Avyukta Intellicall

ANNEXURE 1

	Feature List: Avyukta-e-Call Dialer Suite (Default Avyukta-e-Call until separately sold other / CRM /Add on/Advance Feature/s	
Avyukta Intellicall		Avyukta Group IT-WEB-TELEPHONY

(Included by Default vs Paid Features)		

S.No.	Feature	Commercials wrt Manhours for Development (Delivery Timelines upon confirmation)	Basic / Advance
1	Manual Outbound Dialer	Included-Default Avyukta e Call	Basic
2	Preview Outbound Dialer	Included-Default Avyukta e Call	Basic
3	Progressive Outbound Dialer	Included-Default Avyukta e Call	Basic
4	Predictive Outbound Dialer	Included-Default Avyukta e Call	Basic
5	Inbound ACD	Included-Default Avyukta e Call	Basic
6	Single Tree IVRS	Included-Default Avyukta e Call	Basic
7	Scalability (wrt single/multiple server capabilities)	Included-Default Avyukta e Call	Basic

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8	Conference/Flashback/Transfer/TPV/TPC	Included-Default Avyukta e Call	Basic
9	Barge/Barge in Whisper/Snoop	Included-Default Avyukta e Call	Basic
10	Custom Disposition (Both Cyclic and Non-Cyclic)	Up to 10 changes Included-Default Avyukta e Call, Extras would be paid	Basic
11	Default Agent/Admin CRM/MIS/Pop Up/Custom Dispositions/Pause Codes /Custom Scripts/DND/URL Pass	Included-Default Avyukta e Call, up to 10 scripting and Pause Codes	Basic
12	Reinstallation	Included-Default Avyukta e Call, up to 2 reinstallations included every 6 Months, Extras would be paid	Basic
13	Admin, Agent and IT Training	Included-Default Avyukta e Call, up to 2 trainings included every 6 Months, Extras would be paid	Basic
14	Real Time Monitoring and Dashboard	Included-Default Avyukta e Call	Basic
15	Integrated call recording with required nomenclature (wrt campaign, number and user)	Included-Default Avyukta e Call	Basic
16	0+ Comprehensive Default Reports (15+ others wrt process on a case-to-case basis)	Included-Default Avyukta e Call	Basic
17	Inbound, Outbound and Blended call handling (Multi campaigned)	Included-Default Avyukta e Call	Basic
18	Scheduled Call-backs (with calendar scheduling)	Included-Default Avyukta e Call	Basic
19	Scheduled call backs on Same Agent-Only and Anyone/ACD	Included-Default Avyukta e Call	Basic

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20	IVRs (Voicemail boxes and VM to EM as custom)	Single Tree IVR / IVRS Included as default, Rest as per integration on a case-to-case basis wrt Manhours	Basic
21	Single-Multi Campaign / Agent	Included-Default Avyukta e Call	Basic
22	Comprehensive call detail records (CDRs)	Included-Default Avyukta e Call	Basic
23	Blended Login and Agent CRM Pop Up update on Commenting and fields*	Included-Default Avyukta e Call	Basic
24	Calling in succession from DB through a web-client	Included-Default Avyukta e Call	Basic
25	Agent Script with dynamic fields like name, address, etc. filled-in from DB	Included-Default Avyukta e Call	Basic
26	Campaign Wise Auto Dialing	Included-Default Avyukta e Call	Basic
27	Dial predictively in a campaign with an adaptive dialing algorithm	Included-Default Avyukta e Call	Basic
28	Transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server	Included-Default Avyukta e Call	Basic
29	Open a custom web page with user data from the call, per campaign (Default if customer has already his own CRM, customized if client doesn't).	Included-Default Avyukta e Call	Basic
30	Autodial campaigns to start with a simple IVR then direct to agent	As per integration on a case-to-case basis wrt Manhours	Basic
31	Voice SMS: Broadcast dial to customers with a pre-recorded message	As per integration on a case-to-case basis wrt Manhours	Basic

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32	Press 1 Campaign: Broadcast dial to customers with a pre-recorded message and route as per client's chosen option (DTMF)	As per integration on a case-to-case basis wrt Manhours	Basic
33	Full DND / DNC / USA, UK and Canada call-compliance (DND filtered Leads to be used)	Included-Default Avyukta e Call, Domestic DND DB is too heavy for default SQL and hence separate integration might be required for certain cases (WAN based filtering)	Basic
34	Park Caller/Callee with custom music per campaign	Included-Default Avyukta e Call	Basic
35	Set outbound CallerID per campaign or per list (Subjected to Compliance and number ownership / Trunk availability)	Included-Default Avyukta e Call	Basic
36	Take inbound calls gathering CallerID	Included-Default Avyukta e Call	Basic
37	Function as an ACD for inbound and fronter/closer verification calls	Included-Default Avyukta e Call	Basic
38	Ringdown / Fastest Finger First	Included-Default Avyukta e Call	Basic
39	Have an agent take both inbound and outbound calls in one session(blended)	Included-Default Avyukta e Call	Basic
40	start and stop recording an agent's calls at any time	Included-Default Avyukta e Call	Basic
41	Automatically record all calls	Included-Default Avyukta e Call	Basic
42	Manually or automatically call up to two other customer numbers for the same lead	Included-Default Avyukta e Call	Basic
43	Alternate Number Dialing: Automatically shift to alternate number while first isn't reachable	Included in Default Features	Basic
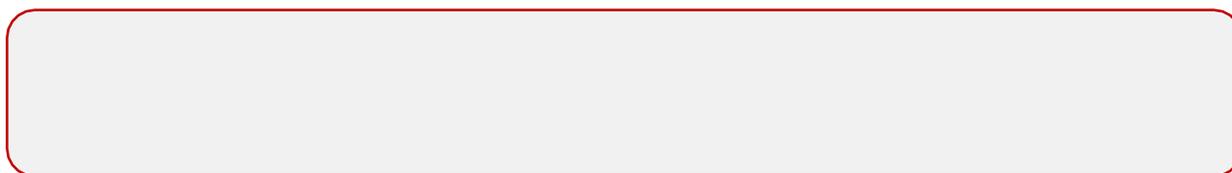
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| 44	Schedule a call back with a customer as either any-agent or agent-specific	Included-Default Avyukta e Call	Basic
45	Provision for Custom CLI Display (Only valid ANI and owned CLI as per compliance policies for International and existing trunk DID on Domestic)	Included-Default Avyukta e Call	Basic
46	Provision in Manual dial mode to preview leads before dialing	Included-Default Avyukta e Call	Basic
47	Definable Agent Wrap-up-time per campaign	Included-Default Avyukta e Call	Basic
48	Add custom call dispositions per campaign	Included-Default Avyukta e Call as per point above	Basic
49	Recycling specified status calls at specified interval without list resetting	Included-Default Avyukta e Call	Basic
50	Custom Time Zone dialing restrictions including /state/ day-of-the-week / Dialing with Answering Machine Detection, also playing a message for AM calls	Included-Default Avyukta e Call	Basic
51	Option of a drop timer with safe-harbor message for FTC compliance / Variable drop call percentage when dialing predictively for FTC compliance	Included-Default Avyukta e Call	Basic
52	System-wise and per-campaign DNC lists that can optionally be activated per campaign	Included-Default Avyukta e Call	Basic
53	All calls are logged and statuses of calls are logged as well as agent time breakdowns	Included-Default Avyukta e Call	Basic
54	Real-time and summary events/logs/reports	Included-Default Avyukta e Call	Basic
55	Real-time campaign display screens (Live dashboard)	Included-Default Avyukta e Call	Basic
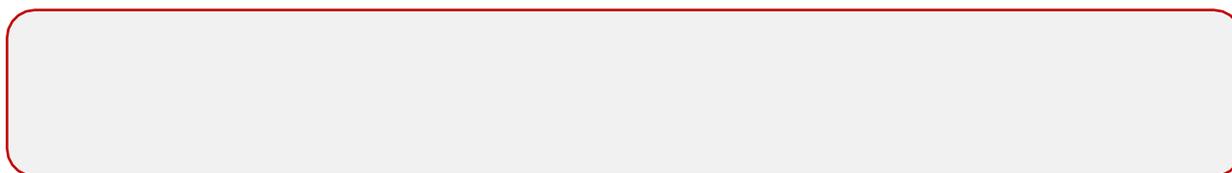
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| 56	3rd party conferencing (with DTMF macros and number pre-sets)	Included-Default Avyukta e Call	Basic
57	3rd party blind call transfer / 3rd party conferencing with agent drop-off	Included-Default Avyukta e Call	Basic
58	Estimated hold time, place in line, overflow queues and several other inbound-only features	Included-Default Avyukta e Call	Basic
59	Single agent call queueing	Included-Default Avyukta e Call	Basic
60	Provision for managers to listen-in on agent conversations	Included-Default Avyukta e Call	Basic
61	Provision for managers to enter conversations with agents and customers	Included-Default Avyukta e Call	Basic
62	Provision for managers to change the selected queues for an agent	Included-Default Avyukta e Call	Basic
63	Provision for agents to select a Pause Code when they are not active	Included-Default Avyukta e Call	Basic

Advanced Features - Avyukta e Call Dialer Suite

64	WebRTC (No softphone required on Linux/Windows Machines)	Included-Default Avyukta e Call but at add on charges for domain and configuration /maintenance	Advance
65	SMS/Email OTP verification on lead /recording /report download for better internal security (SMS gateway to be provided by Client)	Included-Default Avyukta e Call	Advance
66	Skills-based ranking and call routing per inbound group(queues) and campaign	Included-Default Avyukta e Call	Advance
67	Queue Prioritization per campaign and inbound group	Included-Default Avyukta e Call	Advance
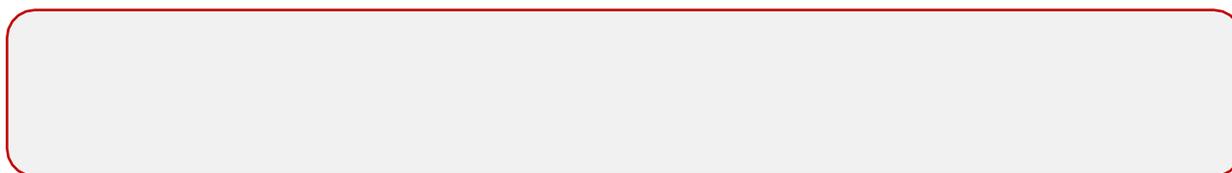
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68	Set user levels and permissions for certain features and campaigns	Included-Default Avyukta e Call	Advance
69	Automated Team Leader for time-based triggers (SMS/Email reminders) for wait time, pause time, No Calls, Lead exhaust events (API/gateway/s to be procured by client)	Included-Default Avyukta e Call, API Integrations would be chargeable	Advance
70	OTP Based Lead Security	Included-Default Avyukta e Call	Advance
71	Number Masking	Included-Default Avyukta e Call	Advance
72	Sticky Agent	Included-Default Avyukta e Call	Advance
73	Faster hang up/dispositioning with one key press (Hotkeys)	Included-Default Avyukta e Call	Advance
74	Custom CRM Pop Up (Admin can design custom Agent CRM Pop Up and Map the required fields	Included-Default Avyukta e Call	Advance
75	Almost all Inhouse CRM /ERP / MIS integrations (Subjected to API availability on Push / Pull / Both)	As per integration on a case-to-case basis wrt Manhours	Advance
76	Zoho/Sugar CRM/Lead Squared/Fresh sales/Yeti/Odoo/Vtiger In house CRM/Sales Force/Spreadsheet/Vtiger/Freshdesk CRM (Subjected to API availability on Push / Pull / Both)	As per integration on a case-to-case basis wrt Manhours	Advance
77	Integration of SMS via GSM / SMS Gateway and API conjunction with Dialer on custom forms	As per integration on a case-to-case basis wrt Manhours	Advance
78	Masking CRM to mask all confidential parameters on Agent lead pop up with precise profile creations such that only concerned person can view or edit the concerned data / fields.	Included-Default Avyukta e Call	Advance
79	Heart beat server creation / Load balancing setup / Clustered / scratch Installation for redundancy and backup/s.Includes Paid options such as	As per integration on a case-to-case basis wrt Manhours	Advance
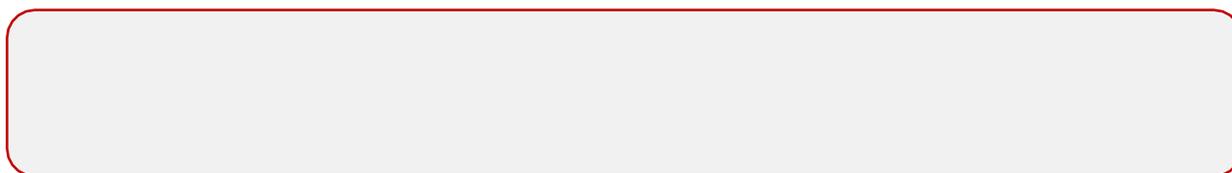
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	HA (High availability) and DR (Disaster Recovery), Point explained below,		
80	Press 1, Broadcast, OBD, Voice Mail and VM to EM	As per integration on a case-to-case basis wrt Manhours	Advance
81	PC Less Login and Hot Key Disposition on Extension (Analog or Digital) (to save TAT, Costing and increase Talk Time)	As per integration on a case-to-case basis wrt Manhours	Advance
82	Click to Call / Via WebRTC / IP Phones and Softphones	As per integration on a case-to-case basis wrt Manhours	Advance
83	GPS and Pin Code integration for custom ACD (In/Outbound) call flow.	As per integration on a case-to-case basis wrt Manhours	Advance
84	20+ Custom reports apart from default reporting: Agent / Call / CDR / Disposition / Performance / Login Logout / Idle Talk time reporting	Included-Default Avyukta e Call	Advance
85	Web Form Integration / Questionnaire Creation	Included-Default Avyukta e Call	Advance
86	Custom Survey / Questionnaire form	As per integration on a case-to-case basis wrt Manhours	Advance
87	Sub Dispositions / Sub Sub Dispositions	As per integration on a case-to-case basis wrt Manhours	Advance
88	Clustered / Load Balancing Dialer	As per integration on a case-to-case basis wrt Manhours	Advance
89	HA (High Availability Server) / Heart Beat Dialer Setup	As per integration on a case-to-case basis wrt Manhours	Advance
90	Multi-tenant and multi-users (Room System)	As per integration on a case-to-case basis wrt Manhours	Advance

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91	PRI /Calls Stack Overflow Settings	As per integration on a case-to-case basis wrt Manhours	Advance
92	Incoming Avg. Call Wait Time Announcement for Caller	As per integration on a case-to-case basis wrt Manhours	Advance
93	Repeated Avg. Wait Time Announcement (Updates Periodically) Incoming Call Wait Time Announcement for Caller	As per integration on a case-to-case basis wrt Manhours	Advance
94	Work from Home / Hosted / Decentralized / Multitenant Architecture	As per integration on a case-to-case basis wrt Manhours	Advance
95	MIS / Payment / Employee / Sales / Lead Management / Inventory Management CRM Integration	As per integration on a case-to-case basis wrt Manhours	Advance
96	Conference Bridge (Avyukta Conference Solutions: ACS)	As per integration on a case-to-case basis wrt Manhours	Advance
97	Graphical Reports: Pie Bar Graph and other graphical reports as required	As per integration on a case-to-case basis wrt Manhours	Advance
98	Soundboards: Agent can play desired recording as per the rebuttals file / manual decision of the agent (Avatar related)	As per integration on a case-to-case basis wrt Manhours	Advance
99	Email integration with Disposition	As per integration on a case-to-case basis wrt Manhours	Advance
100	WhatsApp Web Integration with Disposition: Based on generic WhatsApp API where desired number would be unsuitably opened upon disposition or button click	As per integration on a case-to-case basis wrt Manhours	Advance
101	Agent Screen shot / Snapshot: Periodic / On event Agent screen shot	As per integration on a case-to-case basis wrt Manhours	Advance
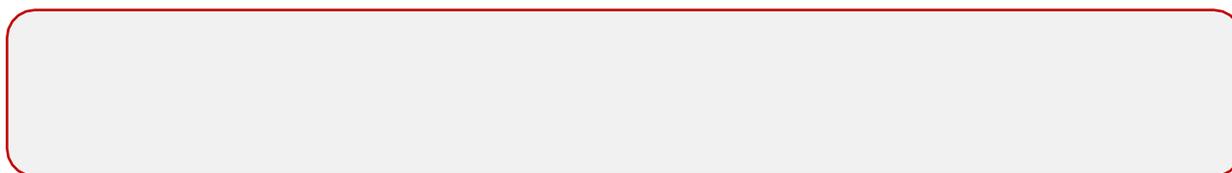
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102	Agent-Agent Chat	Included-Default Avyukta e Call	Advance
103	Agent-Admin Chat	Included-Default Avyukta e Call	Advance
104	Responsive Layout for Multidevice login	Included-Default Avyukta e Call	Advance
105	Android App	As per integration on a case-to-case basis wrt Manhours	Advance
106	iOS App	As per integration on a case-to-case basis wrt Manhours	Advance

	Avyukta e Call CRM - Feature List (not included in Avyukta e Call Dialer Suite)		
S.No.	**Feature**	**Silver**	**Gold**
1	DC Based Hosting	Yes	Yes

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2	Premise / Inhouse Based Hosting	Yes	Yes
3	24X6 Email Ticket Support	Yes	Yes
4	24X6 Phone Support	No	Yes
5	Email Integration (Webmail)	Yes	Yes
6	Email Integration (Gmail)	As per Manhours	As per Manhours
7	Google Maps Integration (Accurate in mtrs.)	Yes	Yes
8	WhatsApp (generic API - Non-Auditable/Loggable Only) Integration	Yes	Yes
9	WhatsApp (generic API - Non-Auditable/Loggable Only) Integration	As per Manhours	As per Manhours
10	SMS Integration: GSM Gateway (Subjected to Channels/Trunks/API)	No	Yes
11	SMS Integration: SMS Gateway (Subjected to Channels/Trunks/API)	No	Yes
12	Google Sheets Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
13	Google Meet Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
s14	Google Drive Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
15	Google Form Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
16	Scheduled Eventing and Reminders (Google Calendar Integration)	As per Manhours	As per Manhours
17	Telephony Integration (Subjected to Channels/Trunks/API)	Yes	Yes
18	Auto Dialer / Click to Call (Subjected to Channels/Trunks/API)	Yes	Yes
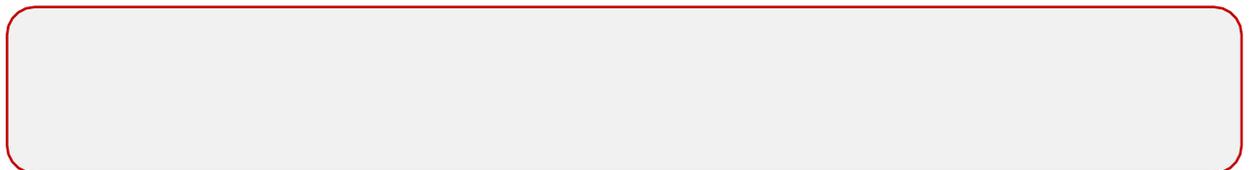
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19	Secure all Contacts with Number Masking	Yes	Yes
20	Omni / Multi Channel Support (Subjected to Channels/Trunks/API)	Yes	Yes
21	Lead /csv Bulk Lead / Lead import for Sales Crm	Yes	Yes
22	Predictive Dialer with Lead Management for Sales CRM (Subjected to Channels/Trunks/API)	Yes	Yes
23	Omni/Multi Channel Sales Management with Telephony (Subjected to Channels/Trunks/API)	Yes	Yes
24	Auditable / Loggable Bulk SMS (Subjected to Channels/Trunks/API)	Yes	Yes
25	Bulk Whatsapp (Subjected to Channels/Trunks/API)	Yes	Yes
26	Bulk Voice SMS (Subjected to Channels/Trunks/API)	Yes	Yes
27	Bulk Press 1 Campaign (Subjected to Channels/Trunks/API)	Yes	Yes
28	Use your own Trunks (PRI / GSM / VoIP)	Yes	Yes
29	20+ Reports	Yes	Yes
30	Real Time Dashboard and Employee Observation	Yes	Yes
31	Ticketing CRM with Email Integration	Yes	Yes
32	Ticketing CRM with SMS Integration (Subjected to Channels/Trunks/API)	No	Yes
33	Inventory Management CRM	Yes	Yes
34	Tasking CRM: Assign and Update Tasks with follow ups	Yes	Yes

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35	Accounting - SoA - Debit Credit CRM	Yes	Yes
36	Sales CRM with Lead Management, Qualification and Sourcing alongside Follow Up	Yes	Yes
37	Super Admin to define/manage custom parameters	Yes	Yes
38	Client CRM: Where Clients can see details of Task and Accounts and Coordinate for Support and Tickets	Yes	Yes
39	G Suite Integration	As per Manhours	As per Manhours
40	Tally Integration	As per Manhours	As per Manhours
41	Employee Token Card Integration (For Bonus and Penalties)	Yes	Yes
42	Salary Management	As per Manhours	As per Manhours
43	Incentive Management	As per Manhours	As per Manhours
44	Attendance, Occupancy, Task Management	Yes	Yes
45	Screenshot Capturing	As per Manhours	As per Manhours
46	Static Voice Prompts and Notifications TTS	Up to 20	Up to 40
47	Dynamic TTS Prompts and Notifications	As per Manhours	As per Manhours
48	API Based Auto Lead Assignment (Subjected to Portal Push and Pull API)	As per Manhours	As per Manhours
49	IP Authentication based Client KYC / Documentation	Yes	Yes

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50	Customizations apart from default	Hourly	20 Manhours Included, then
51	Unauditable Video Call Integration	Yes	Yes
52	Auditable Video Call Integration	As per Manhours	As per Manhours
53	Twitter Integration	As per Manhours	As per Manhours
54	Facebook Integration	As per Manhours	As per Manhours
55	Unauditable Event Logging	Yes	Yes
56	Payment Gateway Integration for Subscription and Reminder emails (Push/Pull API shall be required)	As per Manhours	As per Manhours
57	CRM Browsing History and Reporting	Yes	Yes
58	Employee Time Tracking	Yes	Yes
59	Customizations apart from default	Hourly	20 Manhours Included, then Hourly
60	Responsive Layout for Multidevice login	Included-Default Avyukta e Call	Included-Default Avyukta e Call
61	Android App	As per Manhours	As per Manhours
62	iOS App	As per Manhours	As per Manhours

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ANNEXURE 2

SUPPORT ESCALATION MATRIX: AVYUKTA-E-CALL DIALER- CRM- SOLUTIONS 24X6 HELP LINE/S
(GENERIC HELPLINE, CURRENT/UPDATED MATRIX TO BE SHARED WITH WELCOME EMAIL)

Please find the Dialer Tutorial Videos Link: http://www.dialerindia.com/dialer-tutorials.php , for Verification please enter your registered number here or enter 9549999916.

All required tutorials are available here for Agent Page as well as Admin Page Day to day working.

a) Avyukta Support Escalation Matrix:

L1:
Call: +91-856-00-00-600 (Press 1 for Support, DO NOT ping on what app here since this is a business WhatsApp)
Direct Numbers:
+91-856-00-00-601; +91-93148-000-61 (Call and / or WhatsApp)
WhatsApp: Group with concerned Entities (for auditability on L1/L2's)
Skype: support.dialerindia
Email: support@dialerindia.com
Software L1 / Requirements / Customizations: rd@dialerindia.com
L2:
Your Sales SPOC: Either Business Development Manager or Process Associate/Developer
Domestic: Mr. Yash Suman: +91-723-00-82-224; +91-141-350-1-267
International: Mr. Udayveer Singh: +91-141-350-1-265
L3:
Kartikey Sharma (MD & CEO): +91-954-99-999-16 (Call/WhatsApp, 0730 IST to 2330 IST)
Accounts / Billing: +91-856-00-00-600 (Press 3 For Accounts);
Individual: Mrs. Shalu Gupta: +91-72300-82-22-6; +91-141-1-350-1-261

Tutorials available on https://www.dialerindia.com/tutorials.php (use your registered mobile number)

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Dialer/IT Services-Contract Letter

Terms and Conditions / SLA
Avyukta Intellicall Consulting Pvt. Ltd. Addressed :A-26,Vande
Matram Road,Near Kotecha Building,Laxmi Naryan Vihar
Jaipur,Rajasthan,302029
(Being referred to as Second Party in the current contract) And
XYZ PVT. LTD. Addressed
City . State
(Being referred to as First Party in the current contract)

1. Avyukta Intellicall Consulting Pvt. Ltd (Second Party). will provide Dialer-CRM-IT Services Setup based Dialer Software Support / IT Consultancy to the XYZ PVT. LTD. (FIRST PARTY) consisting of Agent, Reporting and Admin modules of the standard software and would arrange a refund on a pro rata basis in case even after the 5th escalation, the issue/s is/are not resolved, Emails, CRM Entries , Recorded calls (Kindly be informed that calls would/might be recorded for monitoring and quality purposes) and chat logs will/might be considered as legal documents in the same case for resolution efforts/escalations and/or 3rd party dependencies. 'Downtime' shall mean the duration of the Service Outage, calculated in aggregate number of hours in respective month. Downtime begins upon start of Service Outage and ends when the Trouble Ticket is closed by Avyukta Intellicall Consulting Pvt. Ltd (Second Party), verbally (only auditable)/phone (only auditable)/via ticketing system/CRM/email/RCA Mail. The time periods are calculated on basis on the amount of 'Downtime' per respective month and excluding the events covered under headings Exceptions to this SLA which shall not for the purposes of this SLA be included while measuring Downtime. Prorata basis money refund/service procurement shall be calculated on the basis of per hour rental co
sting for the end clients wrt Downtime emailed and as procured from electronically exchanged logs between both parties and in case the same is NA the same shall be treated as 100 INR/Hr.

2. Avyukta Intellicall Consulting Pvt. Ltd (Second Party). assumes that XYZ PVT. LTD. (FIRST PARTY) pertains all necessary legal documents/Compliances from local/national and international authorities /licenses and is the only party responsible for services being ran at/for concerned destination/s and their accordance/s / compliance/s whatsoever on legal grounds if any and that Avyukta Intellicall Consulting Pvt. Ltd (Second Party) shall not be held liable for any shortcomings of the same.

3. Avyukta Intellicall Consulting Pvt. Ltd (Second Party). assumes that XYZ PVT. LTD. (FIRST PARTY) adheres to all telemarketing policies and FTC compliance for abandoned calls and DND/Unsubscribe/Not Interested policies set by the local/destination specific telecom/other policy/ies/ Government Authorities.

4. Avyukta Intellicall Consulting Pvt. Ltd (Second Party). will be responsible for the 24X6 Support helpdesk for technical issues on the basis of the escalation matrix and support points mentioned in Annexure 2 and Annexure 5) (Subjected to change with time and support/sales/HR/Account/Management resources of the organization and may / may not be informed the customer / client / First Party as in the agreement) which forms as an integral part of the agreement and without which the agreement stands null and void.

5. XYZ PVT. LTD. (FIRST PARTY) agrees to pay an advance of the onetime setup installation and training charges (if at all included in the commercial model of the XYZ PVT. LTD. (FIRST PARTY) wrt the email exchanges with concerned person from Avyukta Intellicall Consulting Pvt. Ltd (Second Party).) or Higher varying with case-to-case excluding GST of 18 % (as per govt. norms) and agrees that the same is non-refundable , For worst case scenario refunds , the setup charges shall be adjusted as per a pro data basis policy of 500 INR/Seat/Day since the initial days of setup, installation and training requires maximum support hours for XYZ PVT. LTD. (FIRST PARTY) acclimatization and installation purposes. For the

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rest of the refunds accounts shall be adjusted on a pro data basis based on <u>XYZ PVT. LTD. (FIRST PARTY)</u> s usage in case even after 5th escalation client queries are unattended/unresolved wrt the chat logs and email exchanges.

6. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees for Non-poaching with employees / resources / affiliates / partners / vendors / channel partners associated directly/indirectly with Avyukta Intellicall Consulting Pvt. Ltd (Second Party), during the period of usage of services availed by <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u>) and for a period of two (2) years from the date of termination of using the services from <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u>) . <u>XYZ PVT. LTD. (FIRST PARTY)</u> also agrees not to solicit any employee or independent contractor of the Company on behalf of similar or any other business / business enterprise, nor shall FIRST PARTY COMPANY NAME (FIRST PARTY) induce any employee or independent contractor associated with the Company to terminate or breach an employment / contractual or other relationship with Avyukta Intellicall Consulting Pvt. Ltd (Second Party)

7. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees for the one month emailed notice as a request for the termination of the services to the <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> in case of using any Rental/EMI/Other OPEX based model services being used through <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> In all cases of editing in the number of seats the FIRST PARTY COMPANY NAME (FIRST PARTY) agrees to share an email on payments@dialerindia.com for the same without fail to avoid any confusions and so that the IT Consultancy amount wrt the number of seats is auditable and can be backtracked.

8. In cases of Opex Models where a Security cheque is given by the client against security of Hardware/Software provided / procured by <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> , <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> agrees to refund the security cheque of the <u>XYZ PVT. LTD. (FIRST PARTY)</u> to the <u>XYZ PVT. LTD. (FIRST PARTY)</u> in lieu of all payment clearances after the notice period have been requested by <u>XYZ PVT. LTD. (FIRST PARTY)</u> in a timely manner as mentioned in point (7).

9. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees to pay all taxes as applicable.

10. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees that <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> has all rights to disable <u>XYZ PVT. LTD. (FIRST PARTY)</u> ,s setup /installation/license in case of non-payments or delayed payments after multiple (2 X emailed +2 X Telephony) reminders, Root Passwords of the software shall only be provided once the <u>XYZ PVT. LTD. (FIRST PARTY)</u> is on a Capex based Model and not on recurring payment slots , Once the payment for the capex based model the <u>XYZ PVT. LTD. (FIRST PARTY)</u> is completed/complete or/and there is a no outstanding/credit for/of <u>XYZ PVT. LTD. (FIRST PARTY)</u> with <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> , <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> agrees to provide the passwords to <u>XYZ PVT. LTD. (FIRST PARTY).</u>

11. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees that Avyukta Intellicall Consulting Pvt. Ltd (Second Party). Shall not be liable for any false commitments set by Reseller/Consultant/Affiliate/BDM/Support/Sales/Accounts Team affiliated with <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u>, For any confusion in any technical or commercial domain, <u>XYZ PVT. LTD. (FIRST PARTY)</u> is requested to clear and confirm the queries with <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> Proactively in a written manner on following email id: accounts@dialerindia.com and/or payments@dialerindia.com

12. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees that all licenses legally required for company / call center operations have been acquired by the <u>XYZ PVT. LTD. (FIRST PARTY)</u> and in no case <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> Shall/may be responsible/held responsible for shortage of any licenses/licensing including FEMA/VAT/Service Tax /GST/VAT/PF/Labor Laws/OSP/Import Export/STPI/ISO/TDS/Any other local/government related compliance/s, Final disputes are subjected to Jaipur Jurisdiction only.

13. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees that <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> would not provide the internal / root password / access / internal access to the <u>XYZ PVT. LTD. (FIRST PARTY)</u> until the <u>XYZ PVT. LTD. (FIRST PARTY)</u> runs on the Opex model whereas in the case of capex-based models, <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> Shall provide the internal access / root password / access only once the payment terms are complete. <u>XYZ PVT. LTD. (FIRST PARTY)</u> agrees that this electronically signed document with confirmer IP and other details acts as an integral legal document between both parties.

14. Both Parties in <u>XYZ PVT. LTD. (FIRST PARTY)</u> and, <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party).</u> agree that the competent authority / court at Jaipur shall have jurisdiction in the matter of any legal Proceedings. This Agreement will be binding on the Parties and their respective successors and permitted assigns. This Agreement may not be modified or amended except in by writing by mutual consent of both the Parties.

15. No Indemnity: <u>Avyukta Intellicall Consulting Pvt. Ltd (Second Party)</u> shall NOT /NOT keep the <u>XYZ PVT. LTD. (FIRST PARTY)</u> partially/fully indemnified against any actions, claims, proceedings, costs, damages and/or any legal/financial/accounting/operational/sales/marketing cost/s or
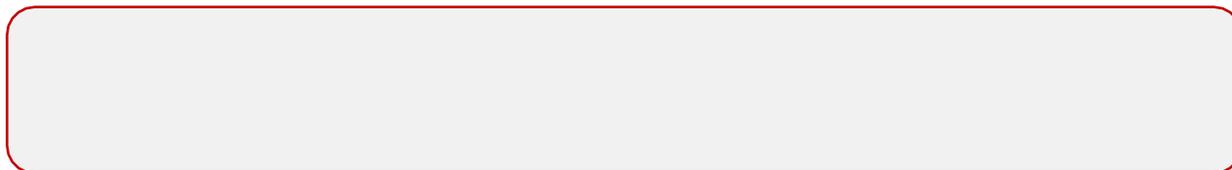
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other expenses and/or losses incurred and/or suffered by the XYZ PVT. LTD. (FIRST PARTY) arising directly or indirectly out of or in relation to: (a) any breach of any terms of this Agreement (including but not limited to any claim or action by a third party alleging infringement of any intellectual property rights/other cost/s of such third party); or (b) any claim by third party (including without limitation claims by any employee or agent of

16. All Networking/local networking/Data Security/Network Security/Agent PC/Server/Firewall/UTM/UPS setup to be completely a KRA (Key responsibility area) of the XYZ PVT. LTD. (FIRST PARTY)). Any support/advice/access/remote access /Port forwarding/Public IP Access/Network access/suggestion from Avyukta Intellicall Consulting Pvt. Ltd (Second Party). shall/may/can only be made available merely on a relationship model / service rendering / timelines / time constraint to meet due deadline/s for technology procurement and thus Avyukta Intellicall Consulting Pvt. Ltd (Second Party) shall not be liable for any security lapse in the system/network/office. XYZ PVT. LTD. (FIRST PARTY) holds all rights to deny access during any instance in case of any expected security threat from any FIRST, SECOND OR THIRD PARTY ENTITIES/PARAMETERS irrespective of any possible downtimes / revenue loss / operational loss / functionality loss / time constraint /deadlines, Securing network infrastructure is a complete responsibility of the FIRST PARTY COMPANY NAME (FIRST PARTY) and Avyukta Intellicall Consulting Pvt. Ltd (Second Party) will have no role to play in the same whatsoever on premised/ hosted/cloud based infrastructure once the login details are provided.

17. In case of combo solutions XYZ PVT. LTD. (FIRST PARTY) agrees that Avyukta Intellicall Consulting Pvt. Ltd (Second Party). is only acting as a reseller/support arm/outsourced technology partner for the end vendor/parent company/affiliate/channel partner and is only responsible for providing technical support/up sales/cross sales / relationship management for/On behalf of the end vendor/parent company/affiliate/channel partner and has all rights to escalate case/s or/and receive payment/s to/in favor of the end vendor/parent company/affiliate/channel partner and/or connect XYZ PVT. LTD. (FIRST PARTY) with end vendor/parent company/affiliate/channel partner.

18. XYZ PVT. LTD. (FIRST PARTY) agrees that Avyukta Intellicall Consulting Pvt. Ltd (Second Party). is only a technology provider for the XYZ PVT. LTD. (FIRST PARTY) and has no interference / role /concern with process /campaign / operation/ practice/s undertaken by the XYZ PVT. LTD. (FIRST PARTY) using the technology /software / IT Consultancy. XYZ PVT. LTD. (FIRST PARTY) would be the only party responsible for all process / operational / managerial activities undertaken by the XYZ PVT. LTD. (FIRST PARTY)

19. XYZ PVT. LTD. (FIRST PARTY) agrees that Avyukta Intellicall Consulting Pvt. Ltd (Second Party). has all rights to keep chat logs/email logs/call logs/call recordings of communication/s / interaction/s with XYZ PVT. LTD. (FIRST PARTY) / or its entities/resources for quality/monitoring/backtracking/escalations and/or training purposes.

20. XYZ PVT. LTD. (FIRST PARTY) agrees that Avyukta Intellicall Consulting Pvt. Ltd (Second Party) shall not be deemed negligent, liable to pay / liable to refund /at fault / liable in any respect for any delay, interruption, non-payment, non-delivery or failure in terms of performance, delivery, accomplishment or payment hereunder resulting from fire, flood, water, the elements, explosions, acts of God, war, accidents, company disputes, part/full stake/share selling, labor disputes, government/authority/competitive authority restriction/s , legal disputes/ orders / strikes, shortages of equipment/s, resources ,HR / Partners / Management / Director/s / Financial Loss / Concerned employees/Consultant/s/Suppliers or other causes beyond the reasonable control of the Parties delayed or prevented from performing/paying/delivering/rendering services/products. The concerned person shall be treated as a Single Point of Contact for payment follow ups and regular coordination.

21. XYZ PVT. LTD. (FIRST PARTY)) agrees to have a timely and self-dependent backup system and that Avyukta Intellicall Consulting Pvt. Ltd (Second Party). has no role to play in the same. All recordings / database / Reports / Leads have to be backed up by XYZ PVT. LTD. (FIRST PARTY) in order to cater to any/all possible discrepancy/ies related to power/server/data/client machine / agent machine / hosted server / cloud server / network / device / power infrastructure.

22. XYZ PVT. LTD. (FIRST PARTY) agrees that for All hardware/s and software/s and for all product/s / service/s provided / procured by Avyukta Intellicall Consulting Pvt. Ltd (Second Party). through / via channel partner/s/affiliates/client/s/reference/s all warranty / ies / guarantee / s / invoice / s , All responsibility / ies for dispute settlement/s , payment/s , direct payment/s , indirect payment/s , service/product delivery/ies , shall be with RAAS TECH PVT. LTD. Direct payment/s / Vendor payment/s , Payment/s for all such products and / or services can also be done directly by the XYZ PVT. LTD. (FIRST PARTY) to the authorized channel partner/s/affiliates/client/s/reference/s all warranty / ies / guarantee / s / invoice / s once authorized and/or approved by Avyukta Intellicall Consulting Pvt. Ltd (Second Party)

23. User / Partner agrees to share physical infrastructure if / as applicable , such as software , IT Infra , server , hosted servers , billing platforms , telecommunications networks, power grids, or transportation systems wrt following terms :

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24. Ownership and Access Rights: Specifies all parties co-own the infrastructure and allows the rights of each party to partially access and partially use it. This includes the terms under which partial access is granted, such as maintenance schedules, outage notifications, and emergency access.

25. Under due Compliance with Laws of the land and Regulations over the infra sharing : User / Partner ensures that the usage complies with relevant laws, regulations, TPC compliance which shall be solely customer responsibility and KRA along with industry standards governing the use

26. XYZ PVT. LTD. (FIRST PARTY) agrees that secured remote access/access shall only be provided to Avyukta Intellicall Consulting Pvt. Ltd (Second Party). / Its official entities/resources only when required and that the disconnection of the secured access / remote access is the integrated responsibility/KRA of the XYZ PVT. LTD. (FIRST PARTY) or its entities / resources / IT Team / IT personnel. Access requests to be only entertained / agreed / approved in a written / documented format. For maintaining secured LAN / WAN / MAN and the telephony infrastructure / system / environment XYZ PVT. LTD. (FIRST PARTY) agrees to have a Firewall / UTM / Secured Network with ONLY authorized access permissions and also disable (unsolicited / un required) international calls/ premium numbers / High tariff numbers in the telephony network , set an affordable credit limit for/with/from all telecom operators concerned and treat the same as an integrated key responsibility of XYZ PVT. LTD. (FIRST PARTY) ONLY and Avyukta Intellicall Consulting Pvt. Ltd (Second Party). shall have no role to play in the same whatsoever.

27. Travelling / Lodging and Boarding charges of the engineer to be borne by client as per actual post mutual agreement of both parties in XYZ PVT. LTD. (FIRST PARTY) & Avyukta Intellicall Consulting Pvt. Ltd (Second Party) apart from the agreed charges for on Site engineer arrangement.

28. XYZ PVT. LTD. (FIRST PARTY) agrees to submit 1 X photo ID proof + Company MOU + 1 X Government approved ID proof to Avyukta Intellicall Consulting Pvt. Ltd (Second Party) as per the government KYC norms for safety, security, understanding, enabling service delivery from Avyukta Intellicall Consulting Pvt. Ltd (Second Party) , Avyukta Intellicall Consulting Pvt. Ltd (Second Party). shall not be responsible for any delay / failure of non-submission of the required document/s from the XYZ PVT. LTD. (FIRST PARTY)

29. All conversations from following domains shall be considered as directly coming from Avyukta Intellicall Consulting Pvt. Ltd. www.dialerindia.com , www.dialerindia.in , www.avyukta.in , www.callcentervoipdialer.com , www.avyuktacrm.com

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A) User Agreement:*

The User hereby agrees and acknowledges that:

1. The User shall be solely responsible for filtering TPC/TPS (Telephone Preference Service) data at their own end. Avyukta Intellicall Consulting Pvt. Ltd. shall have no control over the filtering process, and the User assumes full responsibility for ensuring compliance with applicable regulations.

2. The User shall implement and maintain appropriate retry policies, including but not limited to a minimum retry interval and frequency of one (1) day between attempts. The management and enforcement of these policies are entirely within the User's discretion and responsibility.

3. The User shall manage the usage and display of Caller Line Identification (CLI) at their own end. Avyukta Intellicall Consulting Pvt. Ltd. shall not bear any responsibility or liability for any issues arising from the User's management of CLI usage and display.

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4. Avyukta Intellicall Consulting Pvt. Ltd. disclaims any and all liability for actions or omissions by the User in relation to the above-mentioned responsibilities, and the User agrees to indemnify and hold Avyukta Intellicall Consulting Pvt. Ltd. harmless from any claims, damages, or losses resulting from the User's failure to comply with these obligations.

B) This legal format clearly delineates the responsibilities of the User and disclaims any liability on the part of Avyukta Intellicall Consulting Pvt. Ltd.

*Terms and Conditions: *

1. *Fraudulent Activity*:

   If any user is found to be engaging in fraudulent activities, including but not limited to making fraudulent calls while using the system, software, or services provided, such actions will be deemed a violation of these Terms and Conditions.

2. *Non-Refundable Clause*:

   In the event that fraudulent activity is diagnosed, the user shall forfeit any right to a refund, and all fees paid for the services shall be considered non-refundable.

3. *Penalty*:

   The user shall be liable to pay an additional penalty of ₹20,000 (Rupees Twenty Thousand) or an amount as determined by the nature and severity of the case, which may be higher. This penalty is to be paid in addition to any other legal liabilities that may arise.

4. *Submission of Evidence*:

   Upon the confirmation of fraudulent activity, the system shall generate and maintain logs, call recordings, and any other relevant data pertaining to the incident. This evidence will be shared with the higher authorities or the concerned legal entities as required by law for further investigation and action.

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5. *Legal Action*:

   The company reserves the right to pursue legal action against individuals involved in fraudulent activities, in accordance with applicable laws, including but not limited to the Indian Penal Code and the Information Technology Act, 2000.

This language ensures that the terms and conditions are clear, binding, and in accordance with Indian legal standards. It also outlines the consequences of fraudulent activity, including penalties and the process of sharing evidence with local / concerned / goverment authorities.

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Annexure 5: Support NOC

1	For International Calls: All Pulses 6/6 , until otherwise stated , All price exclude Taxes / High Tariff Destinations (to be opened only on demand) , Domestic Calling : All Pulses 60/60 (until otherwise stated) , All DID numbers to remain same until unless add on DID's are procured , Backup Services on demand
3	Press 1 / Voice SMS files to be approval based , All DID /DND / Spam replacements / penalties to be borne by client as per actuals if any
4	All services only for 100% genuine campaigns only and calls might be audited for authenticity/ies if/when required , Service might be discontinued in case of any discrepancy , Please note that Avyukta Intellicall Consulting Pvt. Ltd. Shall not be responsible for any illegitimate / no genuine / no compliant process / campaign as per the local jurisdiction / authority/ies or geography and all responsibility lies with the end client
5	All necessary gov licenses and compliances to be client KRA and that Avyukta Intellicall Consulting Pvt. Ltd. Shall not be responsible / held responsible for any lapse or non-awareness of the same
6	Security, Infra and Networking, networks setting/cabling shall be client KRA, Client is required to treat network and telecom security with utmost importance and keep checking the same on a proactive periodic basis and that Avyukta Intellicall Consulting Pvt. Ltd. Shall not be responsible for any lapse in the same
7	For Omni Channel / International Calling Please note that all Services shall be 100% pre-paid and KYC & Documentation along with Pre Sales shall be mandatory Domestic Calling : 100% Pre Paid, Please note that for all rental and EMI models , standard agreement with security cheque shall be required , KYC and Documents shall be mandatory
8	Paid Features such as : Press 1 and OBD solution, IVR customization , Smart IVR , CRM customization , HA , WebRTC , Avatar , Number Masking , Custom IVRS , [Email/SMS/Omni Channel/WhatsApp/3rd Party CRM] API Integration , Cloud telephony , Sticky Agent , Avatar , Android Dialer shall be available on demand only on a case to case basis as and when required and is not included in the default package , Kindly read the proforma invoice / delivery document clearly before making a payment for any service , Avyukta Intellicall Consulting Pvt. Ltd. Shall not be responsible for any understanding gap in the later stages
9	Telecom : Client to Manage and Coordinate for Telecom on a proactive basis whether from Avyukta or from 3rd Party , 100% Pre Paid , Strongly recommended to use limited credit policy with telecom vendors and mandatorily disable international calling if only domestic dialling is required , Please note that Avyukta Intellicall Consulting would not be responsible for any security breaches wrt Telecom or Network Infra
10	All billing/s would be from 1st to 1st until unless otherwise stated in the delivery document or Proforma Invoice/s
11	Centres to procure all necessary documents and registrations to end provider as per standard compliance policy of the end provider for which Avyukta Intellicall Consulting Pvt. Ltd. is a reseller/marketing agent/distributor/affiliate (if applicable)

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12	All clients to procure DOT/OSP for VoIP requirement as per compliance policies and / or corporate licensing form as per TRAI norms, all pulses to be 6/6 for international centres with OSP and on retail model unless otherwise stated
13	Inactivity for a period of 7+ Days without written information might result in deletion or suspension of accounts on Dialer or VoIP or Other Services, Avyukta Intellicall Consulting Pvt. Ltd. assumes/presumes that all backups of reports , recordings and Database are taken as a default SOP with clients and that Avyukta Intellicall Consulting Pvt. Ltd. has no warranty/Guarantee/responsibility of the keeping database or backup of/in any form , Network/Security to be client KRA , Client is requested to Kindly be proactive and disable international calling/ keep restrictions to only desired destination , limit your credit policies to avoid any reactive measures
14	All payments to be made to A Class ISP/VNO as per Pre Sales/Latency of the client wrt Client Architecture and Choice, Subjected to approval on a case to case basis
15	Migration from any model to other model is possible within initial 45 days from setup (Conditions Applied), Please note that refund policy is only possible for a period of 7 days or Client NoC Phase whichever is earlier , Please note that refund policy is only possible for a period of 7 days or Client NoC Phase whichever is earlier , Also please note that Support Cap per month shall be Max 20 Man-hours/Month and additional support required might be charged on a case to case basis depending on internal bugs and new requests , In case the support is related to bug fixing (open source services not considered included here) , the written request have to be mentioned as " Bug Fixing " or else the same would be counted as integrated support services and / or billable man-hours
16	Please refer to https://www.dialerindia.com/downloads/Feature_List_Avyukta_e_Call.pdf for default and custom features to avoid all confusions related to included features wrt the services being procured , Please note that only default services are being provided until otherwise stated
17	Refer for standard / official of CTI Hardware on www.avyuktashop.com for GSM Gateway , PRI card / Gateway , IP Phone , Server , IPPBX and other CTI hardware , Prices mentioned without GST and Shipping on the CTI Hardware portal
18	Unlimited model shall have fair usage policies with 1 trunk/channel per user on VoIP only and 4-9 channels/user on Dialer Models, Please note that both retail and unlimited calling would / may be blocked in case the client is found using the same for High Risk Processes or not adhering to fair usage policies or any other breach of compliance or not adhering to desired / required CLI norms as per TSP / ISP / Principle / TRAI / DoT / OSP Norms
19	72 Hour Refund Policy shall be adhered on a pro data basis wrt the utilization done by the client , Please note that Setup Charges and CRM Charges are non-refundable, In the worst case scenario setup charges can be adjusted on pro data basis @ default pro rate rental as per slab or 500/Day while calculating the refund whichever is higher as on date , Refund to be only processed in case there is a proven technical flaw within committed default features from the Avyukta Intellicall Consulting Pvt. Ltd. Team/s , / Entities in an auditable format and not verbal discussion/s , Kindly procure chat logs in all such cases

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20	Avyukta Intellicall Consulting Pvt. Ltd. retains all rights to cancel / abandon any/all false commitments made by the Sales/Support Team Member or Affiliates/Resellers , Avyukta Intellicall Consulting Pvt. Ltd. holds no responsibility of the legality of the client process / campaign and is only acting as a technical vendor the client as per the architecture/s required / desired , All DoT / OSP / TRAI / Gov regulations to be managed and taken care by client only
21	For further details and seat wise pricing please refer to our portal placed on https://dialerphilippines.com/portal/index.php (KYC documentation is mandatory for all clients)
22	No Payments to be made by the client until the presales call from Support Team , where prerequisites are thoroughly cross checked wrt the readiness of the centre are confirmed from the technical parameters
23	IVR Dev / API Integration / Asterisk Consultancy / CRM Development / Web Development / SEO Packages / Tele calling Solutions Starting @ 900 INR/Hr on Weekdays and 1500 INR/Hr on Weekends (Subjected to availability)
24	PC Less Dialer / Android Dialer / OBD /Cloud Telephony + Virtual Receptionist + Cloud IVRS + Professional Voice Over Solutions/Jingles/Melodies/Lead Management CRM + Ring Down Sales Support Mobile Centres sol. available on demand
25	In case of WFH Setups , Additional VPN charges @ 400 INR/VPN Client (for stable IP authentications to WFH Agents) shall be applicable
26	Services would automatically discontinue upon non-payments after 3 days of reminders post the subscription/billing date
27	Min Paid Demo : Min 500 INR (No Admin training, Only How to take and make calls training to agents until demo is successful)
28	All IVRS , email/SMS API integrations as well as CRM customizations to be on the basis of man-hour pricing on 700 INR/Hr. (Weekdays) and/or 900 INR/Hr. (Weekends)

Annexure 5: Support NOC

Installation/ Customization for requested Features has been completed and Delivered as well as Training for Admin and Agents Has been Completed successfully. For Initial Troubleshooting following points to be /should be checked first at your end before raising Ticket/Query /Report Issue to Avyukta Support Channel via Helpdesk/Ticketing /Call /WhatsApp/Skype.

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**A)** For no calls issue, please ping us only if the wait time of one/more agent exceeds 1.5 minutes., Please check the precise numbers being dialed from the lead set or Admin>Reports>Outbound-Link and ping us only in case right numbers (number of digits) are mentioned

B) In cases of Voice breakages, please check your local LAN connectivity and that the ping report among Dialer Server- router-Agent PC is <=1 ms

C) In case of Voice breakages/no call/s on PRI based networks please check the alarm on PRI card and ping the PRI vendor before pinging the support help desk.

D) In cases of not hearing from us on Sundays , please mail the issue on support@dialerindia.com

E) In cases of CRM/IVR/Balance/Re-training issues please ping the respective AM/RM/BDM handling your sales queries (only/preferably 1000 to 2200 hrs.)

F) In cases of connectivity issue/s, please let us know the exact number being dialed from Dialer/PRI along with area code

G) For account mismatches and queries, drop an email to accounts@dialerindia.com or reach Accounts Department on +91-856-00- 00-600. Please email on support@dialerindia.com in case the login credentials including Installation report is not received.

H) Please email on support@dialerindia.com in case the login credentials including Installation report is not received.

I) Preferably keep written request/s / documentation / skype chat log/s for better resolution and backtracking of the issues and/or the escalation/s.

J) In cases of SIP PRI from the Telecom Service Provider, please check the connectivity from / wrt the last mile/hop

K) Please do not ping us for local headset/mic issues, please check and re check headset mic, their hardware and software volumes through softphone/xlite and windows sound recorder before pinging us for voice issues.

L) OFor asterisk call not received and go back and no one in your session issues, please check codecs enabled on respective softphone which should be g729 and g711ulaw and can be changed from softphone on options>advanced>audio codecs (on standard softphone versions)

M) For high dropped percent/calls/abandoned calls, please reduce pacing and dial time out on campaign detail view.

N) For sound distortion issues and voice breakages, please check audio codecs enabled which should again be g729 and g711ulaw on softphone.

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O) For recordings use IP/recordings or as stated by/in the support team/welcome email or procured / scheduled folder through WinSCP, or whichever is advised and easy/comfortable but safe. Please adhere to OTP verifications for better security/ies wrt the recordings/leads and reports for data protection. Avyukta Intellicall shall in no case be liable for any data mismatch/unavailability/theft.

P) Take daily backup of sales recordings and lead sets in order to avoid last minute glitches in case of worst case server crashes to be proactive rather than reactive.

Q) Do not send leads to support team for uploading on the campaign but rather understand how to upload leads etc. Please adhere to OTP verifications for better security/ wrt the recordings/leads and reports for data protection. Avyukta Intellicall shall in no case be liable for any data mismatch/unavailability/theft.

R) Do not change passwords and/or IP without consent as the same crashes the server, In cases of network changes please let us know beforehand so that the root passwords can be shared in worst case scenarios in proper manner, Please do not treat us with surprises where root password is required which could not be shared otherwise and is only available on dialer purchase modes.

S) Tata/Airtl/PTS/Microsis/Kartri/Vivcom/WIco/Icon/Nvaanet/IKFTech/Net4/TCIL support teams can be directly pinged in case client is using such account under Avyukta Intellicall Consulting Pvt. Ltd (Second Party). Reseller ship/outsourced technical Support/Channel partnership/affiliation with principle providers in the form of a combo solution/other reseller options.

T) Please keep international numbers disallowed in cases of PRI setups to avoid panic in cases of faulty dial prefix and/or lead set upload, Also do not expose the server to public access to completely negate any hacking chances / activities /attacks from unknown networks. Safe internal network is completely the client /s end client's responsibility and highly advised to have firewall / UTM in place for safety and intrusion detection / prevention parameters. Campaign / Project Type , Calling scripts , process , SOP , Modus Operandi , Customer Database , Type of Calling and all other such details to be client KRA (Key responsibility Area) and all functionality as well as operation shall be as per government and laws of the location where the agents and/or stake holders are based , Please note that Avyukta Intellicall Consulting Pvt. Ltd. shall / will in no case can/will/shall be held responsible for any fraudulent / illegal process / campaign / calling done by the customer.

U) Please wait for 120 seconds before pinging the support team on skype for the reply.

V) Please ping the respective BDM in case the training is not conducted/completed.

W) Please prefer to keep/procure us a port forwarding enabled router rather than a public IP on the Dialer server and maintain security of the server using a firewall / UTM / Secured parameters/Management procedure or procure access only via/to allowed IP/VPN access.
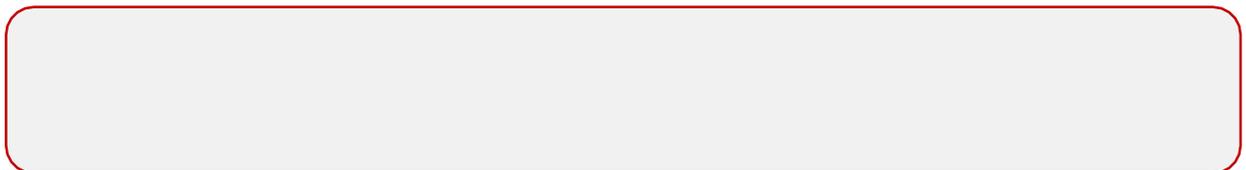
Sign inside the box above: e KYC Doc with Avyukta Intellicall Consulting Pvt. Ltd.: , *www.dialerindia.com*

X) Please report unattended/un responded/pending/escalated issues to support@dialerindia.com which shall be responded and catered by the management within 15 hours(working).

Y) Please IM on skype prÃ©cised issue/IP without a Hi-Hello to reduce TAT

Z) Please call the engineer in the respective shift in case of no replies from skype helpline

ANNEXURE 6: CLIENT NOC

I do hereby confirm the agreement to the terms and that the delivery of product/service has been done, as well as training for admin and agents has been completed successfully by Avyukta Intellicall Consulting Pvt. Ltd.

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