

DEFINITIONS

1. **Definitions.** Capitalized terms used in this Service Schedule but not otherwise defined herein shall have the meanings given to them in the GT&CS.

"A2P SMS Destinations" shall mean the Mobile Network Operator destinations configured for A2P SMS termination by the Supplier for the Customer.

"Business Day" means any day other than the weekend (as locally commonly understood) or a day which is a public holiday, in both cases, in the country where the Service is provided

"Minimum Monthly Charge" means the minimum monthly charge or a minimum monthly recurring charge to be paid by the Customer to the Supplier for usage of the Services, irrespective of the actual usage of the Services, as further identified under the Order Form. The actual usage of Services may be adjusted against such Minimum Monthly Charge or be charged for separately, as identified under the Order Form.

"Mobile Network Operators" or "Operators" means the third-party mobile network operators whose network may be utilized by the Supplier for providing the Inbound or Outbound Service.

"Mobile Virtual Numbers" shall mean a long number or short code rented for use for sending A2P SMS to destination(s) to the Customer by the Supplier. These virtual numbers will be rented in a range of 1 or more numbers depending upon the ranges available from supplying party from time to time.

"Mobile Short Code" shall mean special numbers that are generally shorter than regular mobile numbers and are mainly used for SMS. A short code is a shorter number to which an SMS or text message can be sent or received.

"Monthly Recurring Charge" or "MRC" means the monthly recurring charges for the Service as set out in the Order Form.

"Non-Recurring Charge" or "NRC" means the one-time non-recurring charges to be made by the Supplier for installing, commissioning and provisioning of the Service as set out in the Order Form.

"Numbers" mean Mobile Virtual Numbers or Mobile Short Code.

"Origination rate per SMS" shall mean the rates communicated by the Supplier to the Customer to originate A2P SMS traffic on behalf of the Customer.

"Outage" unless otherwise defined means any event or circumstance (other than an Excused Outage) which results in non-conformance to the agreed upon SLA Targets.

"Planned Maintenance" means any preventative, routine or scheduled maintenance which is performed with regard to the Service, the Platform or any component thereof, which Supplier or its agents reasonably believe is necessary in order to maintain the Service or prevent or remedy a defect which may affect Customer's use or access to the Services. Supplier shall endeavor to give Customer at least a five (5) days notice of any Planned Maintenance event if the Supplier determines that such Planned Maintenance event would adversely affect the Customer's use of Services for more than five (05) minutes.

"Qualifying Incident" shall mean an Outage for which Customer raises a Trouble Ticket and which are confirmed by Supplier as a fault or Service degradation or an incident where a Trouble Ticket is raised by Supplier.

"Rate Change Notification Period" shall mean the number of days of advance notice as agreed under the Order Form, from the Supplier to the Customer, before changing the Termination Rate per SMS for any A2P SMS Destination or Origination Rate per SMS.

"Rate Change Amendment Format" shall mean the format in which the rate change notification will be sent by Supplier to the Customer as agreed in the applicable Order Form.

"Regulatory Fee" means any fee or tariff or a charge of similar nature imposed by a regulatory authority having jurisdiction over the Services.

"Service Credits" means credits provided by Supplier to Customer for breach of Platform Availability metric.

"Service Level Target" or "Service Availability Target" or "SLA" or "SLA Target" means the offered minimum level of performance for the relevant parameter of Service.

"SMS Fragment" means an SMS message of upto 160 alpha-numeric characters (or 140 bytes) in GSM-7 or equivalent encoding.

"Termination Rate per SMS" shall mean the rates communicated by the Supplier to the Customer for each A2P SMS Destination to terminate A2P SMS traffic on behalf of the Customer.

"Trouble Ticket" means the official method used by Customer to advise Supplier of a potential Service Outage.

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