

OUR CUSTOMER TERMS

TELSTRA CONTACT CENTRE GENESYS CLOUD

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Certain words are used with the specific meanings set out below or in [the General Terms section of Our Customer Terms](#)

1 ABOUT THE TELSTRA CONTACT CENTRE GENESYS CLOUD SECTION

- 1.1 This is the Telstra Contact Centre Genesys Cloud section of Our Customer Terms. This section was previously known as the Telstra PureCloud Contact Centre – Genesys powered section of Our Customer Terms. Depending on the nature of the products and services you are receiving under this Cloud Services section, provisions in other parts of the Cloud Services section may apply.
- 1.2 Unless you have entered into a separate agreement with us which excludes them, the General Terms section of Our Customer Terms also applies.
- 1.3 See section one of the General Terms of Our Customer Terms at <http://www.telstra.com.au/customer-terms/business-government/index.htm> for more detail on how the various sections of Our Customer Terms are to be read together.
- 1.4 See section one of the General Terms part of the Cloud Services section of Our Customer Terms at <https://www.telstra.com.au/customer-terms/business-government/cloud-services> for more details on how the various parts of the Cloud Services section of Our Customer Terms are to be read together.

2 GENESYS CLOUD SERVICE

What is the Genesys Cloud Service?

- 2.1 The Genesys Cloud service (previously known as the PureCloud service) is an omni-channel cloud-based contact centre enabling voice, chat, email, and social channels, as further described in this Telstra Contact Centre Genesys Cloud section of Our Customer Terms (the “**Genesys Cloud Service**”).
- 2.2 The Genesys Cloud Service is comprised of hosted software, support and voice carriage, and includes mandatory Professional Services, each of which is described more fully below. The Professional Services are subject to separate charges from the Genesys Cloud Service itself, which are set out in your application form or your separate agreement with us.
- 2.3 The Genesys Cloud Service is available:
 - (a) as a Shared Voice Network service, which is a fully managed integrated Session Initiation Protocol (**SIP**) voice network to Genesys Cloud (“**Shared Voice Network**”). It is a shared voice network where Telstra manages the SIP capacity and interconnects with Genesys Cloud. This model allows you to flex on demand to manage your capacity requirements; or
 - (b) with the BYOC Telstra SIP add-on, which allows you to connect specialised Telstra Enterprise trunks through a Managed Telstra interconnect to your Genesys Cloud service (“**BYOC Telstra SIP**”), as further described in clause 55. You cannot interconnect the

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Genesys Cloud service with any existing standard Telstra SIP Enterprise trunk product, this requires your to take up the BYOC Telstra SIP add-on.

3 AppFoundry

- 3.1 Our third party supplier for the Genesys Cloud Service offers [Genesys Cloud App Foundry](#) ("**AppFoundry**"). We do not support AppFoundry solutions directly. You have discretion in deciding whether you wish to purchase any AppFoundry add on solutions for the Genesys Cloud Service. If purchased through us, the support is provided by the AppFoundry supplier directly. For the avoidance of doubt, you are not required to purchase any AppFoundry solutions, and the Genesys Cloud Service from us does not require AppFoundry solutions.
- 3.2 If you purchase the AppFoundry solution via [Genesys Cloud App Foundry](#) you must accept the Telstra and AppFoundry supplier terms and conditions and the Telstra pricing outlined at the time of purchase. You acknowledge any AppFoundry purchases made via the AppFoundry market place:
- (a) may require activation of the license after the purchase by your trained Genesys Cloud administrator. If activation is required via a Telstra representative a fee for service may apply (details available upon request to our help desk);
 - (b) may require set up fees to configure the app foundry solution to your specific requirements. A fee for service applies if Telstra Professional services is required. A quotation is available upon request;
 - (c) will be billed in arrears based on monthly or annual subscription licenses to your Telstra Genesys Cloud nominated Telstra Account number; and
 - (d) where usage charges apply for the AppFoundry solution, will be billed in arrears based on the monthly usage or excess usage above any included usage allowance;
- 3.3 To activate purchasing directly from the Genesys AppFoundry you must contact our help desk or your client partner and provide in writing the details of the Genesys Cloud administrator authorised to purchase via the AppFoundry. Once set up by Telstra, the nominated administrator will have access unless and until you advise Telstra to cancel that access. It is your sole responsibility to ensure that the person authorised can purchase AppFoundry on behalf of your organisation.
- 3.4 You acknowledge that you are solely responsible for determining the AppFoundry products suitability for your Genesys Cloud Service. Not all AppFoundry products may be suitable with the Telstra Shared Network model for Genesys Cloud. You can engage our Sales, Professional services, or support team with any questions you may have to help you determine suitability.
- 3.5 If you purchase an AppFoundry solution, you accept the terms of the relevant AppFoundry End User Licensing Agreement which is provided to you at the time of purchase (a copy is available any time on request). You

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acknowledge that the relevant end user licence agreement governs the relationship between you and the AppFoundry supplier and your acceptance of that end user licence agreement is a condition of use for the AppFoundry solution.

4 ELIGIBILITY

4.1 Minimum spend amounts apply to be eligible for a Genesys Cloud Service as follows:

- (a) for Genesys Cloud 1, Genesys Cloud 2 Genesys Cloud 3, or 4 Plan (each a **Genesys Cloud 1, 2 ,3 or 4 Plan**) the minimum spend on Genesys Cloud Plan fees must be at least \$1000 AUD per month;
- (b) for a Genesys Cloud Digital Only 2 or Genesys Cloud Digital Only 3 Plan (each a **Genesys Cloud Digital Only Plan**) taken as a standalone service, the minimum spend must be at least \$3000 AUD per month; and
- (c) where a Genesys Cloud Digital Only Plan is added to an existing Genesys Cloud 1, 2 or 3 Plan, the minimum spend on Genesys Cloud Plan is per 4.1(a).

4.2 The following items are not part of your Genesys Cloud Service. Depending on your chosen Plan, you will need to acquire these items separately to be able to use your Genesys Cloud Service:

- (a) a Telstra IN-Control or IN-Control Call Direct service (not required for Genesys Cloud Digital Only Plans);
- (b) one or more Telstra Inbound Services (as this is required for callers to access your Genesys Cloud Service) (not required for Genesys Cloud Digital Only Plans or with BYOC Telstra SIP);
- (c) for each of your Users, a computer that meets the minimum technical requirements (we will notify you of minimum technical requirements from time to time and provide reasonable notice of any changes to these); and
- (d) for each of your Users, a telephone service in Australia that can be directly dialled (not required for Genesys Cloud Digital Only Plans).

4.3 If you are using the Genesys Cloud Service via:

- (a) a cloud (shared) voice network, then you will require access to the public internet and Public Switched Telephone Network (**PSTN**) access;
- (b) a Dedicated Voice Network Model, then you will require Telstra IP MAN or IP WAN, Telstra SIP Connect, internet access and Genesys Cloud Service Edge Devices; or
- (c) BYOC Telstra SIP or third party New Zealand SIP then you will require access to the public internet and PSTN access.

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Your Application Form or your separate agreement with us will state whether you access the Genesys Cloud Service via a cloud Shared Voice Network or BYOC Telstra SIP voice network model.

- 4.4 If you are using the BYOC Cloud model, it is only supported for Telstra SIP carriage in Australia, and/or in conjunction with third party SIP for New Zealand region only. You cannot use your Genesys Cloud service with a third party carriage service alone. A third party carriage service may only be used with your Genesys Cloud service in conjunction with the BYOC Telstra SIP add-on or the Shared Voice Network model.
- 4.5 If you are using the Shared Voice Network in conjunction with Global SIP/Global Voice Over IP (**GVoIP**) for the New Zealand voice network extension, the terms and conditions (including pricing) on which we provide Global SIP/GVoIP SIP Trunk services for New Zealand will be outlined in your TelstraGlobal SIP/GVoIP Service Schedule or in your separate Global SIP/GVoIP agreement with us. This model is ceased sale and is being exited and will no longer be provided to any customer on and from 1 December 2025.
- 4.6 The terms (including pricing) on which we provide:
- (a) Telstra Inbound Services, IN-Control and IN-Control Call Direct services are set out in the Inbound Services sections of Our Customer Terms, which can be accessed at <https://www.telstra.com.au/customer-terms/business-government>, under the "Other Voice Services" section;
 - (b) Telstra IP MAN and Telstra IP WAN services are set out in the IP Solutions sections of Our Customer Terms, which can be accessed at (<https://www.telstra.com.au/customer-terms/business-government>, under Data Services section; and
 - (c) Telstra SIP Connect are set out in the Telstra SIP Connect section of Our Customer Terms, which is available at <https://www.telstra.com.au/customer-terms/business-government>, under the Other Voice Services section. Alternatively, the Telstra SIP Connect section of Our Customer Terms may also be accessed at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/sip-connect.pdf>.

What happens if your Inbound Service is transferred or cancelled?

- 4.7 If your eligible Inbound Service is transferred, cancelled, disconnected or suspended for any reason (whether temporarily or permanently), you must tell us as soon as possible and nominate an alternative eligible Inbound Service for your Genesys Cloud Services if using the Shared Voice Network model.
- 4.8 If you do not nominate an alternative eligible Inbound Service, if using the Shared Voice Network, within 45 business days we can immediately suspend or cancel your Genesys Cloud Service.

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Dependencies

- 4.9 You acknowledge that we do not support all devices, platforms, or browsers (**Dependencies**), and it is your responsibility to acquire and maintain supported Dependencies. We can provide you with details of supported Dependencies on request. If you do not maintain supported Dependencies, you may not be able to use your Genesys Cloud Service, or we may be limited in the support that we can provide to you, and you will still be liable for all fees and charges payable in relation to your Genesys Cloud Service.

5 RESTRICTIONS AND USE

- 5.1 The Genesys Cloud Service is not available to Telstra Wholesale customers or for resale.
- 5.2 You must not provide or assist with the provision of the Genesys Cloud Service to any other person.
- 5.3 In using your Genesys Cloud Service, you must comply with any applicable laws, standards, or codes (including, for the avoidance of doubt, in relation to the ACMA Do Not Call Register).
- 5.4 You must only use the Genesys Cloud Service (or any part of it) for your own internal business purposes (which can include to provide call centre services to your customers). You may allow your contractors to use the Genesys Cloud Service to provide services to you. You must not provide access to the Genesys Cloud Service to any other person unless we agree otherwise.

6 TELEPHONE NUMBERS

- 6.1 Your Shared Voice Network model Genesys Cloud Service must not use any service other than a Telstra Inbound Service to receive incoming telephone calls. If you wish your Genesys Cloud Service to receive calls on any other telephone number, that telephone number must be redirected to a Telstra Inbound Service, which may then connect to your Genesys Cloud Service.
- 6.2 Telstra Inbound Services will be redirected to pilot numbers. Each pilot number can be managed separately and may use different rules for call redirection and other services. These pilot numbers will then be redirected by your Genesys Cloud Service where interactive voice response prompts can be played, and the call is queued while routing decisions are made.
- 6.3 Your pilot numbers for the Shared Voice Network model or BYOC Telstra SIP add on model will be allocated based on one nominated location of either your head office or at least a physical address of your Genesys Cloud Service contact centre. The area code will be based on the nominated state or territory location and will correspond to an area code as follows:

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State or Territory of Site Address	Nominated Home Location	Area Code
Northern Territory	Northern Territory	(08)
New South Wales	New South Wales	(02)
ACT		
Tasmania	Victoria	(03)
Victoria		
Queensland	Queensland	(07)
Western Australia	Western Australia	(08)
South Australia	South Australia	(08)

- 6.4 Genesys Cloud Shared Voice Network Pilot numbers (answer points) cannot be ported from your Genesys Cloud Service. Upon cancelation of your Genesys Cloud Service, you can only redirect your Telstra inbound services to your new Answer Points.
- 6.5 For information and details about number portability with the BYOC Telstra SIP add-on, see clause 55 (BYOC Telstra SIP) below.
- 6.6 The nominated home location and area code will be used to calculate any associated call costs for calls made using your Genesys Cloud Service. If you are using the Shared Voice Network model, call costs for local and national fixed line calls are included in the shared network User license fee.
- 6.7 If your site address is in the Northern Territory, New South Wales, Tasmania, Victoria, Queensland, Western Australia, or South Australia and is not located in an urban area, your pilot numbers will be allocated a telephone number matched to your nearest telephone exchange. This will allow your Telstra Inbound Service to be redirected to pilot numbers at local call rates rather than long distance call rates.
- 6.8 Whether your site address is located outside of an urban area is based on the place's population. For more details see our Customer Service Guarantee <https://www.telstra.com.au/consumer-advice/customer-service/customer-service-guarantee> or the ACMA's Customer Service Guarantee.
- 6.9 Answer point telephone numbers are used by your Users to make and receive calls using your Genesys Cloud Service. Each of your User answer point telephone numbers must be a telephone number in Australia that can be directly dialled. User answer points may be mobile or international endpoints.
- 6.10 If you are using the Shared Voice Network model, call charges will apply as set out in 'call charges' at sections 10.11 to 10.22.

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- 6.11 If you are using a Dedicated Voice Network Model, call charges will apply to calls to your User answer points and calls made from your User answer points at your standard negotiated call rates for your SIP Connect Service.
- 6.12 Without limiting our other rights, we may charge you any interconnection or similar charges incurred by us as a result of the use of answer point telephone numbers not provided by us on a retail basis, together with our reasonable administration costs.
- 6.13 The pilot numbers must be used only with your Genesys Cloud Service and must not be used to receive calls other than through your Genesys Cloud Service. If you:
- (a) directly dial the shared network pilot numbers; or
 - (b) allow or encourage any person to directly dial pilot numbers,
- we may (at our option):
- (c) revoke the pilot number; or
 - (d) modify your Service so that your pilot numbers cannot be directly dialled.
- 6.14 Pilot numbers can be directly dialled for the BYOC Telstra SIP add on network model.
- 6.15 Pilot numbers are not provided for Genesys Cloud Digital Only Plans taken as a standalone plan.

7 CAPACITY NETWORK MODELS

- 7.1 We determine the expected concurrent call capacity you require for call queuing and connected calls to agents based on the following set ratios:
- (a) If you are using remote stations for your agents, we work on a ratio of 2.3 calls for every Genesys Cloud license. For example, if you sign up for 10 Genesys Cloud licences the expected concurrent call capacity would be as per following example:
$$10 \times 2.3 = 23 \text{ concurrent calls}$$
 - (b) If you are using WebRTC for your agents, we work on a ratio of 1.7 calls for every agent seat. For example, if you sign up for 10 Genesys Cloud licenses the expected concurrent call capacity would be as per following example:
$$10 \times 1.7 = 17 \text{ concurrent calls}$$
 - (C) We will provide the same concurrent call capacity for each additional on demand user each month, subject to this not exceeding 30 percent of your committed licenses capacity. If you expect you will need additional on demand capacity, you must tell us at time of application or at least one week in advance of the event.

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- 7.2 If you expect that your Genesys Cloud Shared Voice Network service will receive call traffic in excess of the capacity outlined in 7.1 or exceed 1000 calls per hour, you must tell us at the time of your application. At our request, you must also provide us with any information we reasonably require regarding your anticipated call traffic. We may charge a fee for any additional capacity you require at the shared network plan fee license rate you are on as part of your Genesys Cloud plan.
- 7.3 If you schedule an event that is likely to result in call traffic in excess of 1000 calls per hour, you must tell us at least one week before the event begins. At our request, you must also provide us with any information we reasonably require regarding your anticipated call traffic.
- 7.4 We will try to ensure, but do not guarantee that your Genesys Cloud Service has sufficient capacity to deal with the volume of calls agreed with you.
- 7.5 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, if your Genesys Cloud Service does not have sufficient capacity to deal with the volume of your calls, we may divert your calls to a recorded voice announcement. You will not be charged for these unsuccessful call attempts.
- 7.6 You understand that any peak in calls above the agreed capacity may affect the availability and quality of your Genesys Cloud Service and the Genesys Cloud Service we provide to our other customers.
- 7.7 We may shed your calls at any time if we consider this action necessary to protect our networks and other services.
- 7.8 If you are on the Dedicated Voice Network Model, your capacity will be determined by the SIP trunks and network capacity provisioned when you purchase your service. You should discuss your capacity requirements with your Telstra representative at the time of order. SIP carriage for the Dedicated Voice Network Model is purchased separately.
- 7.9 If you are on BYOC Telstra SIP add on, your capacity will be determined by the number of SIP channels ordered and provisioned when you purchase your service. You should discuss your capacity requirements with your Telstra representative at the time of order. We recommend a minimum of 2.5 channels per every Genesys Cloud user licence when using remote stations or 1.7 channels for every Genesys Cloud user licence when using WebRTC.
- 7.10 If you have a Shared Voice Network with BYOC third party carriage for New Zealand (Hybrid Model Plan) then your third party SIP channels will be determined by the order you place with your third party carrier. It is your responsibility to determine your SIP channel requirements, you may ask for our assistance to help you determine your capacity requirements.
- 7.11 Voice Capacity does not apply to Genesys Cloud Digital Only Plans taken as a standalone plan.

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8 GENESYS CLOUD SERVICE - PLANS

- 8.1 When you order a Genesys Cloud Service from us you must select one plan from the list of Plans below:
- (a) Genesys Cloud 1 (CX1) (previously known as PureCloud 1);
 - (b) Genesys Cloud 2 (CX2) (previously known as PureCloud 2);
 - (c) Genesys Cloud 3 (CX3) (previously known as PureCloud 3);
 - (d) Genesys Cloud 4 (CX4);
 - (e) Genesys Cloud Digital Only 2 Plan (CX 2 Digital); or
 - (f) Genesys Cloud Digital Only 3 Plan (CX 3 Digital),
- (each a **Plan**).
- 8.2 You may only select one Plan from the Genesys Cloud 1, 2, 3 or 4 Plans for each Genesys Cloud Service. You cannot have a blend of Genesys Cloud 1, 2, 3 or 4 Plans.
- 8.3 You may only select one Plan from the Genesys Cloud Digital Only Plans for each Genesys Cloud Service. You cannot have a blend of Genesys Cloud Digital Only Plans.
- 8.4 You can add a Genesys Cloud Digital Only Plan to a Genesys Cloud 1, 2 or 3 Plan. If you add a Genesys Cloud Digital Only Plan to a Genesys Cloud 1, 2 or 3 Plan, the Plan number must be the same as the Genesys Cloud 1, 2 or 3 Plan.
- 8.5 You must choose one license type for your Plan from either a named User or concurrent User. If you add a Genesys Cloud Digital Only Plan to a Genesys Cloud 1, 2 or 3 Plan, the licence type must be the same across both Plan types. For example, if you have taken a Genesys Cloud 2 Concurrent Plan then the Digital only plan would be Digital only 2 concurrent. If you have taken a Genesys Cloud 3 named plan the Digital only plan would be Digital only 3 named.
- 8.6 The details of each Plan are available on request, and the Plan you have chosen is set out in your Application Form or your separate agreement with us.

9 TERM, TERMINATION AND VARIATIONS

Term

- 9.1 The Term of your Genesys Cloud Service comprises:
- (a) the Ramp Up Period;
 - (b) the Initial Service Term set out in the Application Form or your separate agreement with us; and

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- (c) any additional period that we provide the Genesys Cloud Service to you under section 9.3(a) below,

unless terminated earlier in accordance Our Customer Terms (including this section 9) or your separate agreement with us, in which case, the Term continues until the effective date of the termination.

9.2 The Initial Service Term begins either:

- (a) one hundred and twenty (120) days after you submit your Application Form or separate agreement to us; or

- (b) when you go live using the Genesys Cloud Service,

which ever comes first (**Start Date**). Prior to the Start Date, you have up to 120 days in which to configure and implement your Genesys Cloud Service (**Ramp Up Period**). For clarity, you are bound by these terms when you submit your Application Form or separate agreement to us.

9.3 Additional or Renewal term

- (a) You need to notify us 45 days prior to the expiry of the Initial Service Term whether or not you want to renew your Genesys Cloud Service for a further term (**Renewal Term**).
- (b) If you choose to renew your Genesys Cloud Service for a further term, the renewal of your Genesys Cloud Service will be at the then current Genesys Cloud Service Plan license pricing for a new Renewal Term.
- (c) If you fail to notify us as above, we will continue to provide your Genesys Cloud Service on a month-to-month basis at the then current month to month Genesys Cloud Service Plan license Pricing (available upon request) until either you or we cancel the Genesys Cloud Service with at least 45 days notice.
- (d) Your Renewal Term commences:
 - (i) If you renew prior to expiration of your current term, the day after your existing service term expires; or
 - (ii) and if you renew after the expiration of your current term (and are being provided with Genesys Cloud Services on a month-to-month basis), the day after end of the current month-to-month billing period.

Early termination

9.4 You may cancel your Genesys Cloud Service at any time by giving us 45 days written notice.

9.5 If, during the Ramp Up Period, the Initial Term, or any subsequent Renewal Term for your Genesys Cloud Service (**Committed Period**):

- (a) you cancel your Genesys Cloud Service for any reason other than our material breach; or

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- (b) we cancel your Genesys Cloud Service for your breach of this Cloud Contact Centre Genesys section of Our Customer Terms,

then we may charge you an Early Termination Charge equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount calculated as follows:

If none of your Ramp Up Period, Initial Period or current Renewal Term commenced on or after 17 August 2020:

$$\text{Early Termination Charge (ETC)} = (70\% \times A) \times B + C + D$$

Where:

"A" = the agreed monthly charges for the relevant Committed Period for the Genesys Cloud Service as at the date you notify us of termination

"B" = the number of months (or part of a month) or years (or part of a year) remaining in the relevant Committed Period

"C" = any unpaid excess usage charges

"D" = any unpaid, discounted or waived setup, or Professional Services charges.

If any of your Ramp Up Period, Initial Period or current Renewal Term commenced on or after 17 August 2020:

$$\text{Early Termination Charge (ETC)} = (70\% \times A) \times B + C + D$$

Where:

"A" = our standard charges for the Genesys Cloud Service as at the date you notify us of termination (disregarding any discounts on those charges that we may give you from time to time)

"B" = the number of months (or part of a month) or years (or part of a year) remaining in the relevant Committed Period

"C" = any unpaid excess usage charges

"D" = any unpaid, discounted or waived setup or Professional Services charges.

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

- 9.6 If you have pre-paid your Genesys Cloud Service fees, then we will refund an amount calculated as follows:

$$\text{Refund} = (A \times B) - \text{ETC}$$

Where:

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ETC = the early termination charge calculated in accordance with clause 9.5

"A" = the agreed monthly charges for the relevant Committed Period for the Genesys Cloud Service as at the date you notify us of termination

"B" = the number of months (or part of a month) or years (or part of a year) remaining in the relevant Committed Period

Expiry or termination of our supply agreements

- 9.7 If we are unable to supply your Genesys Cloud Service due to the expiry or termination of any agreement between us and any of our suppliers, we may cancel your Genesys Cloud Service (or any part of it) or transfer you to a reasonably comparable service without liability to you. We will give you much notice as possible in the circumstances. If we transfer you to a reasonably comparable service and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

Downgrades

- 9.8 You may add additional licensing and/or functionality to your Genesys Cloud Service during the Committed Period for that Genesys Cloud Service. However, downgrades of any kind are not permitted.

10 CHARGES

Service charges

- 10.1 Billing of your Genesys Cloud Service commences on the Start Date. From the Start Date you are agreeing to purchase a minimum number of User licenses for the duration of the relevant Committed Period (**Minimum Commitment**). You are charged your entire Minimum Commitment either monthly, annually, or upfront for the relevant Committed Period, as outlined in your Application Form or separate agreement with us.
- 10.2 The charges for your Genesys Cloud Service are comprised of:
- (a) the relevant subscription charges for the Genesys Cloud Service Plan which will include a minimum quantity of monthly or annual User licenses (named or concurrent), add-ons (where applicable) and voice network plan fees (where applicable), support fees (where applicable). These subscription charges are charged in advance;
 - (b) charges for extra usage, Variable and On Demand usage or User licenses above your minimum commitment, which will be charged in arrears;
 - (c) fees for any applicable Professional Services charged in arrears;
 - (d) once off activation fees as applicable charged in arrears; and
 - (e) charges for hardware if your service is a Dedicated Voice Network Model, which will be charged in arrears,

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as set out in your Application Form or in your separate agreement with us.

- 10.3 We will invoice you either monthly annually, or upfront for the Committed Period as set out in your Application Form or separate agreement with us.
- 10.4 As well as the charges for your Genesys Cloud Service, you must pay us for the other telecommunications services we provide in connection with your Genesys Cloud Service (such as your inbound telephone, internet, SIP, or IP VPN service).

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

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

What defines a billable concurrent User for Genesys Cloud Services?

- 10.6 Concurrent Users are available for Genesys Cloud 1, 2, , 3 or 4 or Digital only Plans. If a concurrent license model is selected, all your Genesys Cloud Service Users are licensed as concurrent. Genesys Cloud Service does not support a mix of named and concurrent User types. A concurrent Genesys Cloud user is anyone that has logged into the Genesys Cloud Service at least once during the relevant billing month. At a minimum, you will be billed your Minimum Commitment of concurrent user licenses – calculated monthly - from the Start Date (or, if later, commencement of the relevant Committed Period). Any On Demand Usage will be charged in arrears at the On Demand User License rate set out in your Application Form or separate agreement with us. However, to support shift changes, usage peaks shorter than 30 minutes in duration are disregarded for the purpose of calculating over usage. Concurrent billing in the Genesys Cloud Service is limited to organisations that are contained within a single geographic region.
- 10.7 If you increase your subscription plan for the Genesys Cloud Service, the changes to the charges for the Genesys Cloud Service will be effective from implementation in our billing systems. You cannot decrease your subscription plan type or number of licenses during your minimum term. There is no pro-rating of monthly license charges, so we recommend adding additional Users licenses at the start of a new billing period.
- 10.8 Add on licenses (including AppFoundry, Salesforce and MS Teams licences) are treated as follows:

Named licenses

At a minimum, you will be billed your Minimum Commitment of named user add on licenses – calculated monthly - from the Start Date (or, if later,

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commencement of the relevant Committed Period). Any On Demand Usage will be charged in arrears at the On Demand User License rate set out in your Application Form or separate agreement with us.

Concurrent

At a minimum, you will be billed your Minimum Commitment of concurrent user licenses – calculated monthly - from the Start Date (or, if later, commencement of the relevant Committed Period). Any On Demand Usage will be charged in arrears at the On Demand User License rate set out in your Application Form or separate agreement with us.

Note: If the user that has been assigned an add on license and that user logs into Genesys Cloud, that user will be counted towards the concurrent usage for that billing period. Regardless of if they use the add on license or not.

How to track your usage

- 10.9 This is a self-serve function. You can monitor your usage in the Genesys Cloud administration interface. This is provided under Account Settings>Subscription>Billing and Usage. This allows you to see your committed usage, on demand usage and variable usage.
- 10.10 You can download your license usage reports for each relevant billing period (month). You will be charged for On Demand and Variable Use retrospectively at the rates outlined in your application form OCT or separate agreement with us.

Call charges

- 10.11 If you use the Shared Voice Network model, you must select one of the Shared Voice Network plans below for each of your Users:
 - (a) Shared Voice Network Essentials; or
 - (b) Shared Voice Network Premium.
- 10.12 If you use the Shared Voice network with BYOC NZ third party carriage (Hybrid Model Plan), you must select one of the Shared Voice Network plans below for each of your Users:
 - (a) Hybrid network Essentials; or
 - (b) Hybrid network Premium.
- 10.13 If you do not select a specific Shared Voice Network plan you will automatically be given a - Shared Voice Network Essentials plan. You will be charged a monthly fee in respect of each of your Shared Voice Network plans, as set out in your Application Form or separate agreement with us.
- 10.14 You do not have to select a shared voice network plan if you use the Dedicated Voice Network Model.

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- 10.15 If you are using the New Zealand SIP Trunk extension with the shared voice network, call charges will apply where calls utilise the Global SIP/GVoIP trunks on your Genesys Cloud service. These will be charged as outlined in your separate Global SIP/GVoIP agreement with us. BYOC trunk charges also apply as set out in clause 36 of this agreement.
- 10.16 If you are using the Shared Voice Network Essentials or Hybrid Network Essentials plan, we do not charge you for calls made between your logged in Users or to Genesys Cloud Service User answer points that use an Australian fixed line. Call charges will apply for User answer points that are mobile or international numbers and all other calls such as calls to 13 and 1300 numbers. Calls to premium numbers and international calls are charged at your standard negotiated call rates for your SIP Connect service.
- 10.17 The following call types are included in the Shared Voice Network Essentials plan:
- (a) Local calls;
 - (b) National long distance (STD®) calls; and
 - (c) Voice carriage access.
- This excludes calls made by the Genesys outbound dialler.
- 10.18 If you are using the Shared Voice Network Premium plan or Hybrid Network Premium Plan, we do not charge you for calls made between your logged in Users or to Genesys Cloud Service User answer points that use an Australian fixed line or mobile. Call charges will apply for User answer points that are international numbers and for all other calls such as calls to 13 and 1300 numbers. Calls to premium numbers and international calls are charged at your standard negotiated call rates for your SIP Connect service.
- 10.19 The following call types are included in the Shared Voice Network Premium plan:
- (a) Local calls;
 - (b) National long distance (STD®) calls;
 - (c) Calls from fixed lines to mobiles in Australia; and
 - (d) Voice carriage access.
- This excludes calls made by the Genesys outbound dialler.
- 10.20 Under the Shared Voice Network Premium Plan, you can make a maximum of 400 outbound calls each month per User. For calls made in excess of this amount, you will be charged at your standard negotiated call rates for your SIP Connect service.
- 10.21 If you are using the outbound dialler, additional call charges apply. A separate calling package is available for purchase. You must tell us at time of order if you plan to use the outbound dialler or during the use of the service if you plan to introduce using the outbound dialler, a change request will be required to implement the new call package if your service is already operational.

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- 10.22 The charges payable by people calling your Telstra Inbound Service are specified in other sections of Our Customer Terms.
- 10.23 Shared Voice Network and BYOC Network requirements are not applicable to, and no voice service is provided with Genesys Cloud Digital Only Plans taken as a standalone service.
- 10.24 If you are in New Zealand and are using a third party carriage provider, Telstra carriage/calls are not included in your NZ BYOC third party voice carriage connected to Genesys Cloud. Responsibility for negotiating and managing your third party provider carriage and call costs for the New Zealand region is solely your responsibility. These will not form part of your Telstra invoice. On initial provision of your service, we will charge you a connection fee to activate and provision your third party carrier voice service as outlined in your Genesys Cloud application form or agreement with us.
- 10.25 If you are taking NZ BYOC third party SIP in conjunction with a Shared Voice Network plan a minimum of 10% of your users connected to your Genesys Cloud Service must be based in Australia.

Equipment

- 10.26 You may request us to rent to you or sell you equipment for your Genesys Cloud Service and if we agree, we will set out the relevant terms in a separate agreement.

11 SERVICE LIMITATIONS

- 11.1 You acknowledge and agree that:
- (a) the Internet is not secure and not subject to performance standards. Data sent across the Internet may be delayed or lost, and we cannot guarantee application response times of, or stability of connections to, your Genesys Cloud Service;
 - (b) the Genesys Cloud Service voice is accessible through a dedicated voice network model or a cloud (shared) or Cloud BYOC voice network model, and therefore it may not be continuously accessible due to reliance on the Internet;
 - (c) the software used to provide the Genesys Cloud Service is located on servers that are controlled by third parties and availability of the Genesys Cloud Service may vary as a result of the actions of the third parties; and
 - (d) you are solely responsible for any data or recordings you place in your Genesys Cloud Service, including the quality, accuracy, and completeness of that data.
- 11.2 You acknowledge that the applicable online guides contain important information relating to the use of your Genesys Cloud Service. Failure to follow the relevant online guides may impair the Genesys Cloud Service.
- 11.3 You are solely responsible for the use (or attempted use) of your Genesys Cloud Service by you and/or any third party whether authorised or not.

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- 11.4 You must comply with our instructions regarding your use of your Genesys Cloud Service.
- 11.5 You must keep your passwords or other identification codes for your Genesys Cloud Service secure.

12 CONTENT

Responsibility for Content

- 12.1 You are solely responsible for all the information, announcements, materials, and other content associated with your Genesys Cloud Service (**Content**) and for arrangements with any third parties to access that Content.
- 12.2 It is your responsibility to:
 - (a) prepare and maintain the Content unless we have specifically agreed otherwise in writing;
 - (b) deliver the Content to us in the format we require;
 - (c) pay all costs associated with the Content;
 - (d) obtain all consents and licences required for use of the Content as part of your Genesys Cloud Service (for example, if you wish to provide music as part of your Genesys Cloud Service you may need a licence from the Australian Performing Rights Association); and
 - (e) ensure the Content is accurate, is up-to-date, is not misleading, is not defamatory, does not contain offensive language or material, does not breach any applicable laws, standards, content requirements or codes, does not infringe any third party rights, and does not and will not expose us to the risk of any claim, legal or administrative action or prosecution.

No obligation on us to review Content

- 12.3 We are not required to review or edit your Content. However, if we choose to do so, we can delete any Content that we reasonably believe is (or is likely to be) illegal, inappropriate or expose us to the risk of any claim, legal or administrative action or prosecution. We will tell you before we do this (where reasonably possible).

Licence of Content

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

Content Indemnities

- 12.5 You indemnify us against (and must pay us for) any loss, damage, liability, claim and expense (including, but not limited to, all legal costs and defence and settlement costs) (**Loss**) we incur or suffer that arise naturally (that is, according to the usual course of things) in connection with:

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- (a) any claim that any rights of, or claimed or the subject of an application by, any other person may be, or if granted may be, infringed by the Content or use of the Content except to the extent that claim is due to our negligent or wrongful act or failure to act; and
- (b) any breach of clause 12.2(e) of this Genesys Cloud Service section of Our Customer Terms,

except to the extent the Loss is caused or contributed to by us. We will take reasonable steps to mitigate our Loss incurred or suffered in connection with (a) or (b) above (as applicable).

13 SUPPORT

13.1 We provide a service desk as part of the Genesys Cloud Service. You can call the service desk or use the assurance support portal (see clause 13.8) to:

- (a) report incidents; or
- (b) make service requests.

13.2 Our target support services are as follows:

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

The service desk does not provide support for other Telstra products or services, even if they are related to your Genesys Cloud Service (for example, your inbound voice service, internet service or IP VPN service or Dedicated SIP Service). If you require support in relation to other Telstra products, you should use the service desks provided for those products.

- 13.3 Response and Restoration targets are not applicable for third party carriage, or a Genesys Cloud service supplied through another provider (third party).
- 13.4 The service desk does not support your third party carriage for New Zealand region (where applicable) with a BYOC cloud service. If you require us to provide assistance or liaise with your third party carriage provider to

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diagnose a fault a fee for service may apply. We will advise you of any costs applicable at the time of request, for your review and acceptance.

- 13.5 We aim to respond to and resolve service desk requests as per the table set out in clause 13.2 above. We do not guarantee to respond to or resolve issues within these time frames.
- 13.6 If we determine that we need to change your Genesys Cloud Service in order to fix a fault not caused by Telstra, we will not make the change until we have agreed that change with you. You acknowledge that some changes may incur additional charges, be subject to extra terms, or both.
- 13.7 We may modify, enhance or update the Genesys Cloud Services from time to time, provided that we give you reasonable notice of any modifications, enhancements or updates that would have the effect of materially prejudicing or materially reducing your use of, or the functionality of, your Genesys Cloud Services.
- 13.8 If you use the assurance support portal to report incidents or make service requests, the portal terms and conditions set out section 30 will apply.

14 AVAILABILITY

- 14.1 We will provide your Genesys Cloud Service in accordance with the service levels set out in this clause 14.
- 14.2 In this section 14:
 - (a) **Available or Availability** means the extent to which the Genesys Cloud Service is able to process Cloud Interactions for you;
 - (b) **Cloud Interactions** means interactions including voice, chat, email, web, WFM;
 - (c) **Relevant Fees** means the minimum fees for the Services that you must pay to us in connection with this Genesys Cloud Service section of Our Customer Terms, in the relevant month (excluding any usage fees for that month);
 - (d) **Planned Outage** means any planned work which requires the unavailability of the Genesys Cloud Service or key functionalities of the Genesys Cloud Service;
 - (e) **Unplanned Outage** means any interruption of 90 seconds or more in the Availability or key functionalities of the Genesys Cloud Service which is not a Planned Outage;
 - (f) We aim for the Genesys Cloud Service to be Available to process Cloud Interactions for you 99.95% of the time measured on a monthly basis (**Availability Service Level**). We will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use reasonable efforts to meet the Availability Service Level, except for the following exclusions:
 - (i) occasional planned outages at non-peak hours (for which we will provide advance notice);

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- (ii) your BYOC New Zealand (**NZ**) Third Party carriage (if applicable) or third party Genesys Cloud service is excluded from our availability target service level; and
- (iii) any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you, or actions of a third party provider.

14.3 Calculation of Availability excludes Planned Outages (provided we notify you of each Planned Outage prior to the Planned Outage) but includes Unplanned Outages.

14.4 If we fail to meet the Availability Service Level in any calendar month, you will be entitled to a Service Level Rebate, for the fees that would otherwise be payable in respect of that month, as set out in the table below:

Actual Availability	Service Level Rebate (% of the Relevant Fees)
99.90% to 99.95%	0% Relevant Fees
99.50% to 99.89%	10% Relevant Fees
<99.49%	30% Relevant Fees

14.5 Variable fees (for example, fees for usage in excess of a committed amount, fees for Professional Services) are excluded from the calculation of the Service Level Rebate.

14.6 Our liability for Service Level Rebates is subject to the following:

- (a) Your Genesys Cloud service is with Telstra. Rebates do not apply for the Genesys Cloud service where your service is with another provider;
- (b) You must place a written request to us for the Service Level Rebate within 15 days after the end of the applicable calendar month;
- (c) Your request for the Service Level Rebate must contain a description of the service incident including the date and approximate beginning and ending time and such other reasonably requested facts to enable our investigation and verification of the incident;
- (d) We are not liable for service incidents caused by services, equipment, networks and the like that we do not control, incidents caused by any carriage services (including network services) and cloud data centre services (including infrastructure or platform as a service services), your software, services, computers, facilities, power failures, or integrations of the Genesys Cloud Services with any integration;
- (e) Where failure to meet the Availability Service Level is, in whole or in part, due to the failure of another service provided to you by Telstra (for example, one of the services described in clause 4.4 of this

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Schedule), then your remedy will be as set out in the agreement governing your use of that service and we will not be required to provide Service Level Rebates under this Cloud Contact Centre Genesys section of Our Customer Terms;

- (f) We are also not responsible for incidents arising in connection with modifications made by you, internet connectivity, or Force Majeure events. No Service Level Rebate is owed if you are in breach of the terms of this Cloud Contact Centre Genesys section of Our Customer Terms;
 - (g) You will be responsible and liable to us if you use any tool or ability to modify the Service in a manner otherwise than permitted by us;
 - (h) The Service Level Rebate is based solely on the Minimum Period Fees for you; and
 - (i) If we fail to meet the Availability Service Level for any three or more months (consecutive or otherwise) in any calendar year, you have the right to immediately terminate Genesys Cloud Service by written notice to us.
- 14.7 The Service Level Rebates set out our entire liability for failure to meet the Availability Service Level.

15 ADDS, MOVES AND CHANGES

- 15.1 You must nominate at least one person as an Authorised Administrator and provide contact details for that person. Only your Authorised Administrator can request changes to your Genesys Cloud Service.
- 15.2 We carry out adds, moves, and changes during the hours of 8am and 5pm Australian Eastern Standard Time Monday to Friday (excluding public holidays in the State or Territory where our staff are located).
- 15.3 If you ask us to perform any adds, moves, or changes additional charges may apply. We will tell you what the charges are when you ask us to carry out the work.
- 15.4 We will use our standard Product Change Request Form to quote and process services for any adds, moves, changes and requests for additional professional services charges if you have contracted under Application Form or a Business Services Agreement. A copy of the Product Change Request Form will be provided upon your request. No work will be carried out until you have provided written approval of the Product Change Request Form.
- 15.5 If you require a formal contract variation to your Business Services Agreement (instead of a standard Product Change Request Form or to include services already approved in a standard Product Change Request Form), a processing fee will apply.

16 PROFESSIONAL SERVICES

- 16.1 We have on-site Professional Services available on Business Days to train you to configure, maintain, manage, and operate your Genesys Cloud Service yourself.

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- 16.2 The terms on which we provide Professional Services are set out in the Professional Services section of Our Customer Terms (<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/business-b/professional-services.docx>). Pricing will be set out in your Application Form, Product Change Request Form, or separate agreement with us.
- 16.3 Travel costs are included in the charges for Professional Services if the relevant travel is within 50kms of the CBD of Sydney, Melbourne, or Brisbane. In all other cases, we will charge you for travel and other reasonable expenses and we will provide you with a quotation. Details of any travel charges will be set out in your Application Form or in your separate agreement with us.
- 16.4 You must work with our Professional Services team to determine any start-up and training requirements for your Genesys Cloud Service.
- 16.5 Start-up and training Professional Services time may be allocated amongst the following Professional Services:
- (a) administration consulting and configuration;
 - (b) User training; and
 - (c) training the trainer.
- 16.6 We will give you a quotation for start-up and training Professional Services. The Professional Services will be set out in your Application Form or your separate agreement with us.

Additional Professional Services

- 16.7 Additional on-site Professional Services and remote Professional Services we can provide include:
- (a) project management;
 - (b) design;
 - (c) consulting;
 - (d) training;
 - (e) documentation advice and production; and
 - (f) ongoing management of your Genesys Cloud Service.
- 16.8 Subject to section 14.5, we will give you a quotation if you request additional Professional Services, using our standard Product Change Request Form.

17 LICENCE TERMS

- 17.1 We grant you a non-exclusive, non-transferable right during the Term to use the Genesys Cloud Service as provided by us, only for your internal business purposes.



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- 17.2 You must comply with the licence terms set out at
- (a) <https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions>; and
 - (b) <https://help.mypurecloud.com/articles/genesys-cloud-voice-service-third-party-terms>,
- as amended from time to time.
- 17.3 If there is any inconsistency between the Licence Terms and Our Customer Terms, Our Customer Terms will apply to the extent of the inconsistency.
- 17.4 Your licence terminates immediately if your Service is cancelled for any reason.
- 17.5 We or our supplier own and reserve all right, title, and interest in and to the Genesys Cloud Service.
- 17.6 You or any of your Users may not or attempt to:
- (a) license, sell, lease, or otherwise make the Genesys Cloud Service, or any like service, available to non-subscribers;
 - (b) use the Genesys Cloud Service in a way that violates any law, regulation or mandate, or these terms for your Genesys Cloud Service; or
 - (c) take any action that jeopardizes our or our supplier's confidential or proprietary information or acquire any right in the Genesys Cloud Service or in anything else shared with or made available to you.
- 17.7 Unusually high usage of the Genesys Cloud Service may impair our ability to provide high quality services and/or indicate unauthorized use of the Genesys Cloud Services, in which case, acting reasonably, we may suspend or terminate your use.

18 YOUR RESPONSIBILITIES

General

- 18.1 In order to provide the Genesys Cloud Services to you (including any Professional Services), we may need input or assistance from you.
- 18.2 You understand that the Genesys Cloud Service may be unsuitable, may have errors and/or may be delayed if you do not give us the assistance we ask for.
- 18.3 We may charge you an additional fee for any delay or additional work we are required to perform because you have not given us the assistance we needed, or if you gave us inaccurate or incomplete information.
- 18.4 You:
- (a) must maintain any reasonable and appropriate administrative, physical, and technical security regarding the account ID, password, antivirus and firewall protections, and connectivity with the Services;

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- (b) must maintain strict security over all Voice Over IP (**VoIP**) Services lines;
- (c) acknowledge that the Genesys Cloud Service provides you with the ability to reach 000 emergency services when using the shared network Australia voice trunks, however the cloud service will not provide your location. 000 emergency service cannot be dialled from the New Zealand voice trunk extension. You acknowledge you will inform any individuals who may be present where the Services are used. You must ensure that all Users have a non Genesys service standalone phone at their location for dialling emergency services;
- (d) acknowledge that the Genesys Cloud Service provides you with the ability to reach 111 emergency services when using the New Zealand Global SIP voice trunks, however the cloud service will not provide your location, and the 111 emergency service cannot be dialled from the shared network Australia voice trunks. You acknowledge you will inform your Users including any individuals using the Services and those who may be present where the Services are used of this limitation. You must ensure that all Users have a non Genesys service standalone phone at their location for dialling emergency services;
- (e) acknowledge that you are responsible for determining the availability of dialling emergency services through your BYOC NZ third party carriage service directly with your supplier;
- (f) acknowledge that you are aware of and understand the Security Features associated with the Genesys Cloud Services and will use such Security Features in all instances when Sensitive Information may be captured and used;
- (g) accept sole responsibility for the method and manner of performing Recordings, such that it is compliant with all applicable laws;
- (h) will undertake Recordings only for diagnostic, quality assurance, archival, and/or support purposes, and in any event only for purposes required and in compliance with, all applicable laws;
- (i) must ensure that:
 - (i) recordings do not include any bank account number, credit card number, authentication code, Social Security number, or other personal or Sensitive Information, except as allowed or required by all applicable laws; or
 - (ii) recordings are encrypted at all times. To the extent Recordings are encrypted or where encryption is electable by you as part of the Genesys Cloud Service, you must elect to implement such encryption. You must not modify, disable, or circumvent the Recording encryption feature within the Services and must otherwise ensure that it will use the Services in compliance with the encryption feature;

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- (j) must implement the necessary controls to ensure that you do not use the Genesys Cloud Service for any of the following:
 - (i) to store, process, or transmit material (including Your Data) that is tortious or in violation of any applicable laws;
 - (ii) to transmit malicious code;
 - (iii) to interfere with, unreasonably burden, or disrupt the integrity or performance of the Genesys Cloud Services or third-party data contained therein;
 - (iv) to attempt to gain unauthorized access to systems or networks; or
 - (v) to provide the Genesys Cloud Services to third parties who are not Users, including, by resale, license, loan, or lease; and
 - (k) must use commercially reasonable efforts to prevent and/or block any use prohibited under this Cloud Contact Centre Genesys section of Our Customer Terms by your personnel or Users.
- 18.5 You must not, and must ensure that your employees, contractors, or agents do not, attempt to gain unauthorised access to the Genesys Cloud Service, accounts, computer systems or networks connected to the Genesys Cloud Service, through hacking, password mining or by any other means.
- 18.6 You must not obtain or attempt to obtain any materials or information through any means not intentionally made available through the Genesys Cloud Service.
- 18.7 It is your responsibility to prepare and maintain the location where the hardware is installed so as to conform to any utility, climate control, wiring, networking and communication interface specifications, and to perform all regular maintenance on the Genesys Cloud Service Edge Devices.
- 18.8 It is your responsibility to ensure your third party carrier for New Zealand region carriage (where applicable) can comply with:
- (a) the carrier requirements for BYOC Cloud defined at [carrier requirements BYOC Cloud](https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/) (<https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/>);
 - (b) the BYOC Cloud requirements checklist we will provide you with during the implementation phase; and
 - (c) Provide us with the information we require from your third party carrier as outlined in the checklist we provide you to enable us to provision your third party carrier service in the Genesys Cloud BYOC Cloud service.
- 18.9 Its your responsibility to ensure your environment complies with the Genesys Cloud Service environment checklist prior to service commencement and ensure your environment is maintained in line with the Genesys Cloud Service environment requirements.

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Suspension

- 18.10 We may suspend or cancel your Genesys Cloud Service on reasonable notice to you if you breach, or we suspect that you may have breached, the terms of this Cloud Contact Centre Genesys section of Our Customer Terms. During suspension, all fees remain payable. We may impose a re-start fee as set out in your Application Form or separate agreement if a suspension of your Genesys Cloud Service is wholly required because of your breach of this this Cloud Contact Centre Genesys section of Our Customer Terms.
- 18.11 We may deactivate and block your access to the Genesys Cloud Service and retain Your Data (as required) if either you or we are:
- (a) served with any court order, judgment, decree, determination or otherwise by any Competent Body that Your Data is illegal, offensive, objectionable or in breach of a third party's rights; or
 - (b) directed to do so by a Competent Body.

Assistance

- 18.12 You must:
- (a) ensure that all the information you give us is accurate and complete;
 - (b) give us all assistance that we reasonably request or that is otherwise necessary to perform equipment testing, Professional Services or the Genesys Cloud Services generally (including by making staff available to answer questions);
 - (c) perform your own User acceptance end-to-end testing of the solution if we tell you to;
 - (d) give us access to your network and premises on reasonable notice; and
 - (e) provide us with a safe working environment.

Keeping your contact details up to date

- 18.13 From time-to-time we will need to get in contact with you regarding your Genesys Cloud Service, so it is important that you keep your organisation's details up-to-date.
- 18.14 To use the Genesys Cloud Service, you also need to ensure that your Authorised Administrator contact details are correct and kept up-to-date.
- 18.15 You can update your contact details via the service desk.

Your Data

- 18.16 Where you provide us any information or data of any kind in connection with the Services, you acknowledge and agree that we may use, copy, modify and transmit that data as necessary to provide the Genesys Cloud Service to you, including by providing it to third party service providers (to whom we may grant the same rights as you grant us). You warrant that you have the

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right to give us any information or data provided in connection with your Genesys Cloud Service.

- 18.17 You are solely responsible for the content of your and your customer data.
- 18.18 Genesys Cloud Service data is stored in Australia, but there may be limited processing or access from outside Australia in order to support your Genesys Cloud Service.

Historical Data Retention in the Genesys Cloud Performance View

- 18.19 Access to this feature ended in March 2023. Genesys Cloud performance views using our synchronous analytics/conversations/details endpoint have a max retention of 558 days (18 months) online. From 1 March 2023, Genesys recommends you use (/api/v2/analytics/conversations/details/jobs) for historical queries you can find at this location <https://developer.genesys.cloud/analyticsdatamanagement/analytics/jobs/conversation-details-job>. For recent data, Genesys recommends that you use the notifications service when possible. Currently, Genesys Cloud are not able to fulfill individual requests to extend data access within our API endpoints for data older than 5 years of age. The data remains safely stored in our archive.
- 18.20 You can also access recordings older than 558 days in the [Interactions view](#). For more information, see [Retention period for analytics data and recording](#).
- 18.21 Genesys allows data to be retained on its platforms for the term of your Genesys Cloud agreement. If you exceed your provided data allocation as outlined in section 21 of these terms (Genesys Cloud Data Storage) you will be billed for additional data storage. Retention periods online apply. You can view the details here <https://help.mypurecloud.com/articles/retention-period-for-analytics-data-and-recording/>.

19 FAIR USE INCLUSIONS

- 19.1 The following Genesys Cloud Service features are subject to a fair use policy:
 - (a) BYOC Cloud;
 - (b) Data storage;
 - (c) Basic routing or IVR;
 - (d) API on demand;
 - (e) Voice transcription;
 - (f) BYO SMS;
 - (g) Workitems; and
 - (h) Journey Management Events.
- 19.2 Genesys cloud has fair use policy for the supported product features across all the license tiers:



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- (a) Genesys Cloud 1 (CX1);
- (b) Genesys Cloud 1 with the Digital Add-on;
- (c) Genesys Cloud 2 (CX2);
- (d) Genesys Cloud 2 Digital (CX2 Digital);
- (e) Genesys Cloud 3 (CX3);
- (f) Genesys Cloud 4 (CX4);
- (g) Genesys Cloud 3 Digital (CX3 Digital); and
- (h) certain add-ons (WEM, Agent Assist, Work Automation, Agent Copilot, and Journey Management), and license types (Named, Concurrent and in some cases hourly interacting).

Each fair use policy provides an allocation of feature-specific amounts allocated monthly.

You can use up to the "fair use" amounts allocated by each of the licenses consumed per month.

In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month.

Note: AI Experience tokens

While not a full fair use quantity, Genesys allocates a number of AI Experience tokens monthly for participating Genesys Cloud customers. For more information, see [AI Experience tokens metering and pricing](#) section.

- 19.3 You can use up to the "fair use" amounts allocated by your Plan and license type per month, in accordance with the [Fair Use Policy](#). If you exceed your provided allocation, you will be billed an overage charge based on the rates set out in this Telstra Contact Centre Genesys Cloud section of Our Customer Terms. For more information, please refer to the [Fair Use Policy](#).

20 BYOC CLOUD

Services signed or renewed prior to 1 May 2022

- 20.1 The BYOC Cloud solution provides flexibility and interoperability to the Genesys Cloud by allowing you to define SIP trunks between the Genesys Cloud AWS-based Edge and Media Tier and Telstra carriage over the public Internet.
- 20.2 BYOC is priced with a usage fee of \$0.00156 AUD per minute per call traversing a BYOC trunk, based on 1/10th of a minute (6 second) intervals, and rounded up to the nearest 1/10th of a minute. This usage fee is what Genesys Cloud charges to cover the AWS bandwidth and media processing costs of BYOC trunks. The usage fee does not include any additional items

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the customer may be liable for, including other billable Genesys Cloud items, carriage or trunk fees. These charges are billed retrospectively.

20.3 BYOC pricing

License Type	Per minute per call (AUD)
Named	\$0.00156
Concurrent	\$0.00156

Services signed or renewed after 1 May 2022

20.4 The BYOC Cloud solution provides you with fair usage outlined in clause 19.3.

20.5 You will be charged a usage fee of \$0.00156 per minute per call traversing a BYOC Cloud trunk, based on 1/10th of a minute (6 second) intervals, and rounded up to the nearest 1/10th of a minute, if you exceed your fair usage amount in a month. These charges will be charged retrospectively. This applies where you use the BYOC Cloud Telstra SIP or BYOC Cloud NZ Third party SIP.

Services signed or renewed from 1 July 2025

20.6 BYOC Cloud is available with BYOC Telstra SIP or BYOC NZ Third Party SIP.

20.7 The BYOC Cloud solution provides you with fair usage outlined in clause 19.3

20.8 You will be charged a usage fee of \$0.00156 per minute per call traversing a BYOC Cloud trunk, based on 1/10th of a minute (6 second) intervals, and rounded up to the nearest 1/10th of a minute, if you exceed your fair usage amount in a month. These charges will be charged retrospectively. This applies where you use the BYOC Cloud Telstra SIP or BYOC Cloud NZ Third party SIP.

21 GENESYS CLOUD SERVICE DATA STORAGE

21.1 Genesys Cloud Service is subject to a fair use policy for data storage as set out in clause 19.3. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user to determine the total amount of allocated data storage for your organization during the period.

21.2 The following items count towards your allocated data storage:

- (a) Policy-based call recordings;
- (b) Policy-based digital recordings (email, message, chat), including any attachments; and
- (c) Policy-based screen recordings.

Note: Once you archive these items, they no longer count towards your allocated data storage.

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

- (a) Policy-based items that have been archived;

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- (b) User recordings (ad-hoc recordings);
 - (c) Collaborate chats;
 - (d) Voicemails; and
 - (e) Transcripts of policy-based call recordings.
- 21.4 Screen recording archival is limited to one year. After that, screen recordings will be deleted. If you want to keep screen recordings archived longer than one year, you should move the recordings to your own long-term storage location.
- 21.5 For the purposes of illustration only, if company A purchases a Genesys Cloud 2 Named User plan for 20 agents, they would have a combined data allowance of 500GB for their Genesys Cloud Service. The combined data allowance is a result of the 25GB per billable agent and the number of agents. The company is billed for all gigabytes of data storage over 500GB each month.
- 21.6 Over usage charges for Genesys Cloud Service data storage are detailed below:

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

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

22 BASIC ROUTING / IVR

- 22.1 Basic routing / IVR includes these features:

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



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- 22.2 You can use up to the “fair use” basic routing / IVR amounts allocated as set out in [FAIR USE INCLUSIONS](#). Basic IVR is consumed when using inbound call, outbound call, and secure call flows and includes the full set of IVR features. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance shown in the table below for each user. Genesys uses this formula to determine the total amount of allocated basic routing / IVR minutes for your organization during the period. Genesys provides you with a way to track actual basic routing / IVR usage.
- 22.3 A session timer measures IVR usage. The session timer records a session duration that starts at the IVR flow initiation and ends at the end of IVR flow execution. This includes time spent in the inbound call flow and, if present, the bot flow. These session durations are then aggregated to monthly IVR duration values for the billing period. The timer measures each IVR session to the millisecond. IVR flows ending events include transfer to ACD, disconnect, and exit.
- 22.4 If you exceed your basic IVR allocation, you are billed an over usage charge per minute, per month.
- 22.5 The per minute rate for IVR minutes consumed over the Basic IVR Allocation is \$0.013 AUD (ex GST).
- 22.6 *For example, if you have twenty (20) Genesys Cloud 2 Named seats active in a certain month, you will receive 50,000 Basic IVR minutes that month.*

23 API CALL

- 23.1 This Fair Use policy applies to new Genesys Cloud Services and Genesys Cloud Service renewals from 7 September 2019.
- 23.2 The Genesys Cloud Service offers a robust public API (**Genesys Cloud API**) that enables you to build integrations between the Genesys Cloud Service and your own software and systems, as well as third party apps and extensions. A fair use policy applies to the Genesys Cloud API. You can use the API up to the “fair use” amounts allocated per Plan license without charge. You can track your usage of the Genesys Cloud API against your monthly allocation in the Genesys Cloud Administration interface. If you use the Genesys Cloud API beyond the fair use allocations, you will be charged per API request over your allotment. The Genesys Cloud Service provides fair use allocations for your organization by counting the number of users of each license type during the billing period, and applying the allowance shown in the table below for each license, to determine the total amount of allocated API requests for your organisation during the billing period.

API Requested Allocation included with Subscription

- 23.3 Refer to [FAIR USE INCLUSIONS](#) for included allowances.

Over usage Charge for API-on-demand

- 23.4 If your organization exceeds the above allocation in a given month, you are billed at the rate set out in the table below for API Requests consumed over the allocation amount:

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

For Example, if you purchase a Genesys Cloud 2 named user plan licenses for 20 users, you will have a combined API request allocation of 2,200,000 per month for your Genesys Cloud organisation. The combined API request allocation is a result of the 110,000 API requests allotment per user and the number of users (20). You are billed for all API requests over 2,200,000 each month.

24 VOICE TRANSCRIPTION (Extended and Native)

- 24.1 A voice transcript is a textual representation of the words spoken during a voice interaction and provides a view into the interaction between the customer and internal participants (that is, IVR, ACD, agent, conference, or voicemail). With regards to voice interactions, when you enable voice transcription for portions of an audio interaction, the audio is transcribed into text by the transcription service.
- 24.2 Genesys Cloud has as a fair use policy for voice transcription for Genesys Cloud. Customers can use up to the "fair use" voice transcription amounts allocated per user without charge. Tools are provided to track actual voice transcription usage under the administration area of Genesys Cloud. Customers who exceed the voice transcription allocation are billed a charge per minute per month as outlined below. The fair use allocations are provided for your organisation by counting the number of billable users of each license type during the period, and applying the allowance shown in the table below for each user to determine the total amount of allocated voice transcription minutes for your organization during the period.
- 24.3 Voice transcription includes these features:
- (a) Transcription of voice interactions (both external and internal channels) into words;
 - (b) Confidence scores for every word detected;
 - (c) Timestamps for the start of every word detected and the word duration; and
 - (d) Participant information for each fragment of the transcript.
- 24.4 Additional charges will apply to you if you exceed the monthly voice transcription allocation set out in clause 19.3. The excess Voice transcription charges will be billed at the price in the table below:

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

25 AGENT ASSIST-DEPRECATED FROM 28 APRIL 2025

- 25.1 From 28 April 2025 the Agent Assist feature will be deprecated via AI Experience Tokens and will no longer be available. If you are using Agent

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assist via AI tokens, then you can continue to use it until this date. Genesys will revoke the feature via tokens on the 28 April 2025. To continue to use similar features co-pilot via tokens is available.

- 25.2 If you are contracted to use Agent Assist via the deprecated Agent Assist license or deprecated AI Experience Bundle, you can continue to use until your current contract end date.

26 CX CLOUD ADD ON by GENESYS AND SALESFORCE

- 26.1 CX Cloud from Genesys and Salesforce add on includes the installation of the following packages:
- (a) CX Cloud, Core Services for Salesforce Service Cloud;
 - (b) CX Cloud, Voice for Salesforce Service Cloud;
 - (c) CX Cloud, Digital and AI for Salesforce Service Cloud; and
 - (d) CX Cloud, WEM for Salesforce Service Cloud.
- 26.2 In order to purchase and implement the CX Cloud add on you must:
- (a) have a salesforce instance with Salesforce Licenses;
 - (b) have a Genesys Cloud 1 or greater plan licenses;
 - (c) meet the required pre-requisites for environment as outlined here <https://help.mypurecloud.com/articles/requirements-for-cx-cloud-from-genesys-and-salesforce-integration/> and in the Telstra Genesys Cloud Environment Guide; and
 - (d) purchase the quick start implementation package or equivalent to install the CX Cloud add on.

27 EDGE LICENCE AND WARRANTIES

- 27.1 Edge License and Warranties in clause 27.2 apply to any Edges purchased prior to 31 January 2021. For Edges purchased from 1 February 2021 warranties and terms and conditions will be outlined in your Application Form or separate agreement for Edge with us.
- 27.2 The warranties and your licence obligations relevant to Genesys Cloud Edge purchased prior to 31 January 2021 are set out in the document at <https://help.mypurecloud.com/articles/purecloud-edge-warranty/>. The warranties and your licence obligations relevant to Genesys Cloud Edge are set out in your application form or separate agreement if purchased from 1 February 2021.
- 27.3 You acknowledge these warranties and must comply with your obligations set out in that document.

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28 OWNERSHIP

- 28.1 You understand that we (or our licensors) own all rights (including intellectual property rights) in or related to the Genesys Cloud Service.
- 28.2 You must not take any action that jeopardises our (or our licensors') rights in or related to the Genesys Cloud Service.
- 28.3 We (or our licensors) will own all rights in any copy, translation, modification, adaptation or derivation of the Genesys Cloud Service, including any improvement or development of the Genesys Cloud Service.
- 28.4 You must promptly do anything that we reasonably ask from time to time (such as obtaining consents and signing documents) to assign these rights to us or our licensors or perfect these rights in our (or our licensors') name.
- 28.5 On request we will provide you a copy of the solution design of your Genesys Cloud Service and call flows documented for your Genesys Cloud Service. These may be provided in Microsoft Word, Excel, Visio or similar format. There may be a fee for service to provide these documents to you (the details of which we will provide to you at the time of your request). You are not entitled to extraction of flows or source code of any software associated with your Genesys Cloud Service.

29 COMPLIANCE

The compliance option is not available to customers who sign up or recontract their Pure Cloud Service from 13 January 2020.

- 29.1 You can ask us to comply with particular standards when we provide the Genesys Cloud Service.
- 29.2 If we agree to comply with standards in the provision of your Genesys Cloud Service, we will provide the standards as an additional Professional Services engagement at additional cost and subject to additional terms, as described in clause 16 (Professional Services) above.

30 TELSTRA ASSURANCE SUPPORT PORTAL

What is the Portal?

- 30.1 On and from the date that you take up the Genesys Cloud Service, we will provide you access to an online web portal (**Portal**).
- 30.2 The Portal allows you to place service requests, log incidents, place purchase orders and other features that we will add (and advise you) from time to time for selected services that we advise you can be used with the Portal (**Eligible Services**) contracted under your Agreement with us for a Telstra hosted application.

Use of the Portal

- 30.3 You must not appoint or allow a third party without our express written permission to act on your behalf in relation to the Portal.

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- 30.4 You may only appoint a person within your organisation to access the portal on your behalf (**Authorised User**).

Access by an Authorised User

- 30.5 An Authorised User may access your online account in every way available to you. An Authorised User may access and operate your online account in one or more of the following ways:

- (a) placing orders for Eligible Services via the web interface on your behalf for any of your employees by sending orders directly through to us;
- (b) placing orders on your account and saving orders as a quote;
- (c) accessing and editing information about orders made by an Authorised User;
- (d) placing service requests in relation to the Eligible Services;
- (e) log faults and incidents in relation to the Eligible Services;
- (f) view service information and knowledge articles in relation to the Eligible Services; and
- (g) accessing any other feature that we advise you of and add to the Portal from time to time.

- 30.6 You acknowledge and agree that:

- (a) you are responsible for ensuring that any person accessing your online account as an Authorised User is authorised to do so in the manner authorised by you to do so;
- (b) any action, instruction, representation, or information made or given by a person accessing your online account as an Authorised User is an action, instruction, representation or information made or given by you; and
- (c) you are liable to pay for all orders placed using your account except if such requests or orders are placed as a result of our negligence or error.

- 30.7 A person accesses your online account as a User if that person does so using an Authorised User username and password. You acknowledge that we cannot verify whether access by a person quoting an Authorised User username and password is access by a person authorised by you to do so.

Orders and Confirmation

- 30.8 You are responsible for the accuracy and completeness of order details (including delivery) provided to us. We will not be responsible or liable for any incorrect orders placed by you, or an Authorised User using the Portal.
- 30.9 You acknowledge that any prices we display on the Portal together with the charges for Eligible Services set out in your Application Form or separate

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agreement with us at the time you place an order are the prices that you will be charged for the Eligible Services that you order.

- 30.10 You agree that by submitting an order, we do not guarantee that we will supply the products or services to you. The provision of some products or services will be subject (amongst other things) to its availability.
- 30.11 You acknowledge that there may be delays in the provision of Eligible Services) to you which are ordered via the Portal.
- 30.12 You must keep a copy of the Telstra Reference Number generated by submitting your order and you must quote the Telstra Reference Number to us if we ask you to do so.
- 30.13 You must notify us immediately if you wish to change any information provided to us in your order. Subject to clause 30.10 above, we will endeavour to supply the Eligible Services ordered by you in accordance with the updated order, where possible.
- 30.14 You may cancel your order at any time by notification to us, however we may charge you an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation.

Your Details and Online Account

- 30.15 You must notify us as soon as reasonably practicable when providing or changing your details (inclusive of Authorised User details) for the purposes of using the Portal.
- 30.16 Information on your online account available through the Portal may not always be completely up to date, although, in most cases should reflect the transactions and balances up to the close of business on the previous Business Day.

Terms of purchases unaffected

- 30.17 The terms of any agreement between you and us relating to purchases of Eligible Services generally, will continue to apply to any purchases you make using the Portal, except as modified by the terms of this clause 30.

31 ELECTRONIC CARD PAYMENTS

- 31.1 If you utilise the Genesys Cloud Service in connection with processing electronic card payments, you must comply with the customer responsibilities set out at <https://help.mypurecloud.com/articles/pci-dss-customer-responsibility-matrix/>. This may be amended from time to time.

32 NOTICES

- 32.1 We may provide any notice(s) to you under this Agreement or in connection with your use of our services by:
 - (a) posting a notice on the Genesys Cloud Website; or
 - (b) sending a message to the email address then associated with your account. Notices we provide by posting on the Genesys Cloud

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Website will be effective upon posting and notices we provide by email will be effective when we send the email.

- 32.2 You need to register for status notifications and release notes on the Genesys Cloud Website further information on how to do this can be found in your welcome pack or by ringing our service desk.

33 SECURITY

- 33.1 Genesys Cloud Service Security information can be found at: <https://help.mypurecloud.com/articles/about-security-and-compliance>. This may be amended from time to time.
- 33.2 We recommend you subscribe to updates to the Genesys Cloud security policy here <https://help.mypurecloud.com/articles/genesys-cloud-security-policy>.
- 33.3 We recommend you subscribe to the Genesys Cloud security bulletins here <https://help.mypurecloud.com/genesys-cloud-security-bulletins/>.

34 eMITE ADD ON

- 34.1 The eMite reporting and dashboard is an optional add on service to Genesys Cloud. eMite provides out of the box functionality to connect our service directly into the API of the Genesys Cloud Service. No development is required. This connector enables both real time and historical reporting. eMite provides a data handling and indexing layer that enables large amounts of contact centre data to be consumed and indexed to enable reporting and analytics.
- 34.2 eMite platform is hosted in data centres within Australia.
- 34.3 From 1 August 2025 new and renewing customers for eMite licenses the minimum quantity of eMite licenses (named or concurrent) is 50 licenses per month or where your Genesys Cloud license users are greater than 50 must your User license number for the eMite service is required to be equal to the number of Genesys Cloud User licenses for your service.
- 34.4 eMite excess license usage will be charged in arrears for any additional contact centre Users that are actively generating data for the service to consume.
- 34.5 You must comply with the licence terms for your use of the eMite platform found at <https://www.emite.com/wp-content/uploads/2024/09/END-USER-LICENCE-AGREEMENT-EULA-emite-Pty-Ltd.pdf>, as amended from time to time.

35 SMS AND ACD MESSAGE USAGE AND PRICING

- 35.1 ACD and SMS messages allow agents to respond to interactions from a number of messaging platforms.
- 35.2 A minimum of Genesys Cloud 2 License or a digital upgrade add on licence is required to use this functionality.
- 35.3 Each SMS number you acquire for your Genesys Cloud Service has a monthly reoccurring rental charge. This is outlined in your Genesys Cloud Application Form or separate agreement with us. Numbers are provided by

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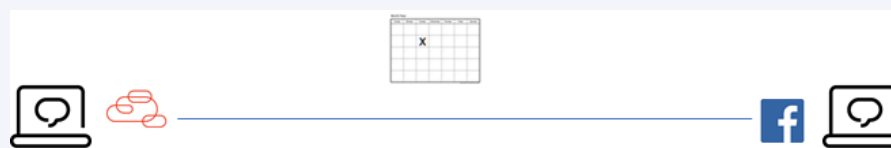
our supplier, Genesys, through third party services. Number rental is charged monthly in advance.

- 35.4 Each Inbound Message and Outbound Message has usage charges associated by region. The current rates are available upon request at the time of order and can also be found here [SMS Pricing](#). Usage charges for ACD and SMS will be charged in arrears.
- 35.5 Genesys Cloud supports Facebook Messenger, X (formerly Twitter), Instagram Direct Messaging, and WhatsApp. The current rates are available upon request at the time of order and can also be found here [Third Party Messaging Pricing](#).
- 35.6 Billing for ACD messaging (Facebook Messenger, X (formerly Twitter), Instagram Direct Messaging, and WhatsApp) is per "**conversation**". A conversation is defined as all of the interactions between you and a unique end customer account on a single integration of a supported messaging platform during the course of a billing cycle. Any ongoing interactions that span more than one billing cycle will count as one conversation in each billing cycle.
- 35.7 Interactions count as a single conversation or as multiple conversations for billing purposes depending on how they occur (as described in clause 35.6). Examples of how conversations are determined are set in the following diagrams. While we use a calendar icon to represent a billing cycle in these diagrams, it is important to keep in mind that a billing cycle may not necessarily be a calendar month. For example, a billing cycle may start and end in the middle of a calendar month.

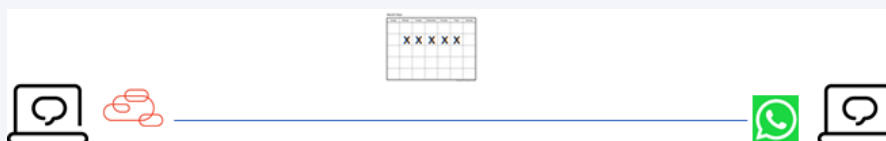
Conversation Examples:

Interactions can be considered as a single conversation or as multiple conversations for billing purposes depending on how they occur. The various interaction scenarios are described in the following diagrams:

A single interaction that occurs with a single platform integration on a single day within a billing cycle* is billed as a single conversation.



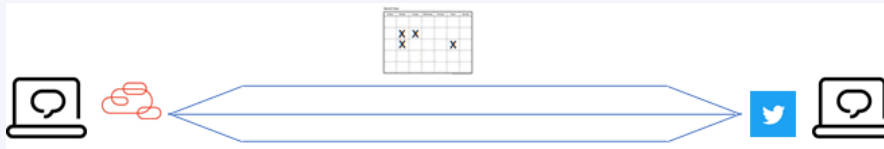
A single interaction that occurs with a single platform integration over several days within a billing cycle* is billed as a single conversation.



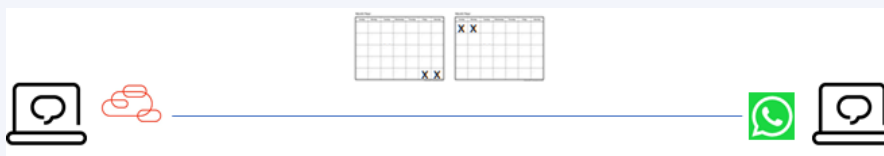
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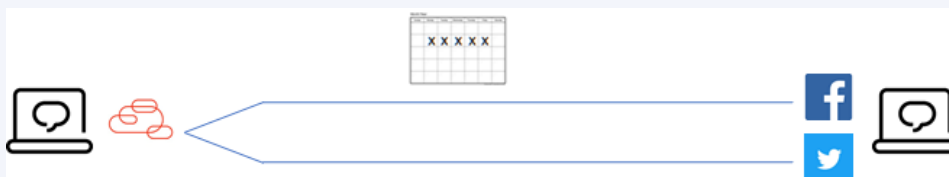
Multiple interactions that occur on multiple occasions from the same customer using the same messaging platform integration within a billing cycle* are billed as a single conversation.



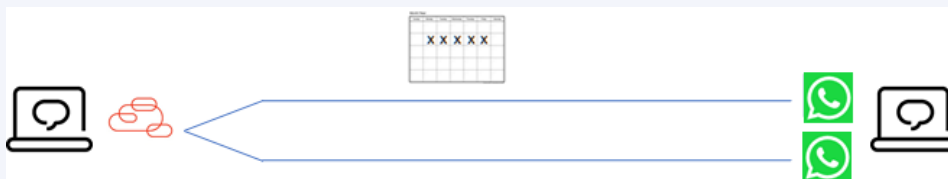
A single interaction that spans a billing cycle* is billed as two conversations – one in each billing cycle.



An interaction that occurs using separate messaging platform integrations within a billing cycle* is billed as two separate conversations.



An interaction that occurs using different integrations of the same messaging platform[†] within a billing cycle* is billed as two conversations.



*While we use a calendar icon to represent a billing cycle in these diagrams, it is important to keep in mind that your Genesys Cloud billing cycle may not necessarily be a calendar month. *For example, a billing cycle may start and end in the middle of a calendar month.*

For example, if a customer using a messaging app has an interaction with a Genesys Cloud agent but cannot provide enough detail. Then the customer's manager will take over using their instance of the SAME messaging app and initiates an interaction with the SAME agent on the SAME topic.

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- 35.8 In addition to the per conversation charges, WhatsApp messaging has a monthly recurring charge per number. If you are using WhatsApp Template Messages, Genesys Cloud uses a per messaging structure that is in line with WhatsApp's Template Message pricing.
- 35.9 Further detail regarding usage rules are set out at <https://help.mypurecloud.com/articles/acd-messaging-pricing>. These usage rules may be amended from time to time.

36 PREDICTIVE ENGAGEMENT

- 36.1 From 2 May 2024, for new, renewing and month to month customers, the Usage rates for Predictive Engagement are provided based on the AI Experience Token and Metering model outlined in section **Error! Reference source not found.** (this replaces the rates outlined at 36.6).
- 36.2 Predictive Engagement previously known as alto cloud is a real-time journey analytics platform that observes and analyses visitor behaviour on your website(s).
- 36.3 Usage charges for Predictive Engagement apply '[per event](#)', and are charged retrospectively.
- 36.4 If you choose to take Predictive Engagement, as part of the initial onboarding, the web tracking snippet needs to be deployed into your website. This deployment starts the accrual of browsing events (typically a page view).
- 36.5 If you do not deploy the Predictive Engagement web tracking snippet, you will not be able to use the Predictive Engagement functionality within the Genesys Cloud Service, but will not incur any charges for predictive engagement events.
- 36.6 This usage rate is deprecated for new, renewing and month to month customers as at 2 May 2024. Refer to the new rates at section **Error! Reference source not found.** The 'per event' price for Predictive Engagement Predictive Event Pricing

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

37 DEVELOPER API

- 37.1 The Genesys Cloud Service includes developer tools APIs that allow certain integrations between the Genesys Cloud Service and third party systems.
- 37.2 The APIs and developer tools available for integration can be found at <https://developer.genesys.cloud/devapps/api-explorer>.
- 37.3 Where you use an API for an integration you develop between the Genesys Cloud Service and a third party service, you are responsible for maintaining that integration and making any changes as a result of Genesys release updates or changes to the APIs.
- 37.4 Where Telstra develops an integration using the APIs for your Genesys Cloud Service, you will have the option to take customised support for the integration (the terms of which will be outlined on your Genesys Cloud

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Application Form or separate agreement with us as amended from time to time in accordance with their terms). If you elect not to take Telstra support for your integration you are responsible for maintaining the integration post acceptance of the integration at initial implementation.

- 37.5 To ensure you can support your integrations, you must register for updates and service announcements on the developer centre using the sign up or login option <https://developer.mypurecloud.com/forum/c/announcements>

38 BRING YOUR OWN TECH (BYOT) PRICING INVOCATION

These rates only apply to BYOT usage up to 31 January 2022.

Customer contracts under the "per invocation rate" structure set out below will continue until expiry of their current term. Then pricing rates under this section 38 apply.

- 38.1 The Genesys Cloud Service includes an extensible customer experience platform, offering an array of third-party applications to expand capabilities through a Bring Your Own Technology services model. Examples include third-party applications to expand the IVR and self-service capabilities including interactive voice bots, automatic speech recognition (**ASR**), and text-to-speech (**TTS**).
- 38.2 If you choose to take up the BYOT option:
- (a) you are responsible for agreeing all necessary terms with, and paying all necessary fees to, the relevant third party third-party vendor. We do not accept payments on behalf of third party vendors in connection with the BYOT option; and
 - (b) you must pay us the fees set out below for each per invocation (a call to an external service during a conversation). These charges are applied to your Telstra bill retrospectively. You can view your usage in the Genesys Cloud Administration interface under account usage.

Rate	Vendor + Product name	Price per invocation (a call to an external service during a conversation) \$AUD (excl GST)
BYOT Rate A	<ul style="list-style-type: none"> Acapela TTS Google TTS Amazon Polly 	0.00
BYOT Rate B	<ul style="list-style-type: none"> Amazon Lex Chat Amazon Lex Message Google Dialogflow Chat 	0.00325

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BYOT Rate C	<ul style="list-style-type: none"> Amazon Lex Voice Google Dialogflow Voice 	0.0065
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39 BRING YOUR OWN TECH (BYOT) PER MINUTE/TURN RATES

- 39.1 These rates apply to BYOT usage after the 31 January 2022.
- 39.2 Third-party applications to expand Genesys Cloud's IVR and self-service capabilities including interactive voice bots, automatic speech recognition (**ASR**), and text-to-speech (**TTS**) Usage charges apply as outlined in this section 39.
- 39.3 If you use third-party technology solutions inside Genesys Cloud, you may incur charges from the third-party vendor. You must acquire billing for these services directly from the third party. Genesys Bring Your Own (**BYO**) usage charges will appear retrospectively based on consumed usage each month on your Telstra Genesys Cloud invoice.
- 39.4 Genesys Cloud charges conversations on the voice channel per each minute, in 15-second increments.
- 39.5 Genesys cloud charges conversations on digital (chat and messaging channels) per turn, or request response pairs, in a conversation. For digital flows, the following example describes a conversation that consists of three dialog turns:

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

- 39.6 Rates for BYOT are set out here:
<https://help.mypurecloud.com/articles/bring-your-own-technology-services-model-per-turn-minute-rates-current-model/>.

40 GOOGLE DIALOGFLOW

- 40.1 In addition to BYOT charges for Google Dialogflow outlined in 39.6 you may be subject to Google's additional charges as detailed here
<https://cloud.google.com/dialogflow/pricing>.
- 40.2 You are responsible for acquiring Google Dialogflow services and Google Dialogflow directly from Google. These charges are not included in Telstra's pricing and will not appear on your Telstra bill.

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41 GENESYS DIALOG ENGINE BOT FLOW SUBSCRIPTION

- 41.1 From the 2 May 2024 for new, renewing and month to month customers. the Usage rates for Genesys Dialog Bots voice and digital are provided based on the AI Experience Token and Metering model outlined in Section 45 replaces the rates outlined at 41.3. The rating per minute for voice bots and per sessions for digital as outlined below still applies.
- 41.2 Genesys Cloud customers can add Genesys Dialog Engine Bot Flows and the Genesys native bot flow building tool in Architect to their subscription. Charges for Genesys Dialog Engine Bot Flows vary, depending on whether the bot conversation takes place on a voice or digital channel.
- 41.3 Genesys Dialog Engine Bot subscription charges are as follows:
- (a) conversations on the voice channel are charged per minute the Genesys Dialog Engine Bot Flow is running; and
 - (b) conversations on digital (chat and messaging channels) are charged per session. Each session includes up to eight dialog turns, or request response pairs, in the bot conversation. If the bot conversation contains more than eight turns, Genesys charges an extra session for every further group of eight turns.

This usage rate is deprecated for new, renewing and month to month customers as at 2 May 2024. Refer to the new rates at section 45.

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

- 41.4 Using Genesys Architect to author and test bots will not result in a charge.
- 41.5 Genesys Cloud Voice Bot Flow that uses the Nuance Recogniser as a Service Integration: To use the Nuance Recognizer as a Service (**NRaaS**) integration in a bot flow, you must agree to purchase and enable the following products in your Genesys Cloud service:

Genesys NRaaS integration	
Genesys Dialog Engine Bot Flows (DEBF)	Genesys Cloud for Bot Flow – Voice Genesys Cloud for Bot Flow – Digital
Nuance AppFoundry	via the metered billing API

For more information on pricing, review the following tables:

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Genesys call overage charges	Charges related to	Refer to
Genesys Cloud fair use policy – Basic routing / IVR (Minutes)	Overages	Refer to the Fair Use Policy in this Our Customer Terms
Genesys Dialog Engine Bot Flows and Genesys Digital Bot Flows pricing	Usage \$0.078/min with 15-second increments	Refer to GENESYS DIALOG ENGINE BOT FLOW SUBSCRIPTION
NRaaS per request		Contact your Telstra sales representative for pricing

Notes:

The Nuance AppFoundry SKU uses the Genesys metered billing API. For pricing contact your Telstra Sales Representative.

For information on the NRaaS per request charge contact your Telstra Sales Representative or review the pricing on the appfoundry.

42 PREDICTIVE ROUTING

- 42.1 From the 2 May 2024 for new, renewing and month to month customers the Usage rates for Predictive Routing are provided based on the AI Experience Token and Metering model outlined in Section **Error! Reference source not found.** this replaces the rates outlined at 42.6.
- 42.2 Predictive routing enables you to use machine learning to optimize your key performance indicators (**KPIs**) by matching each interaction with the available agent.
- 42.3 Genesys Cloud 1, Genesys Cloud 2, Genesys Cloud 3, Genesys Cloud 4subscriptions can add predictive routing (via app foundry).
- 42.4 If you choose to add Predictive Routing, a once off activation fee and variable usage charges apply (charged retrospectively).
- 42.5 Genesys predictive routing billing is based on usage as follows:
 - (a) You are billed for each interaction on queues that have Genesys predictive routing enabled;
 - (b) An interaction is said to be routed using predictive routing if it reaches an agent using predictive routing and is also answered;
 - (c) Genesys Cloud considers [threaded emails](#) and messages as one interaction and bills only for the first interaction;

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- (d) You are billed if an agent calls another agent and that call waits in an inbound queue from which predictive routing assigns it to the answering agent;
- (e) You are billed for callbacks that wait in an inbound queue after the called-back customer answers, and which predictive routing then routes to an agent; and
- (f) On queues that have Genesys predictive routing enabled, if an interaction is routed using other methods such as Standard (in case of timeout of interaction) or Standard/Bullseye (during comparison test phase), the interaction is not billed.

42.6 This usage rate is deprecated for new, renewing and month to month customers as at 2 May 2024. Refer to the new rates at section **Error! Reference source not found.** The following table outlines the price per interaction routed using Genesys Predictive routing:

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

43 EMAIL CAMPAIGNS / AGENTLESS EMAIL CAMPAIGN CHARGES

- 43.1 Agentless email feature is only available on Genesys Cloud 2, 3, and 4 subscriptions.
- 43.2 Genesys Cloud supports sending email messages with the Email campaigns and Agentless email notifications features.
- 43.3 The agentless email notifications feature allows you to send email notifications automatically without involving an agent. Usage charges apply.
- 43.4 Pricing per email sent is as follows. Charges are applied retrospectively to your Telstra invoice based on usage, as outlined in the table below:

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

44 AI SOLUTIONS

- 44.1 Where you choose to acquire any feature of your Genesys service which utilises Artificial Intelligence or Machine Learning, you acknowledge and agree that:
 - (a) content generated by the solution uses artificial intelligence and may not be error-free, up-to-date, or complete;
 - (b) we cannot and do not guarantee its accuracy;
 - (c) you will inform any users or end-users of features involving artificial intelligence or machine learning of the limitations in (a) and (b) above; and

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- (d) in addition to any other rights we may have, and as far as the law permits and subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we exclude liability for any loss or damage caused in connection with your use of features involving artificial intelligence or machine learning except to the extent such liability is caused or contributed to by our (or our contractors) negligence.

If you have any concerns about any artificial intelligence or machine learning generated content, you are requested to inform us.

45 AI EXPERIENCE TOKEN AND METERING MODEL

45.1 AI Experience Token and Metering Model is available for new and renewing customers from the 2 May 2024. The AI Experience Token and Metering Model will be the only option available to customers who are not already contracted to use the following features:

- (a) Genesys Voice Bots;
- (b) Genesys Digital Bots;
- (c) Genesys Predictive Engagement; and
- (d) Genesys Predictive Routing.

45.2 From the 2 May 2024. The AI Experience Token and Metering Model is required to use the following features:

- (a) Genesys Voice Bots;
- (b) Genesys Digital Bots;
- (c) Genesys Predictive Engagement;
- (d) Genesys Predictive Routing;
- (e) Agent Assist;
- (f) Agent Copilot;
- (g) Virtual Agent;
- (h) Genesys Cloud Social and Third party social integrations*;
- (i) AI Scoring;
- (j) AI Translate; and
- (k) AI Summary Insights.

*Note: For Facebook, Instagram, and WhatsApp: If you are not yet using Genesys Cloud AI Experience tokens, then legacy, conversation-based pricing applies as outlined in our customer terms.

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- 45.3 For standard and excess (on demand) usage, the Token rate is as follows:

AUD Rate Per Token (Excl. GST):
\$1.30

- 45.4 You receive a free token allocation each month as outlined in -fair use policy section of this section of our Customer terms. If you consume the AI features at 45.2 and utilise more tokens than the included allowance each month, you will be retrospectively charged for over usage based on the rate outlined at 45.3. The number of tokens required for each AI Feature usage will vary depending on the feature and are outlined in 45.5.
- 45.5 Tokens are consumed for AI features are set out at <https://help.mypurecloud.com/articles/genesys-cloud-tokens-based-pricing-model/>.

46 AGENT COPILOT

- 46.1 From 1 September 2024, Agent Copilot is available under the AI Experience token metering model.
- 46.2 Agent Copilot is available if you have at least one of the following license plans:
- (a) Genesys Cloud CX 1;
 - (b) Genesys Cloud CX 1 Digital Add-on II;
 - (c) Genesys Cloud CX 1 WEM Add-on II;
 - (d) Genesys Cloud CX 2;
 - (e) Genesys Cloud CX 2 Digital;
 - (f) Genesys Cloud CX 2 WEM Add-on I;
 - (g) Genesys Cloud CX 3;
 - (h) Genesys Cloud CX 3 Digital license; or
 - (i) Genesys Cloud CX 4.
- 46.3 Copilot can work on one or more queues at a time. Genesys Cloud activates Agent Copilot for all users in the selected queues, and each queue is subject to billing.
- 46.4 For rating model for Co-pilot refer to section 45.5.

47 WORK AUTOMATION

- 47.1 Work Automation is available as an add-on license if you have at least one of the following license plans:
- (a) Genesys Cloud 1;



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- (b) Genesys Cloud 2; or
- (c) Genesys Cloud 3.

You can use up to the "fair use" amounts allocated by your Plan and license type per month in clause 19. If you exceed your plans fair use allocation in any given month you are billed for excess usage at the rate defined below:

AUD Rate Per excess Work Item (Excl. GST):
\$0.052

- 47.2 You can have Work Automation Add-on as a subset of total number of seats you have with your Genesys Cloud License.

For example, if you have 50 Genesys Cloud plan named licenses then you can opt for 25 Add-on named Work Automation licenses.

48 HOURLY INTERACTING USAGE MODEL

- 48.1 The hourly interaction user model is an add on which may be used in a Genesys Cloud Organisation (tenant) with a Genesys Cloud CX 1, 2, 3, or 4 Named or Concurrent license plan. It cannot be used as a standalone plan.
- 48.2 The hourly interacting licenses must match your Genesys Cloud License plan.

For example, if you are on a Genesys Cloud CX 3 Named license, you can utilise the hourly interacting Genesys Cloud CX 3 add on license as well as any applicable add ons.

- 48.3 Not all add ons have an hourly interacting rate. The licenses applicable for hourly interacting rate are detailed here [Hourly Interacting Pricing](#). For add ons that do not have an hourly interacting rate. You will be charged the add on based on the per month license price for that add on, where you have contracted for that add on or are using it on demand.
- 48.4 Users not granted a hourly interacting license will default to a Named or Concurrent license and will be billed under the named and concurrent relevant license plan for your contract subscription.
- 48.5 Users changed to named/concurrent will take effect for the current billable period and are retroactive to the entire billable period.

For example if your Genesys Cloud billing period runs from 17th of the month to the 16th of the following month and on the 20th of the month you change the user to a named or concurrent user license then the license will be charged at your relevant named or concurrent license plan for the entire period from the 17th of the month to the 16th of the month.

- 48.6 Users changed from named/concurrent to Hourly Interacting will take effect in the next billable period.

For example, if your Genesys Cloud billing period runs from 17th of the month to the 16th of the following month. On the 20th of the month, you change the user to the hourly interacting license. The billing will not take

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affect until the 17th of the following month in which you make the change. It will not take affect in the month you make the change.

- 48.7 Users who have administrative or supervisory permissions are disqualified from hourly interacting metering and will be automatically updated to full monthly user metering under the named or concurrent model that fits your subscription. For more information, see [Hourly interacting license disqualifying permissions](#).
- 48.8 In the hourly interaction user model, users are counted for the time they spend on Interactions refer to [Hourly Interacting Metering](#).
- 48.9 Hourly Interacting Metering
- The Hourly Interacting meter makes use of an existing user field called Routing Status. For more information, see the Developer Center article [Routing & Conversation Handling](#). The time spent interacting is defined as the sum of the amount of time spent with a Routing Status equal to Communicating or a Routing Status equal to Interacting. This information is available to administrators and agents and can be found in the Communicating and Interacting columns in the Agent Status View. For more information, see [Agents Performance views overview](#).
 - The following table shows the types of interactions for Non-ACD and ACD, and indicates whether they count for Hourly Interacting:

Interaction type	Non-ACD	ACD
Voice	✓*	✓
Chat	✗	✓
Video	✓*	✗
Work Items	✓*	✓
Callback	✗	✓
Email	✗	✓
Message	✗	✓

✓ - This interaction type counts.

✗ - This interaction type is not applicable.

✗ - This interaction type counts, but isn't charged.

* Indicates that while this may or may not be counted at launch per some special circumstances, this will be counted afterwards. For more information, see the Hourly Interacting metering exceptional cases section below.

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- (c) If a given user only has held interactions, their routing status will be communicating or Interacting and will be charged for that time.
- (d) If a user has only parked interactions their routing status will not be in communicating or interacting and will not be charged for that time.
- (e) Users who disconnect with connected or held interactions will still be billed for this time.

48.10 FAIR USE INCLUSIONS

The fair use inclusions for Hourly interacting can be found in the clause 19.

48.11 ASSOCIATED ADD ONS

When a user is configured with the Hourly Interacting license, their time is counted against any of the following qualifying licenses that they may also hold:

- (a) Genesys Cloud CX 1;
- (b) Genesys Cloud CX 2;
- (c) Genesys Cloud CX 2 Digital;
- (d) Genesys Cloud CX 3;
- (e) Genesys Cloud CX 3 Digital;
- (f) Genesys Cloud CX 4;
- (g) Genesys Cloud Digital Add-on;
- (h) Genesys Cloud WEM Add-ons; and
- (i) Genesys Cloud Work Automation Add-on.

For example, a given user has the Hourly Interacting license, the Genesys Cloud CX 1 license, and the Genesys Cloud Digital Add-on. This user has a total of 10 hours of interacting time, so those 10 hours will be counted against use of the Genesys Cloud CX 1 license and Genesys Cloud Digital Add-on.

48.12 HOURLY INTERACTING PRICING

- (a) The hourly interacting on demand pricing for each of the license types is defined in the table below. The rates in the table below are the on demand and burst (overusage) rates. Different rates may be payable for Annual Prepay or committed terms on monthly repayment model for a predefined commitment of hours (Refer to your Application Form or separate agreement with us).

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Type	\$ AUD, Per hour
Genesys Cloud CX 1	2.34
Genesys Cloud CX 2	3.59
Genesys Cloud CX 2 Digital	2.96
Genesys Cloud CX 3	4.84
Genesys Cloud CX 3 Digital	4.21
Genesys Cloud CX 4	7.49
Digital Add-on	1.72
WEM 1 Add-on	1.25
WEM 2 Add-on	2.03
Work Automation Add-on	0.78
Telstra Shared Network Calling Plan. Inherits your current plan inclusions	0.60

- (b) If you are using the Telstra Shared Network Plan (essentials or premium) or Hybrid Plans (essentials or Premium) for every hour of hourly interacting for Genesys Cloud 1, 2, 3 you will be charged the Telstra shared network hourly interacting rate.
- (c) The Shared Network hourly interacting provides your current plan calling inclusions as outlined in your application form or separate agreement with us. The plan inclusions for Shared network essentials and premium can be found here. The following call types are included in the Shared Voice Network Essentials plan and [the following call types are included in the Shared Voice Network Premium plan](#).

For example, if you had 3 hours of Hourly interacting for a Genesys Cloud 1 plan you would be charged the following:

Type	Interacting time in hours	Rate in AUD	Total
GenesysCloud 1	3	2.34	7.02
Shared Network calling plan hourly interacting	3	0.60	1.80
Grand Total			8.82

Note: The Genesys Cloud 1, 2, or 3 hourly interacting rate and shared network calling plan hourly interacting rate will show as a combined charge on your Telstra Invoice based on the total. They will not be shown separately.

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49 JOURNEY MANAGEMENT ADD ON

49.1 Journey Management is available as an Add On if you have at least one of the following Genesys Cloud CX licenses plans:

- (a) Genesys Cloud 1;
- (b) Genesys Cloud 2;
- (c) Genesys Cloud 2 Digital;
- (d) Genesys Cloud 3; or
- (e) Genesys Cloud 3 Digital.

49.2 Journey Management license is a 1:1 ratio with the number of Genesys Cloud Plan Contracted Licenses.

For example, if you have 350 Genesys Cloud 2 licenses, you will also require 350 Journey Management licenses. If you purchase less licenses not 1:1 you will automatically be billed retrospectively for over usage to make it 1:1 to match your contracted license Genesys Cloud Plan licenses at a minimum.

49.3 You will also be billed for any excess usage in any given month.

For example, if you are contracted for 350 licenses for Journey Management and utilise 400 in a given month you will be charged 50 as over usage. The per license rate at which you will be charged for over usage will be the on demand burst rate as defined in your application form or contract for the relevant license type.

49.4 You can use up to the "fair use" amounts allocated by your Plan and number of licences as outlined in the fair use section of our Customer terms. If you exceed your provided allocation, you are billed as per the below table for each excess event over usage the Fair use allocations. The allocation is not cumulative and resets each month. For fair use inclusions refer to clause 19.

For example:

- (a) **Within allocation:** *If Company A has a Genesys Cloud 2 Named user plan with 100 named users and purchases the Journey Management Add-on, they get 20,000 events per user for a total of 2,000,000 events per month for the organization. If a total of 2,000,000 events are used for a month, then there would be no additional charges as the usage is below the amount of the organization's event fair use allocation; or*
- (b) **Over allocation:** *If Company B has a Genesys Cloud 3 Named user plan with 100 named users and purchases the Journey Management Add-on, they get 20,000 events per user for a total of 2,000,000 events per month for the organization. If a total of 2,010,000 events are used for a month, then they would exceed their monthly allotment by 10,000 events (2,010,000 - 2,000,000 = 10,000) and would incur an events usage charge for the 10,000 events based on the overusage event rate in clause 49.5.*



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- 49.5 The rate at which you are charged for any excess events is outlined in the table below:

AUD Rate Per - excess event (Excl. GST):
\$0.0013

- 49.6 Journey Management has limits refer to [Journey Management](#).

50 DEPRECATIONS AND FEATURE UPDATES

- 50.1 On occasion a feature in the Genesys Cloud product maybe deprecated and replaced with a new feature that provides similar or additional functionality. Where a deprecation is due to occur Telstra and Genesys (through the release notes) will provide you as much notification as soon as possible. If the deprecation of a feature requires a part of your service to be reconfigured to use the new feature this will be your responsibility, or Telstra can provide additional assistance. We recommend you subscribe to release notes <https://help.mypurecloud.com/subscribe-to-genesys-cloud-release-notes/>.

51 SPEECH AND TEXT ANALYTICS

- 51.1 From 24 February 2025, Genesys Cloud will add speech and text analytics (**STA**) capabilities to the Genesys Cloud AI Experience tokens (consumption based feature). This allows organizations to use speech and text analytics without upgrading to Genesys Cloud CX 3 or adding the Genesys Cloud WEM Add-ons.
- 51.2 If you are a Genesys Cloud 1 or 2 Customer without the WEM add on you will be able opt in and add the permissions to use Speech and text Analytics via tokens from 24 February 2025. The rate at which you will be charged for use of AI tokens for STA is defined in section 45 ([AI Experience token and metering model](#)).

52 GENESYS CLOUD SOCIAL

- 52.1 Customer access and use of Genesys Cloud Social and third-party messaging are subject to the terms and conditions applicable to each platform found here [Genesys Cloud Social and third-party messaging terms and conditions](#).
- 52.2 Genesys Cloud social has three components to pricing:
- (a) Social listening and Social messaging are consumed via AI experience tokens the pricing is outlined in section 45 ([AI Experience token and metering model](#)).
 - (b) Premium Chanel Integrations have a monthly fee. You can find details at 52.4 of this customer terms and [here](#).
- 52.3 Genesys Cloud Social charges that consume AI Experience Tokens are outlined in this customer terms [here](#).

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52.4 Additional Premium Channel Integration/Throughput Fee per Handle apply as outlined [here](#) and detailed below:

Size	Fee per month AUD ex GST	Messages per integration per 24 hours*
Entry*	0	Entry level for Premium Channel Integration/Throughput Fee limited to 1 Handle
Small	\$975.00	1000
Medium	\$1950.00	3000
Large	\$3900.00	9000

*Public responses do not count towards Outbound Direct Message (**DM**) limit.

52.5 Genesys Cloud Social is only available for the following plan types:

- (a) Genesys Cloud 1 Digital Add-on II;
- (b) Genesys Cloud 2;
- (c) Genesys Cloud 2 Digital;
- (d) Genesys Cloud 3;
- (e) Genesys Cloud 3 Digital; or
- (f) Genesys Cloud 4.

53 AI SCORING

53.1 For use of AI scoring in Evaluation forms AI Experience token fees apply as outlined in this section of our customer terms [AI Experience token and metering model](#).

53.2 For information on AI scoring rules refer to [here](#).

54 GENESYS BEYOND

54.1 If you purchase Technical or other training subscriptions for Genesys Cloud through us. You agree to be bound by the Genesys Beyond Terms and conditions outlined at <https://beyond.genesys.com/explore/terms-and-conditions>.

55 BYOC TELSTRA SIP

BYOC SIP add-on for Genesys Cloud

55.1 BYOC Telstra SIP allows you to connect specialised Telstra Enterprise trunks through a Managed Telstra interconnect to your Genesys Cloud service. Unlike our Shared Voice network model, Capacity for the BYOC Telstra SIP add-on is limited to the number of channels you order for your Enterprise Trunk service.

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- 55.2 The BYOC Telstra SIP add-on requires specialised Telstra Enterprise trunks to be set up for Genesys Cloud. You cannot interconnect an existing standard Telstra SIP Enterprise trunk product, this requires the BYOC Telstra SIP add-on product. You can port in numbers from your existing Telstra Enterprise trunk products.
- 55.3 If you are taking BYOC Telstra SIP in conjunction with BYOC NZ third party SIP, a minimum of 10% of your users connected to your Genesys Cloud service must be based in Australia.

Terms

- 55.4 The terms set out in the Telstra SIP Connect section of Our Customer Terms apply to our supply and your use of the BYOC Telstra SIP service. The Telstra SIP Connect section of Our Customer Terms is available at <https://www.telstra.com.au/customer-terms/business-government>, under the Other Voice Services section. Alternatively, the Telstra SIP Connect section of Our Customer Terms may also be accessed at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/sip-connect.pdf>.

Plans and Charges

- 55.5 If you are using BYOC Telstra SIP, you must select one of the following plans:
- (a) BYOC Telstra SIP Standard; or
 - (b) BYOC Telstra SIP Premium.
- 55.6 The BYOC Telstra SIP Standard plan includes voice carriage access rental only. The charges for your BYOC Telstra SIP Standard plan are set out in your application form or in your separate agreement with us (as applicable).
- 55.7 The BYOC Telstra SIP Premium plan includes:
- (a) the following call types:
 - (i) Local calls;
 - (ii) National long distance (STDR) calls; and
 - (iii) Calls from fixed lines to mobiles in Australia; and
 - (b) Voice carriage access rental.

The charges for your BYOC Telstra SIP Premium plan are set out in your application form or in your separate agreement with us (as applicable).

Telephone numbers

- 55.8 BYOC Telstra SIP add-on pilot numbers are portable. We allow port in from another Telstra SIP Service. We do not support port in from a third party provider.

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- 55.9 Numbers used in connection with your BYOC Telstra SIP add on service can be ported out in 100 blocks, or singles in the way they were ported in, the requirement for a minimum of 100 block only applies where porting rules allow us to limit it.
- 55.10 To enable a partial port out, the numbers to be ported out may need to be moved to a new service. 100 blocks, or singles can be ported out in the way they were ported in, the requirement for a minimum of 100 blocks only applies where porting rules allow us to limit it.
- 55.11 We charge you the following administrative charge if you wish to use Local Number Portability to port out for BYOC Telstra SIP add on pilot numbers.

Local Number Portability administration charge	GST excl.
Charge for the first 100 numbers	\$763.64
Charge for each additional 100 numbers	\$351.82

BYOC Telstra SIP add-on as a standalone service

- 55.12 We may agree to supply BYOC Telstra SIP to you for use with a Genesys Cloud service that you acquire from a third party ("**Standalone BYOC Telstra SIP**").
- 55.1 BYOC NZ Third Party SIP is not allowed as a standalone solution. You may only take a BYOC NZ Third Party SIP with a Genesys Cloud Service provided by Telstra.
- 55.2 If we supply you with the Standalone BYOC Telstra SIP, then despite anything to the contrary in your agreement with us:
- clauses 1 (About Telstra Contact Centre Genesys Cloud Section) and 56 (Definitions), and this clause 55 (BYOC Telstra SIP), of this Cloud Contact Centre Genesys section of Our Customer Terms apply; and
 - unless otherwise set out in this clause 55 (BYOC Telstra SIP), the other clauses of this Cloud Contact Centre Genesys section of Our Customer Terms do not apply and have no effect in relation to our supply and your use of the Standalone BYOC Telstra SIP.
- 55.3 If we supply you with the Standalone BYOC Telstra SIP, we will aim to meet (but we do not guarantee or promise that we will meet) the service level targets set out below in relation to your Standalone BYOC Telstra SIP:
- Definitions

In this clause 55.3, the terms set out below have the following meaning:
 - Available or Availability** means the extent to which the Telstra BYOC SIP Service is able to process voice Interactions for you (and "**Unavailable**" means that the services is not Available).

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- (ii) **Planned Outage** means any planned work which requires the unavailability of the Standalone BYOC Telstra SIP or key functionalities or parts of the Standalone BYOC Telstra SIP.
 - (iii) **Unplanned Outage** means any interruption of 90 seconds or more in the Availability or key functionalities of the Standalone BYOC Telstra SIP which is not a Planned Outage.
 - (iv) **Severity 1** means that your Standalone BYOC Telstra SIP is experiencing a severe problem resulting in an inability to perform a critical business function such as inbound voice routing and outbound dialling. There is no workaround.
 - (v) **Severity 2** means your Standalone BYOC Telstra SIP is operational, and you are able to process voice interactions but performance is degraded or severely limited.
 - (vi) **Severity 3** means your Standalone BYOC Telstra SIP is operational the ability to voice interactions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. A workaround is available.
 - (vii) **Severity 4** means an Incident that is not a Severity 1, 2 or 3 incident.
- (b) Support
- (i) We provide a service desk as part of the Standalone BYOC Telstra SIP. You can call the service desk or use the assurance support portal to:
 - (A) report incidents; or
 - (B) make service requests.

If you use the assurance support portal to report incidents or make service requests, the portal terms and conditions set out section 30 above will apply.
 - (ii) We will aim to respond to and resolve service desk requests as per the table set out below, but we do not guarantee or promise to respond to or resolve any issues within these time frames:

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

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Restoration Targets	Severity 1: 4 Hours Severity 2: 2 Business Days Severity 3: 5 Business Days
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- (iii) The service desk does not provide support for other Telstra products or services. If you require support in relation to other Telstra products, you should use the service desks provided for those products.
- (iv) The service desk does not support your third party carriage for New Zealand region (where applicable). If you require us to provide assistance or liaise with your third party carriage provider to diagnose a fault a fee for service may apply. We will advise you of any costs applicable at the time of request, for your review and acceptance.
- (c) Availability
 - (i) We aim for the Standalone BYOC Telstra SIP to be Available 99.95% of the time, measured on a monthly basis (**Availability SLA**) and subject to clause 55.3(c)(ii).
 - (ii) Calculation of Availability excludes:
 - (A) Planned Outages (provided we notify you of each Planned Outage prior to the Planned Outage); and
 - (B) any Unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.

56 DEFINITIONS

56.1 In this Telstra Genesys Cloud Contact Centre powered by Genesys section of Our Customer Terms unless otherwise indicated:

Agreement or BSA (Business Services Agreement) means the contractual agreement between Telstra and you for Genesys Cloud services.

Application Form has the same meaning as the term "Service Order Form" as defined in the Head Terms.

AppFoundry means Genesys marketplace website where you may purchase third party software applications to integrate with the Genesys Cloud Service.

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

Authorised User means users nominated by you to access the Telstra Assurance Portal.

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Business Day means a day between the hours of 8am and 5pm that is not a Saturday, Sunday or public holiday being a day on which banks are open for general banking business in the State or Territory where our staff are located.

BYOC or BYOC Cloud means Bring Your Own Carriage. The BYOC Cloud solution provides flexibility and interoperability to the Genesys Cloud by allowing you to define SIP trunks between the Genesys Cloud AWS-based Edge and Media Tier and third-party carriers over the public Internet. Telstra only supports BYOC Cloud for BYOC Telstra SIP add on or New Zealand Third Party SIP.

Competent Body means any court, government, semi-government authority, administrative or judicial body with the relevant jurisdiction.

Committed Period has the meaning given to it in clause 9.5.

Dedicated Voice Network Model means the integration of dedicated Telstra SIP Trunks and Genesys Cloud to a physical or virtual edge on your site or hosted facility.

Edge Device means a device for handling telephony events and media at the "edge" of the cloud network. It provides media processing, SIP, and telephony services for the Genesys Cloud platform.

Every Day means 24 hours a day, 7 days a week, 365 days per year.

Hybrid Model means a combination of Telstra Shared Voice Network and BYOC SIP third party New Zealand.

On Demand (or also known as Burst) Usage or On Demand User license means the additional licenses that you may consume from time to time over and above the Minimum Commitment of user licenses in any given billing month (rates associated with On Demand/Burst use of User licenses will be set out in your Application Form or separate agreement with us).

PCI DSS (Payment Card Industry Data Security Standard) means the information security standard administered by the Payment Card Industry Security Standards Council.

Personal Information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, or about the affairs or personal particulars of any person, and which is received or learnt by us from any source as a consequence of or in the performance of its rights and obligations under this Cloud Contact Centre Genesys section of Our Customer Terms.

Predictive Engagement has the meaning given to it in clause 36.1.

Product Change Request Form means the Telstra digital form which you sign, and Telstra accepts and acknowledges, prior to any amendment or variation to your services provided under your Application Form or separate

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agreement with us. This form will outline the services changes, additional terms, cost (if applicable), and when accepted and acknowledged by Telstra, will form part of your Agreement.

Professional Services mean any professional services (including any additional professional services we agree to provide as set out in clause 16 of these Terms.

Ramp Up Period has the meaning given to it in section 9.2.

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

Renewal Term has the meaning given to it in clause 9.3(a).

Security Features means the features and functionality associated with the Genesys Cloud Service used to help secure transmitted data. Security Features may include secure SIP/RTP, voice connection encryption, private variables, log masking, or other similar features as described in the applicable User guide.

Sensitive Information means all your data of any kind that we may access, store or handle in the course of providing the Genesys Cloud Service that consists of sensitive or Confidential Information used in connection or transmitted by the PureC Service including but not limited to personal health information, Personal Information and Card Data.

Severity 1 Your Genesys Cloud Service is experiencing a severe problem resulting in an inability to perform a critical business function such as inbound voice routing and outbound dialling, email, or web chat. There is no workaround.

Severity 2 means your Genesys Cloud Service is operational and you are able to perform job functions, but performance is degraded or severely limited.

Severity 3 means your Genesys Cloud Service is operational the ability to perform job functions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. A workaround is available.

Severity 4 means an Incident that is not a Severity 1, 2 or 3 incident.

SIP Trunk means a physical telecommunications circuit from a SIP carrier to an Edge device. The circuit is typically either Ethernet or fibre and is used to carry SIP call control and voice traffic to and from the carrier and customer. SIP trunks are usually designated in terms of overall bandwidth in MB, versus the total number of channels of capacity. Overall capacity of a SIP trunk depends upon the voice coder selection.

Start Date has the meaning given to it in clause 9.2.

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

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Variable Use charges are the charges applied based on consumption including SMS, Data, Predictive engagement and routing, storage, API calls, IVR Minutes, voice transcription, ACD Messaging, BYOT, BYOC - charges, AI ExperienceTokens, as set out in this document or as advised to you from time to time.

WebRTC means the Genesys Cloud WebRTC phone which allows you to send voice and video calls between web browsers and mobile phones.

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