



Terms and Conditions for CX100 Platform

May 2018

Terms and Conditions

Customer to provide

- Agent environment with PCs and LAN connectivity
- Customer will purchase, install, and maintain the TDM to SIP gateways to facilitate connectivity into and from the CX100 Cloud Service if customer delivers calls in TDM
- Provide call forecasting to Conduit Global for purpose of capacity planning for Cloud Service resources
- Allow CG cloud delivery resources reasonable access to the systems sufficient to enable CG to perform its obligations, including the provision of services
- Participate in UAT, training and launch
- Act as a liaison and primary point of contact between Conduit Global, carriers, and all other third-party vendors as may be required in connection with each project and the ongoing delivery of the Cloud Service
- Manage integration with any customer systems, as applicable or advisable, as well as CRM and line of business application integration

Terms and Conditions

- Discounts available on volume and term of contract
- Prices exclude SMS fees
- Licence fees are payable monthly in advance by Direct Debit
- The standard rate of VAT will apply to all provided invoices



People. Platform. Possibilities.