

General Terms and Conditions

Please refer Avhan Tech Standard MSLA for detailed information on terms & conditions of Jodo services licensing and usage, below is a summarised version highlighting few key points -

1. This proposal is valid for a period of 30 days from the date of submission.
2. Commercials for subscriptions to Jodo Cloud services are based on:
 - a. The specific Jodo services subscribed to;
 - b. The minimum committed subscription numbers and contract Lock-in period;
 - c. The Cloud operating \ Data Centre delivery model selected;
 - d. No. of installations, locations, country(s) of operation.
 - e. Standard storage for media recordings of voice and other is 1 month. Additional retention period and/or data storage requirements can be made available, at applicable additional charges\fees.

Please contact your Avhan Tech Account Manager for any additional information.

3. The commercial charges provided above do not include any applicable local Taxes. They will be charged, as applicable at the time of invoicing.
4. Any additional Professional Services, which are not listed above (for e.g., IVR development, reports customization, Wall board development, Web forms & Web-services development (for Jodo Digital Channels – Voice, Video, Chat) and any integration with SFTP, DB, Widget's integration etc. or System study) are not included in the commercials provided in this proposal.
5. Professional services can be engaged as required by the Client.
6. Above commercials do not include softphone license cost (if required, though not essential), can be purchased additionally by Customers directly or procured via Avhan Tech. In case of former, the management of Softphones will be the Client's responsibility.
7. Implementation, including setup, testing & user training, are covered in the commercials provided above, covering:
 - a. Avhan Tech executes implementation under a defined Project Plan that is shared with the Client organisation. Tasks with roles and responsibilities are clearly defined and discussed with all stakeholders based on cloud deployment model.
 - b. Testing of Jodo applications and services, Jodo Db etc. are performed by the Avhan Tech Support teams and handed over to client user groups. Testing plans are shared and agreed in advance, as a part of the Project Plan.
 - c. Jodo Training includes training to Administrators, Supervisors \ Team Leader & QA team, as well as users, on a Train-the-Trainer approach.

- i. Avhan Tech provides FAQs, Training documents, etc. as part of training,

- ii. Avhan Tech has budgeted 1 man-day for training, All trainings are done remotely \ virtually,
 - iii. In case the training gets delayed or extended due to any reason attributable to the Client, additional charges will be applicable @ INR 15,000 per man day,
 - iv. Additional requests for training or refresher trainings are charged additionally based on the numbers of trainees.
8. Avhan Tech is responsible for trouble-shooting of **Jodo Cloud** applications, as per standard service levels mentioned in Avhan Tech Master Software License Agreement (MSLA).
9. The services and commercials in this proposal do **not** include Avhan Tech Helpdesk support for Client's day-to-day process (or 'floor operations support'), unless otherwise included in their proposal. Client can avail these service support as well at an additional fee. Please consult with your Avhan Tech Account Manager for the same.
10. Investments towards hardware, unless specified above (for e.g., agent machine, headset for agents, PRI/SIP Trunk, MPLS, Telephony gateway and Telecom toll-free charges, etc.), are not included above and are to be procured by the Client. Please consult with your Avhan Tech Account Manager for any additional hardware, bandwidth arrangements that maybe applicable to you for the deployment solution chosen by you.
11. Clients wishing to subscribe to additional Jodo module or features may please consult with their Avhan Tech Account Manager for latest list of features and related commercials.