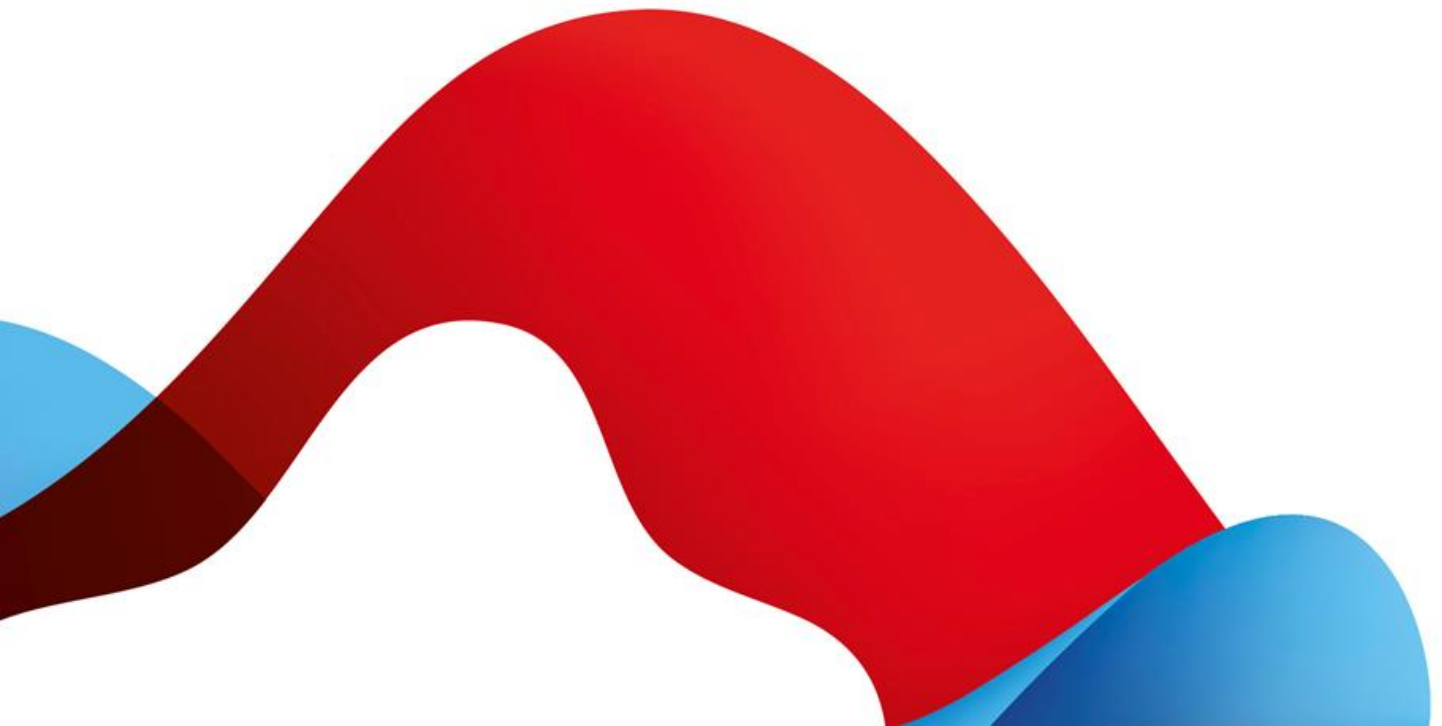




swisscom

Service description

LeanSync Voice





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Copyright

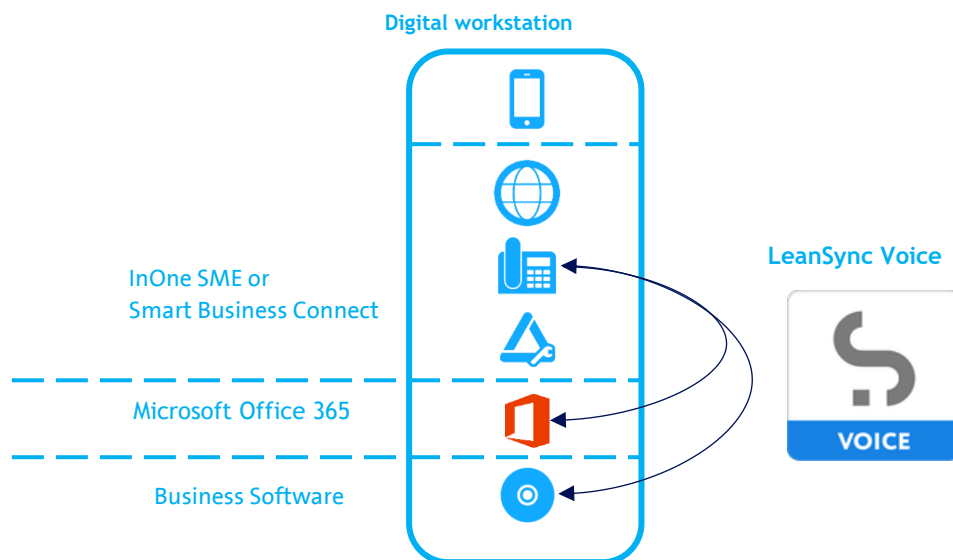
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1 Service overview

LeanSync is composed of modular components that connect your different office and business applications together in order to extend functionalities and link them to Swisscom telephony. LeanSync Voice helps you to simplify your workflows and avoid repetitive tasks. This saves you time and increases efficiency in your day-to-day business. With LeanSync Voice, you can order the licences you need to integrate Swisscom telephony into your business software. You need a LeanSync Voice licence for each phone number and business application. To use LeanSync Voice, you need Swisscom's telephony products inOne SME or Smart Business Connect (Hosted). The list of supported applications is constantly growing. You can find the current list and further information on the LeanSync website: <https://www.leansync.ch>, where you can link your LeanSync Voice licence with the relevant business software.

The voice service includes the following functions:

- Make a call from third-party software (click-to-call).
- Receive a call in third-party software (caller display).

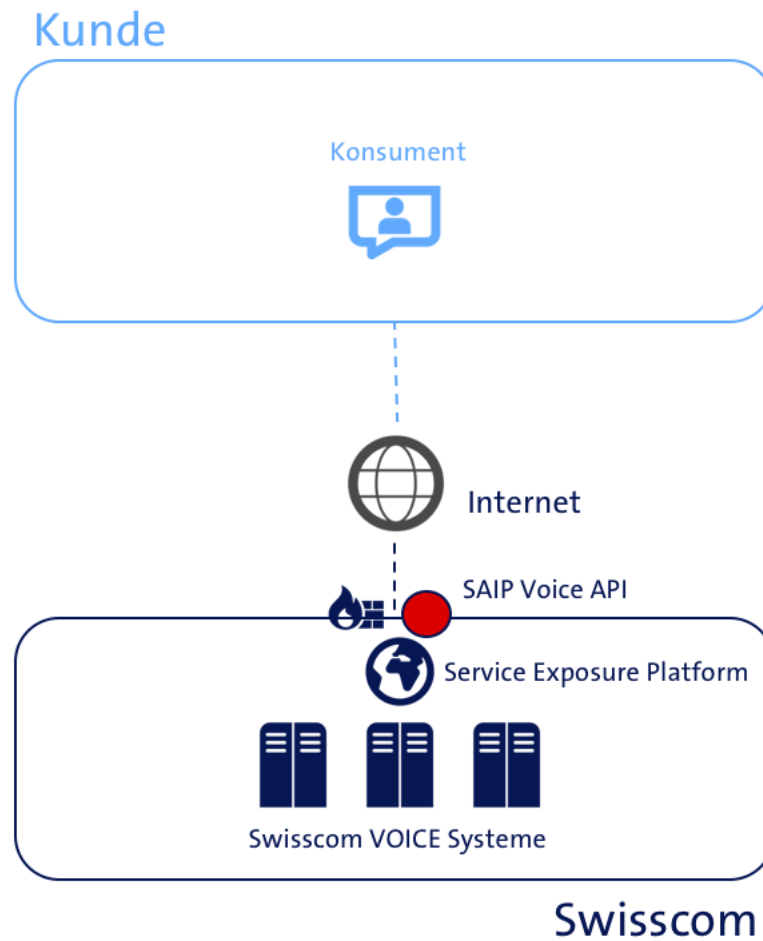


2 Definitions

2.1 Service Access Interface Point (SAIP)

The Service Access Interface Point (SAIP) is the contractually agreed geographical and/or logical point at which the service is provided to the service recipient (customer), monitored and the Service Level shown. For the Voice API service, this is defined at the Swisscom data centre network output.

The following schematic diagram shows the Voice API services and service components:



3 Versions and options

Swisscom does not offer any options or different versions with the Voice API service. The only condition that customers must meet to use the service is to have a current InOne SME or Smart Business Connect Hosted subscription.

4 Service description and responsibilities

Activities (S = Swisscom / C = Customer or appointed Swisscom partner / I = ISV)	S	I	C
Provision of the service¹			
1. Provision and configuration of the necessary LeanSync backend infrastructure in Swisscom data centres	X		
2. Configuration of network components for access	X		
3. Provision and basic configuration of the LeanSync portal for the customer	X		
4. Ordering of LeanSync licences			X
5. Provision of LeanSync licences and LeanSync keys	X		
6. Installation of software/clients/licences on end devices (where necessary)			X
7. Allocation of LeanSync key in the LeanSync portal			X
8. Configuration of LeanSync in business software			X
9. Integration of LeanSync Voice API in business software		X	
Ending the service			
1. Cancellation of LeanSync licences			X
2. Deletion of LeanSync licences and LeanSync keys	X		
3. Release of the provider from all contractual obligations related to the provision of the LeanSync Voice service and service support processes			X

Recurring services

Activities (S = Swisscom / C = Customer)	S	I	C
Standard services			
1. Operation and maintenance of data centre infrastructure (space, electricity, UPS)	X		
2. Operation and maintenance of infrastructure components (network, storage media, server, web portal): <ul style="list-style-type: none"> ▪ Availability management: guaranteeing service availability according to agreed Service Level ▪ Capacity management for infrastructure components ▪ Configuration management: managing the configuration database (CMDB) ▪ Incident and problem management: resolving faults, problems and service interruptions ▪ Change management: developing and implementing all changes necessary for the normal operation of the service ▪ Release management: implementing software releases 	X		
3. Adjustment of licences in accordance with customer requests in the ordering portals and LeanSync portal	X		
4. Support for users	X*		
5. Operation of LeanSync Voice integration in business software		X	

- Swisscom provides Call Acceptance for end customers and support (2nd Level for the ISV)

5 Service Level and Service Level Reporting

5.1 Service Level

For the LeanSync Voice service, the standard Service Level applies, as detailed below:

LeanSync Voice Service Level & target values		Voice service
Operation Time		
Operation time	24/7	●
Provider maintenance window (PMW)	Fri 18:00 - Sun 18:00 8x per year	●
Support Time		
Support time	Mon-Fri 07:00 - 18:30	●
Fault reporting	Mon-Sun 00:00 - 24:00	●
Availability		
Max. service downtime	Best effort	●
Security		
	Basic	●

● = Standard

5.2 Service Level Reporting

The service does not include Standard Level Reporting.

6 Billing and quantity reports

6.1 Prices

Use of the LeanSync Voice service is subject to a monthly fee as set out in the current price list.

6.2 Billing

LeanSync Voice is a supplementary service for business software. It is charged 'pro rata' on a daily basis from when the relevant orders are completed by Swisscom. It also has to be paid for if, after LeanSync Voice is activated, it cannot be used as a result of delays for which Swisscom is not responsible.

6.3 Quantity reports

The customer administrator can access current figures at any time via the LeanSync portal (e.g. number of available licences, allocated phone numbers, business applications and LeanSync keys).

7 Special regulations

7.1 Due diligence

As part of their use of the service, the customer authorises the LeanSync Voice API to access their telephony customer centre via their Swisscom ID and to generate a corresponding LeanSync key from the available telephone numbers (so-called consent check). The customer will be informed of the access request and must specifically authorise it. The customer is fully responsible for the use of ID data and is obliged to keep it confidential and protect it from improper use by unauthorised parties. In particular, suitable passwords must be chosen and carefully stored. If there is a risk of access by unauthorised third parties, Swisscom must be informed immediately.

7.2 Service limitations

Swisscom declines all responsibility for any malfunctions by clients, apps or other software or hardware not provided by Swisscom as part of the Voice API service. Integration of the Swisscom Voice service is carried out by the software manufacturer or a company commissioned by the latter, and is not Swisscom's responsibility.

7.3 Additional conditions of use

7.3.1 Preventing harmful behaviour

Customers agree to prevent any use that breaches legal provisions or third-party rights (e.g. copyright), damages the service infrastructure or affects or might affect system availability, or has or might have a negative impact on Swisscom's image or reputation. In particular, they agree to prevent the use of Swisscom infrastructure for:

- unauthorised intrusion in third-party computer systems (hacking);
- disrupting third-party computer systems by sending or forwarding data streams and/or e-mails (spam/mail-bombing);
- searching for open ports to computer systems (port scanning);
- counterfeiting IP addresses, mail and news headers, and disseminating viruses.

7.3.2 Data protection

Customers are aware that the administrators made available for access to the LeanSync portal are able to access their telephone numbers, LeanSync keys and assigned business software while the service is being provided. For reasons of clarity, non-personal accounts are not recommended.

7.4 Misuse

If there are indications that a customer is breaking the law or their contract, especially if they are misusing a Voice API service, Swisscom can, without giving notice, immediately block or restrict their access to the Voice API service, change or cease their service provision without compensation, require them to use the service legally and in accordance with their contract, cancel their contract without giving notice or compensation and, if necessary, demand compensation and exemption from third-party claims.

7.5 Term and cancellation

7.5.1 Cancellation

There is no minimum contract term for the LeanSync Voice service, which can be cancelled at any time.

7.6 Amendments

Swisscom reserves the right to amend this service description at any time. Swisscom will inform the customer when the amended service description enters into force.