同一帳戶不得同時啟用兩者。在已啟用 GenAI 的帳戶上啟用 AI Credits，將導致 GenAI 服務被取消部署。此轉變為永久性的，此後該帳戶將無法重新啟用 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 數據處理地點 AI Credits 服務面向全球客戶提供。但 AI Credits 服務中的數據處理將在以下地區之一進行：歐盟或美利堅合眾國。客戶確認數據處理將在上述指定地點之一進行。 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 服務說明
1. Service Description	1. 服務描述

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.	AgentOS 是 INFOBIP 的 AI 原生全渠道對話體驗平台，使客戶能夠跨多個通信渠道自動化並管理客戶互動體驗。該平台允許客戶設計、部署和運營自主 AI 智能體，實現上下文對話編排、客戶數據整合，並在自動化系統與人工座席之間即時路由查詢。 AgentOS 將智能體 AI 能力、對話式客戶數據平台（對話式 CDP）及統一交互層相結合，透過單一平台在聊天、語音及數位渠道實現無縫客戶互動。客戶可構建完全動態的工作流程，根據客戶行為、對話上下文或外部數據源觸發執行。
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 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	AgentOS 可透過網頁介面和/或 API 訪問，包含以下主要功能： 旅程編排： 設計並自動化複雜的全渠道客戶旅程，支援基於事件和行為觸發的訊息推送。包括行銷活動流程自動化、拖曳式旅程及 AI 智能體建構器、進階個人化與用戶分群，以及發送時間優化。 AI 智能體： 創建、執行並持續優化能夠獨立完成目標導向互動的自主 AI 智能體，由檢索增強生成（RAG）和大語言模型（LLM）推理驅動。包括多智能體編排、基於規則和意圖的聊天機器人建構器、多語言支援、攜帶完整上下文的人工座席無縫轉接，以及語音 AI。 人機協同監督： 在滿足升級條件或情感判斷標準時，動態將對話從 AI 轉交人工座席，由統一全渠道收件匣支援智能路由、包含 360°對話歷史的客戶上下文卡片、工作流程自動化，以及面向人工座席的 AI 輔助工具（包括但不限於建議回覆、對話摘要、座席副駕、自動處置表單及其他寫作輔助工具）。 對話式 CDP： 將所有渠道客戶互動數據整合並同步至統一客戶檔案庫，透過精準 RAG 管道提升個人化能力、受眾分群效果及 AI 數據基礎。 洞察分析： 基於 AI 的互動結果、旅程效果、AI 智能體表現及整體互動分析與報告，包括 AI 驅動的成效評估、話題檢測、優化建議及可定制化儀表板。

evaluation, topic detection, recommendations, and customisable dashboards.	
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. 收費項目及其他 AgentOS 詳情 AgentOS 服務包含以下類型的計費事件，定義了 INFOBIP 就服務使用向客戶開具發票的方式與時機。這些計費事件對應 AgentOS 環境中特定的訊息類型、互動流程及系統使用情況。
“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 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	「計費事件」指以下任一定義，無論是單項收費還是合併收費，均以向客戶提供的商業提案為準： • 「AgentOS 處理費」是針對以下情形觸發的每個事件所適用的計費事件：(i) 客戶向終端用戶提交出站訊息，計費事件於訊息提交時觸發；或 (ii) 已建立的通話，由終端用戶、答錄機或客戶應用程式接聽，計費事件每 15 秒觸發一次。 計費事件按每條訊息或每次通話計算，視上述觸發條件而定，每月根據已提交訊息產生的計費事件總數和/或已建立通話的總時長進行賬單結算。 • 「AgentOS 平台費」是向客戶提供 AgentOS 平台及其核心組件訪問權限的每月固定費用。該計費事件涵蓋所有基礎平台要素的可用性與維護，包括編排層（旅程編排）、分析框架（洞察分析）、AI 智能體配置環境（AI 智能體）及對話管理能力（對話式 CDP）。AgentOS 平台費於每月第一天計費，並受本文件規定的合理使用政策約束。 • 「具名用戶席位」是與客戶帳戶關聯的具名用戶數量所對應的計費事件，具名用戶可訪問統一全渠道收件匣，在 AgentOS 產品中查看和管理個人與客戶的互動。 具名用戶席位按每席位（即每位具名用戶）每月計費，於每月第一天根據當時已分配的具名用戶席位總數進行賬單結算。若在當前計費月內新增具名用戶席位，將在分配時按完整月費收取額外費用，不予按比例折算。首月產品啟用費用按轉移/啟用日期按比例計算。在同一計費月內取消分配後重新添加具名用戶席位，不產生額外的具名用戶席位費用。具名用戶席位不可在用戶之間轉讓，亦不可由多名用戶同時共享。儘管有上述規

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	定，客戶不得將具名用戶席位用於超過 1（一）個並發會話。 具名用戶指任何可訪問 AgentOS 產品統一全渠道收件匣的人員（例如：管理員、主管、座席或任何其他角色，擁有查看者角色的用戶除外）。 • "AI Credits"的含義以 INFOBIP 服務組合中提供的 AI Credits 服務說明為準，詳見：https://www.infobip.com/policies/service-description
3. Fair Usage Policy To ensure proportional use, AgentOS applies the following policy: • 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.	3. 合理使用政策 為確保服務的合理使用，AgentOS 適用以下政策： • 在 AgentOS 服務中，每收到一條入站訊息，每月應至少發送三條出站訊息。 • 對話式 CDP 中存儲的每個唯一用戶檔案，每月應至少發送三條出站訊息。 若未能維持上述比例，INFOBIP 保留強制收取 AgentOS 平台費或調整客戶計費方案的權利。

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING FEATURES TERMS	人工智慧與機器學習功能條款
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.	這些人工智慧與機器學習功能條款（「 本條款 」）自客戶首次在服務提供者服務中啟用或使用任何 AI/ML 功能（定義如下）之日起，對客戶與服務提供者生效。
IF THE CLIENT DOES NOT AGREE TO THESE TERMS, CLIENT MUST NOT ENABLE OR USE ANY AI/ML FEATURE.	若客戶不同意本條款，客戶不得啟用或使用任何 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.	本條款構成客戶與簽訂該協議的適用 Infobip 實體之間的協議（定義如下）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.	代表客戶啟用、存取或使用任何 AI/ML 功能的個人，聲明並保證其已獲正式授權代表客戶行事，並使客戶受本條款及任何適用補充條款的約束。
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 ”.	就本條款而言，協議項下的締約 Infobip 實體稱為「 服務提供者 」或「 Infobip 」，而接受或使用 AI/ML 功能的客戶實體稱為「 客戶 」。
1. DEFINITIONS	1. 定義
For the purposes of these Terms, the following definitions apply:	就本條款而言，下列定義適用：
“ 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;	「 協議 」係指服務提供者與客戶之間訂立的任何合約、協議、條款及細則或其他具有法律約束力的協議，根據該協議，服務提供者向客戶提供服務提供者服務；
“ 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 內容 」係指 (a) 經由任何 AI/ML 功能處理的輸入（定義如下），或 (b) 由任何 AI/ML 功能產生的輸出（定義如下）；
“ 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 」係指服務提供者不時修訂的 AI/ML 功能標準技術文件；目前版本可於 https://www.infobip.com/docs 查閱；
“ 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	「 AI/ML 功能 」係指服務提供者或（受本條款第 4.4 條（第三方 AI 服務提供者）約束）第三方 AI 服務提供者的人工智慧、機器學習技術，該技術 (a) 處理輸入，以產生、分類、排序、推薦、預測、轉換、分析

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;	或以其他方式產生內容、輸出或結果，或使用工具或根據所提供的目標執行任務；(b) 作為服務提供者服務的一部分提供，僅限於 AgentOS、GEN AI 及服務提供者 CPaaS 平台中的 AI 驅動功能；且 (c) 由客戶在其帳戶中啟用；
"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;	「回饋」係指客戶或其終端使用者就 AI/ML 功能提供的任何建議、構想、功能改進請求、推薦或評估，無論是正式提供或於一般使用過程中提供；
"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;	「高風險活動」係指以下任何作業：(a) 核能設施、航空交通管制、生命維持系統的運作，或臨床用途；(b) 直接受監管機關監督，或須取得監管機關許可或核准；(c) 可能導致死亡、人身傷害或環境損害；(d) 僅透過自動化決策，就個人、群體或決策對象作出法律上、重大、具深遠影響或類似的高風險決定；(e) 根據適用法律或法規，被歸類為禁止、不可接受或高風險的使用情境；或 (f) 根據適用法律或法規，其他涉及使用 AI/ML 功能的禁止用途、高風險或不可接受風險；
"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;	「輸入」係指由客戶或其終端使用者，或代表客戶或其終端使用者，為供 AI/ML 功能處理而提交、提供、傳送或以其他方式提供的任何資料、資訊、提示、指示、內容或其他材料；
"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;	「中繼資料」係指因客戶或其終端使用者存取或使用 AI/ML 功能，而在 AI/ML 功能運作過程中產生的技術、營運、診斷、遙測、使用、互動及效能資料，包括記錄、紀錄及相關資訊。中繼資料不包括任何輸入或輸出的實質內容；
"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;	「輸出」係指 AI/ML 功能為回應輸入或基於輸入而產生的任何資料、資訊、內容或其他結果或動作；
"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;	「禁止資料」係指任何個人資料、機密資料或資訊、敏感資料或其他類別的資料，而根據適用的 AI/ML 功能文件、客戶帳戶中的通知，或服務提供者在附件 1 中指出或以其他方式提供予客戶的任何適用第三方 AI 服務提供者文件或可接受使用條款，明確禁止將其用作輸入；

"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 information that fall within the definition of "sensitive" or "special categories of data" under Applicable Data Protection Law;	「敏感資料」係指個人的：(a) 社會安全號碼、護照號碼、駕駛執照號碼或類似識別碼（或其任何部分）；(b) 信用卡或金融卡號碼（信用卡或金融卡號碼末四位數的截斷資訊除外）、財務資訊、銀行帳戶號碼或密碼；(c) 就業、財務、基因、生物辨識或健康資訊；(d) 種族、族裔、政治或宗教信仰、工會會籍，或有關性生活或性取向的資訊；(e) 帳戶密碼、母親婚前姓氏或出生日期；(f) 犯罪紀錄；或 (g) 根據適用資料保護法中「敏感」或「特殊類別資料」的定義所涵蓋的任何其他資訊或資訊組合；
"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;	「服務使用政策」係指服務提供者不時修訂的規範服務提供者服務使用方式的政策；其現行版本可於 https://www.infobip.com/policies/service-use-policy 查閱；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 服務提供者」係指服務提供者使用其人工智慧、機器學習技術，以提供 AI/ML 功能部分或全部功能的任何第三方，詳見本條款附件 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 條未定義的任何首字母大寫詞語，應具有協議中賦予該詞語的含義；或在適用情況下，具有雙方訂立的資料處理協議中賦予該詞語的含義。
2. SCOPE OF THESE TERMS	2. 本條款的適用範圍
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. 涵蓋的 AI/ML 功能。 本條款適用於服務提供者作為服務提供者服務一部分提供，且由客戶在其帳戶中啟用的所有 AI/ML 功能。依賴第三方 AI 服務提供者的 AI/ML 功能列於本條款附件 1，該附件得依據本條款第 7.6 條不時更新。服務提供者得不時提供其他 AI/ML 功能，並使其受本條款及（如適用）補充條款的約束。
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	2.2. 選擇啟用及停用；選擇性質。 客戶必須主動啟用 AI/ML 功能，方可使用該功能。AI/ML 功能完全屬於選擇性功能，並非使用服務提供者服務的必要條件。客戶啟用或使用任何 AI/ML 功能，即表示客戶接受本條款及適用於該 AI/ML 功能的任何補充條款。客戶得隨時停用或停止使用任何 AI/ML 功能，但須遵守協議。

discontinue its use of any AI/ML Feature at any time, subject to the Agreement.	
3. CLIENT OBLIGATIONS	3. 客戶義務
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. 一般合規。 客戶應確保其存取及使用 AI/ML 功能（包括所有 AI/ML 內容）均符合協議、本條款、服務使用政策、適用的 AI/ML 功能文件、第三方權利，以及客戶所在司法管轄區的適用法律。客戶不得以任何詐欺、違法或未經授權的方式使用 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, including the Applicable Data Protection Law, sanctions laws and export controls.	3.2. 輸入的合法性。 客戶全權負責確保其擁有向服務提供者或 AI/ML 功能提交輸入所需的一切權利、授權及同意，且輸入符合所有適用法律及法規，包括適用資料保護法、制裁法律及出口管制規定。
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。 在不影響協議或本條款其他部分所載任何使用限制的前提下，客戶不得：(a) 將 AI/ML 功能用於：(i) 開發、訓練、改進、基準測試、驗證或以其他方式支援客戶或任何第三方的任何人工智慧、機器學習或類似模型、系統、產品、服務、功能或技術；(ii) 以可能造成誤導、欺騙或違法的方式，將輸出不實地表述為完全由人類生成；或 (iii) 用於高風險活動；(b) 對任何 AI/ML 功能進行逆向工程、反編譯、反組譯，或試圖取得其原始碼、模型權重或架構；或 (c) 以意圖擷取專有模型行為、決策邏輯或訓練資料的方式探查或測試 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. 禁止資料。 客戶不得將禁止資料作為任何 AI/ML 功能的輸入。
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	3.5. 終端使用者同意。 某些 AI/ML 功能，包括提供自動語音辨識、語音轉文字或文字轉語音功能，或自然語言理解功能的 AI/ML 功能，可能涉及監控或擷取終端使用者通訊的即時轉錄內容，並可能依適用法律及（如適用）適用資料保護法，要求終端使用者提供知情同意（以下稱「同意」）。客戶應於終端使用者使用或互動使用此類 AI/ML 功能前，取得所有必要的同意，並妥善保存所有已取得同意的紀錄。服務提供者提出書面要求後，

obtained. CLIENT shall promptly provide evidence of all Consents to PROVIDER upon PROVIDER's written request.	客戶應立即向服務提供者提供所有同意的證明。
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 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.	3.6. 輸出及任務執行的審查。客戶全權負責審查、驗證、編輯、評估及修訂 (i) 任何輸出，並應於發布、使用或依賴該輸出前完成上述作業；以及 (ii) AI/ML 功能以自主方式執行特定任務或功能時所採取的任何行動。客戶應負責確認 AI/ML 功能所設定的自主決策權限範圍、確保適當的人為監督，並確保與 AI/ML 功能互動的個人獲得適當的透明資訊。客戶知悉，輸出可能不準確、不完整、有偏見、具冒犯性，或不適合其預定用途；客戶並承擔因使用或依賴輸出而產生的一切風險。客戶對於因客戶或其終端使用者使用或依賴輸出而產生或相關的任何決定、行動、不作為、通訊或其他後果，均負唯一責任。於適用法律允許的最大範圍內，服務提供者對於任何因輸出而產生或與輸出相關的責任概不負責，包括輸出的任何不準確、不完整、有偏見、冒犯性、有害、不安全、違法、侵權、不產生輸出、不適合任何用途，或輸出的任何其他缺陷或特性；亦包括輸出並非唯一，或向其他客戶或第三方產生或提供相同或類似輸出的情形。
4. PROVIDER OBLIGATIONS	4. 服務提供者的義務
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. 允許的處理目的。服務提供者僅得在依據協議及本條款向客戶提供 AI/ML 功能所需的範圍內，並以必要且適當的方式處理 AI/ML 內容及中繼資料。
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,	4.2. AI/ML 內容及中繼資料的處理。服務提供者僅得基於下列目的處理 AI/ML 內容及／或中繼資料： i. 經客戶授權； ii. 依協議及本條款所規定； iii. 為遵守適用法律或法規所必要； iv. 就中繼資料而言，為提供、維護、改進、開發、支援、保護及運作 AI/ML 功能，以

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.	及改進、訓練、重新訓練及微調 AI/ML 功能和相關機器學習模型；包括使用中繼資料偵測、調查及防止安全事件、網路攻擊、濫用、垃圾訊息，以及違反服務使用政策的情形；或 v. 處理 AI/ML 內容及中繼資料，以提供及改進、訓練或微調 AI/ML 功能，且僅為客戶因使用該等 AI/ML 功能而取得的利益；不得用於訓練、重新訓練或微調提供予其他客戶使用的任何模型、系統或服務。
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.	訓練限制。除非客戶已接受明確允許此類使用的補充條款，否則服務提供者不得使用 AI/ML 內容來改進、訓練或微調用於向客戶提供適用 AI/ML 功能的任何相關模型。
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 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.	第三方 AI 服務提供者。服務提供者得使用第三方 AI 服務提供者所提供的人工智慧、機器學習技術，以提供 AI/ML 功能的部分或全部功能。客戶啟用 AI/ML 功能，即表示客戶知悉並同意，服務提供者及其關係企業得向適用的第三方 AI 服務提供者揭露輸入，但僅限於合理必要的範圍，以提供、維護、保護或支援適用的 AI/ML 功能；惟未經客戶事先接受或同意明確允許此類使用的補充條款，不得為訓練或微調第三方 AI 服務提供者的基礎模型之目的，向其揭露任何輸入。使用第三方 AI 服務提供者的 AI/ML 功能及適用的可接受使用條款，列於本條款附件 1。服務提供者得依據第 7.6 條，不時新增、移除、更換或以其他方式變更用於 AI/ML 功能的任何第三方 AI 服務提供者。客戶應遵守附件 1 所列各第三方 AI 服務提供者適用的可接受使用條款（包括其不時修訂的版本）。服務提供者並非任何第三方 AI 服務提供者的代理人，亦未與其成立合資關係。
5. DATA PROTECTION	5. 資料保護
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	5.1. 與資料處理協議的關係。若 AI/ML 內容包含適用資料保護法所定義的個人資料，該個人資料應依雙方訂立並構成協議不可分割一部

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.	分的資料處理協議進行處理。若本條款與資料處理協議就個人資料的處理有所衝突，應以資料處理協議的規定為準。
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. 客戶的責任。客戶全權負責確保輸入中包含的任何個人資料均依法處理，並已取得資料當事人對該等處理所需的一切授權及同意，包括同意由附件 1 所列的第三方 AI 服務提供者進一步處理該等資料。若 AI/ML 內容包含個人資料，客戶應確保該等處理具有適當的法律依據，並已向資料當事人提供所有必要資訊。客戶不得提交任何個人資料，除非已先確保符合雙方訂立的適用資料處理協議。
6. INTELLECTUAL PROPERTY	6. 智慧財產權
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. 服務提供者的所有權及客戶的存取權。AI/ML 功能由服務提供者擁有，或由第三方授權予服務提供者。客戶不取得 AI/ML 功能或任何底層模型的任何所有權。服務提供者授予客戶非專屬、不可轉讓且有限的授權，允許客戶僅於合約期間內，為客戶的內部業務目的存取及使用 AI/ML 功能。未明確授予的所有權利，分別由服務提供者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 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.	6.2. 回饋。若客戶或其終端使用者透過回饋、使用模式或其他方式，促成、建議或以其他方式產生 AI/ML 功能的任何改進，客戶特此授予服務提供者永久、可轉讓、可再授權（包括多層次再授權）、免權利金且非專屬的授權，允許服務提供者使用該等改進及建議，且無須支付額外報酬。在適用法律允許的最大範圍內，客戶放棄其對該等貢獻所享有的任何著作人格權或類似權利。
6.3. CLIENT Ownership. As between the parties, except for the rights expressly granted under these Terms,	6.3. 客戶的所有權。就雙方而言，除本條款明確授予的權利外，客戶保留對輸入的一切權

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.	利、所有權及利益。在協議授予的有限授權範圍內，服務提供者不因本條款而取得客戶或其授權人對任何輸出的任何權利、所有權或利益；若任何該等權利、所有權或利益歸屬於服務提供者，服務提供者同意並特此將該等權利轉讓予客戶，但前述轉讓僅適用於 AI/ML 功能根據客戶輸入所產生的輸出。為免生疑問，本轉讓不包括服務提供者既有的任何智慧財產權。本條款並不禁止任何人另行向 AI/ML 功能提交類似或相同的提示，亦不禁止 AI/ML 功能獨立產生類似或相同的輸出。
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. 客戶的責任。客戶全權負責：(a) 確保輸入不侵害第三方智慧財產權；(b) 客戶在其產品、服務或通訊中對輸出的任何使用。
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. 服務提供者的賠償責任。協議中有關服務提供者智慧財產權賠償責任的義務，不適用於因下列事項引起或與其相關的索賠：(a) 根據輸入所產生的輸出；(b) 客戶超出本條款範圍修改、組合或使用輸出；(c) 客戶以不符合文件或服務提供者合理指示的方式使用 AI/ML 功能，或將 AI/ML 功能與服務提供者未提供的軟體、硬體、資料、流程、材料或資訊組合使用，且若無該等組合，該使用不會構成侵權；(d) 侵害或不當使用第三方智慧財產權的輸入；或 (e) 服務提供者所使用的任何第三方基礎模型元件，但以該等索賠可歸因於第三方模型本身，而非服務提供者的實作為限。
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. 客戶的賠償責任。客戶應就因下列事項引起的任何索賠、損害、損失及費用（包括合理的法律費用），向服務提供者及其關係企業作出賠償、為其辯護並使其免受損害：(a) 客戶的輸入；(b) 客戶對輸出的後續使用或發布；(c) 客戶違反第 6.4 條；(d) 違反適用法律及法規；(e) AI/ML 內容所造成的侵權；或 (f) 將 AI/ML 功能用於高風險活動。
6.7. Relationship to Agreement. The provisions of this Article 6 are without prejudice to the Intellectual	6.7. 與協議的關係。本第 6 條的規定不影響協議中的智慧財產權條款；該等條款仍全面適用。

Property Rights provisions of the Agreement, which shall continue to apply in full.	
7. MISCELLANEOUS	7. 其他條款
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. 不作任何保證。 除協議明確規定者外，AI/ML 功能係按「現狀」及「可提供」的基礎提供。服務提供者不就 AI/ML 功能或任何輸出作出任何明示或默示的陳述或保證，包括對準確性、可靠性、可用性、適銷性、特定用途適用性，或 AI/ML 功能或輸出不侵權、無錯誤、不間斷、安全，或符合客戶要求的任何保證。
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. 暫停。 除協議項下的任何暫停權利外，若服務提供者合理認為客戶使用任何 AI/ML 功能違反本條款、服務使用政策、適用法律或適用的第三方 AI 服務提供者條款，或對服務提供者、其關係企業、任何第三方 AI 服務提供者或任何第三方造成安全、法律或聲譽風險，服務提供者得於通知後立即暫停、限制或停用客戶對任何 AI/ML 功能的存取；若有合理必要，亦得不經通知而為之。
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。 服務提供者得隨時全部或部分修改、更換、暫停或停止提供任何 AI/ML 功能，包括因法律、法規、第三方 AI 服務提供者的要求、安全疑慮或產品開發決策變更而有此必要時。在合理可行的情況下，服務提供者應就任何 AI/ML 功能的重大停用事先發出通知。
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. 監控。 服務提供者得監控、記錄及審查客戶對 AI/ML 功能的使用情況，以確認其符合協議、本條款、適用法律及適用的第三方 AI 服務提供者要求，並維護 AI/ML 功能的安全性、完整性及效能。服務提供者得視必要實施及修改合理的使用頻率限制、內容篩選器、安全機制、監控控制措施及技術限制，以執行本條款、遵守適用法律、保護 AI/ML 功能，或遵守第三方 AI 服務提供者的要求。
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	7.5. 衝突。 本條款構成協議不可分割的一部分，除本條款明確規定外，不變更協議的任何條款。若本條款與協議就任何 AI/ML 功能的使

shall prevail. To the extent a matter is not addressed in these Terms, the provisions of the Agreement shall apply.	用有所衝突，應以本條款的規定為準。本條款未規定的事項，應適用協議的規定。
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 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.	7.6. 修訂。 服務提供者得不時更新本條款（包括附件 1 及任何相關第三方 AI 服務提供者）。服務提供者僅須就本條款的重大變更，向客戶提供合理的事先書面通知。非重大變更於服務提供者張貼、發布或發出通知時生效。若客戶不同意重大變更，客戶得於該變更生效日前停止使用受影響的 AI/ML 功能。該變更生效日後，客戶繼續使用受影響的 AI/ML 功能，即構成接受更新後的本條款。
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. 存續。 本條款中明示或依其含義應於協議終止或屆滿時或之後生效或繼續有效的任何條款，均應持續完全有效。協議的終止或屆滿，不影響終止或屆滿生效日前已累積的任何權利、救濟、義務或責任。
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。 若本條款的個別條文無效或不可執行，或變為無效或不可執行，不影響本條款其餘條文的有效性及可執行性。
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. 準據法及管轄權。 本條款應受適用於協議的法律管轄並依其解釋。協議中的爭議解決條款適用於本條款。

ANNEX 1 AI/ML FEATURES AND THIRD-PARTY AI PROVIDERS

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.

AI/ML Feature	Third-Party AI Provider(s)	Acceptable Use Terms
AI Credits for usage of AI Services AgentOS customer profiles	Google LLC (Google Cloud Platform — Vertex AI / GenAI)	https://policies.google.com/terms/generative-ai/use-policy

AgentOS — Automation Studio	OpenAI, OpCo, LLC	https://openai.com/policies/usage-policies
AgentOS — AI Agents	Oracle Corporation (Oracle Cloud Infrastructure)	https://www.oracle.com/contracts/docs/oracle-ai-terms.pdf
AgentOS — Knowledge Agents		
AgentOS — Inbox Copilot	AWS Bedrock	https://aws.amazon.com/ai/responsible-ai/policy/
AgentOS — Insights & Analytics	Microsoft Foundry	https://learn.microsoft.com/en-us/legal/ai-code-of-conduct
GEN AI		
Infobip AI Agent for WhatsApp flow building	Deepgram, Inc.	https://deepgram.com/terms
AI-powered features within CPaaS platform		

附件 1

AI/ML 功能與第三方 AI 服務提供者

下表列出使用第三方 AI 服務提供者的 AI/ML 功能，以及適用的可接受使用條款。PROVIDER 保留不時更新本附件 1 的權利。

AI/ML 功能	第三方 AI 服務提供者	可接受使用條款
AI 服務使用額度	Google LLC (Google Cloud Platform — Vertex AI / GenAI)	https://policies.google.com/terms/generative-ai/use-policy
AgentOS 客戶個人檔案		
AgentOS — 自動化工作室	OpenAI, OpCo, LLC	https://openai.com/policies/usage-policies
AgentOS — AI 代理		
AgentOS — 知識代理	Oracle Corporation (Oracle Cloud Infrastructure)	https://www.oracle.com/contracts/docs/oracle-ai-terms.pdf
AgentOS — 收件匣 Copilot		
AgentOS — 洞察與分析	AWS Bedrock	https://aws.amazon.com/ai/responsible-ai/policy/
生成式 AI		

用於建置 WhatsApp 流程的 Infobip AI Agent CPaaS 平台中的 AI 驅動功能	Microsoft Foundry	https://learn.microsoft.com/en-us/legal/ai-code-of-conduct
	Deepgram, Inc.	https://deepgram.com/terms