
SPECIFIC TERMS AND CONDITIONS FOR REVOPCI SIP – SEPTEMBER 2020

1. Application

- 1.1 These Terms and Conditions shall apply to the provision of RevoPCI SIP Services by Atmoso to the Partner in additional to the General Terms and Conditions.
- 1.2 In the event of conflict between these Terms and Conditions and any other terms and conditions (of the Partner or otherwise), the former shall prevail unless expressly otherwise agreed by Atmoso in writing.

2. Definitions and Interpretation

- 2.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“API” means a programming interface made available to Customers for control of payment capturing and submission of payments to a payment service provider;

“Consultancy Days” means a Business Day whereby an employee of Atmoso with over 3 years’ experience in PCI DSS provides advice, guidance and assistance at the request of the Partner or Customer;

“Hosted Portal” means any software maintained by Atmoso for purposes of interacting with call centre agents to capture payments;

“PCI DSS” means Payment Card Industry Data Security Standards;

“Development Day” means a Business Day where a Developer is used to provide advice, guidance or assistance in relation to RevoPCI on behalf of the Partner or Customer; and

“RevoPCI” is the name of the Atmoso service which provides the card capture telephony payment solution.

- 2.2 Any of definitions and interpretations contained within the Atmoso General Terms and Conditions shall have the same meaning in these Terms and Conditions.

3. Additional Terms

- 3.1 RevoPCI will be certified to Level 1 of the latest version of the PCI DSS.
- 3.2 Atmoso reserves the right to limit capacity on RevoPCI to a maximum of 1 INVITE or RE-INVITE per channel per minute and a maximum of 5 payments per hour per channel.
- 3.3 Atmoso shall provide an AoC to the Customer annually upon request for services provided.

4. Consultancy

- 4.1 Atmoso may, at the request of the Partner or Customer provide Consultancy Days.

- 4.2 The Partner agrees to pay and Atmoso may charge for any Consultancy Days required. Consultancy Days are charged in line with the latest Atmoso price list and will be agreed in writing by the Partner prior to the commencement of work.

5. **Availability**

- 5.1 All RevoPCI services are issued with two SIP trunks for use by an Active/Active or Active/Passive SIP Trunk system. During regular maintenance windows calls may not be available on either trunk for a period of up to 4 hours and it is the responsibility of the Partner to ensure the phone system is configured in a manner than no loss of service is caused to the Customer.
- 5.2 The Parties agree that no fault shall be deemed to have arisen out of a failure of a single one of the SIP trunks, unless reported and un-resolved for a period of 24 hours.

6. **Fault Resolution**

- 6.1 If the Customer uses the API to interact with RevoPCI then any faults raised in relation to an error must include the full request and response received.
- 6.2 If the Customer uses a Hosted Portal to interact with RevoPCI then any faults raised in relation to an error must include a screenshot including the browsers debugger window.
- 6.3 If the Customer uses a Hosted Portal then Atmoso may from time to time specify minimum browsers versions, unsupported web browsers or minimum operating system requirements required to use the software.

7. **Development**

- 7.1 Atmoso may, at the request of the Partner agree in writing to undertake Customer specified changes or 'customisation changes' to RevoPCI or to the Customer software. This may include Scripting, ad-hoc modifications to an element of RevoPCI, report writing, or bespoke interfacing to external systems or applications and suchlike.
- 7.2 User Acceptance Testing of any customisation changes is the Partner's responsibility and the Partner is required to provide suitably qualified personnel to carry out such testing. Atmoso reserves the right not to deploy any customisation changes to the system without formal acceptance of the change by the Customer.
- 7.3 The Partner agrees to pay and Atmoso may charge for any Development and Days required. Development Days are charged in line with the latest Atmoso price list and will be agreed in writing by the Partner prior to the commencement of work.