

Client Service Description

Compliance Recording for Microsoft Teams

Recording Insights

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1. Introduction to ASC Technology

ASC Technologies (ASC) is a cloud service provider for compliance recording and analytics. ASC addresses all enterprises with recording needs, especially financial institutions, public safety organizations and contact centers. ASC records, analyses and evaluates interactions across all media, including 1:1 calls, meetings and chat. The content of communication becomes accessible and critical information and trends are revealed.

Headquartered in Germany and with subsidiaries in the United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore, ASC is a powerful global player with a worldwide sales and service network. ASC is a selected Microsoft partner for compliance recording and analytics and adds this functionality to Microsoft Teams.

2. Solution Overview

ASC's Recording Insights is a native app for compliance recording and analytics integrated in Microsoft Teams. It captures and stores all communications via Teams in Microsoft Azure, allowing you to comply with legal requirements in different sectors. It allows customers to record and archive one-to-one PSTN-to-Teams calls and Microsoft Calling Plan calls as well as online meetings, video, and chat to fully meet compliance requirements. Using Microsoft Azure Cognitive Services, the solution automatically transcribes all recorded communications, translates them into multiple languages and analyzes the results to find key metadata and identify compliance risks.

The entire communication is stored in the Microsoft Azure Cloud. Azure regions are selectable to fulfill compliance with the complex requirements of MiFID II, HIPAA, Dodd-Frank or FinVermV when using Microsoft Teams.

All recorded data is encrypted tenant-specifically and saved in Azure Blob Storage (a geographical region or even customer subscription is selectable on demand). By offering the possibility to configure access rights on tenant level, the solution ensures that only respectively authorized users may access the data. The settings can be customized according to individual requirements. This enables companies to meet crucial regulations regarding compliance recording and data protection. Additionally, the solution includes a user-friendly interface that allows for easy navigation and management of the stored data. This includes features such as search and filtering options, as well as the ability to download or share specific data sets with authorized users.

2.1. Advantages of ASC Recording Insights for Microsoft Teams

- Solution certified for Microsoft Teams
- Secure recording and archiving of the entire communication in Microsoft Teams
- Tenant-specific encryption of data including Customer-Managed keys (bring your own key, BYOK) and key Rotation
- Access rights management
- Optional compliance features to meet specific compliance requirements of different industries
- Recording control to start, stop, mute, and delete the recording with individual tagging of conversations
- Transcription, translation, keyword spotting (based on Microsoft Cognitive Services)
- Report functionality with alarming option
- Native app in Microsoft Teams integrated directly into the user interface of Microsoft Teams
- Available on all platforms supported by Microsoft Teams (even on tablets and mobile phones)
- Recording rules with definable retention periods per recordings
- Hosted in various Azure regions (storage location can be selected by customer on demand – Bring Your Own Storage (BYOS) scenarios available on demand)
- Flexible, scalable, and high available with optional parallel recording measures
- User matching via Microsoft Azure Active Directory
- Azure AD Group Integration
- Post Compression functionality
- Multi language UI (English, German, Japanese, Dutch, Chinese, French, Portuguese, Swedish)

3. Service Description

3.1. Microsoft pre-requisites

ASC is a selected Microsoft partner for compliance recording and analytics. Recording Insights can be integrated seamlessly into Microsoft Team as a native app (preferred app in AppSource and Azure Marketplace), is accessible via all platforms supported by Microsoft Teams (e.g. tablets and smartphones) and is available in the Microsoft Cloud for Financial Services.

Please note that based on the Microsoft license requirements policy-based recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link: <https://docs.microsoft.com/en-us/microsoftteams/Teams-recording-policy>

3.2. Offer Packages overview

The solution is licensed per named user per month, i.e. every activated subscription for a user package can be assigned to one named user. Customers can choose either Compliance Voice, Compliance UC, Smart UC or Smart Voice recording packages. All packages can be extended with a variety of add-ons (e.g. for analytics).

Please note, it is not possible to mix Compliance UC/Voice- with Smart UC/Voice recording licenses. However, mixing of Compliance UC with Compliance Voice licenses is supported, respectively Smart UC/Voice licenses.

3.2.1 Basic functionalities

All packages have the following features in common. Depending on the selected package, these basic functions are supplemented by additional features.

- Access to ASC Recording Insights application providing all important modules, such as Recording, Dashboard, Settings, or User Configuration. After authentication on the Configuration website, the user can access the functions without having to install additional software on the client-PC (via a native app integrated into Microsoft Teams or via web access). To ensure the necessary security during the transmission, a secured connection (SSL) is used.
- Recording of specified named users.
- Usage of different recording modes
 - Bulk Recording:
 - All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.
 - Never Record:
 - Calls will not be recorded.
 - Record on Demand:
 - Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated

within the recording rules and then be assigned to individual users. This includes:

- Starting the recording (“Start”)
 - Stopping the recording (“Stop”)
 - Recording Control for Bulk Recording:
 - Automatic recording of all conversations, but recording can be stopped and restarted (multiple times) at any time via the Live View Panel.
- User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.
 - Search and replay rules can be determined e.g. for the following parameters:
 - No recordings (User cannot replay recordings)
 - Own recordings (User can only replay own recordings)
 - Team/group recordings (User can replay own and assigned team/group recordings)
 - All recordings (User can replay all recordings)
 - Access and right rules can be determined e.g. for the following parameters:
 - User
 - Administrator
 - Define own rules e.g. for Supervisor, Compliance Officer, etc.
- Recording rules can be determined e.g. for the following parameters:
 - Audio
 - Video/Screen Recording (only with Compliance UC/Smart UC Recording)
 - Screen Only Recording (only with Compliance UC/Smart UC Recording)
 - Chat (add-on “Chat Recording” required)
- Recording report – A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
- Retention time - A deletion time can be determined within a recording rule, so that the recording will be deleted once the retention time is reached.
- Encryption with Microsoft Key Management – All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.

3.2.2 Compliance UC Recording

This package offers users an enhanced feature set especially designed for companies with regulated users. It enables the recording of voice, video, and screen sharing.

In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Parallel Recording (Redundant recording of conversations via two recording bots).
- Besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.
- Individual definition of recording rules also for video & screen sharing.
- Conversation Safe – Recordings can be stored here for an extended period of time to protect them from deletion for further internal investigations or to preserve evidence for legal proceedings. The originally defined deletion date of a conversation is disabled, and only certain persons have access to the saved conversations.
- Customer-Managed Keys (“bring-your-own-key”, BYOK)
- 5GB of storage included per named user subscription (shared within the whole tenant)
- Audit logs – All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.
- Audit Log report – An Audit Log report can be created based upon selected audit log events.
- Extended report – An extended report can be created based upon additional KPI’s and individual selections.

3.2.3 Smart UC Recording

This package offers users a solid basis for recording of conversations within modern communication platforms. It enables the recording of voice, video and screen sharing.

In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Recording of conversations via one Microsoft bot (non-redundant)
- Individual definition of recording rules also for video & screensharing
- 5GB of storage included per named user subscription (shared within the whole tenant)

Please note that Smart UC Recording package is not suitable to regulated industries.

3.2.4 Compliance Voice Recording

This package offers users a feature set especially designed for companies with regulated users and a focus on voice conversations. It enables the recording of voice.

In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Parallel Recording (Redundant recording of conversations via two recording bots)
- Besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.
- Conversation Safe – Recordings can be stored here for an extended period of time to protect them from deletion for further internal investigations or to preserve evidence for legal

proceedings. The originally defined deletion date of a conversation is disabled, and only certain persons have access to the saved conversations.

- Customer-Managed Keys (BYOK)
- 5GB of storage included per named user subscription (shared within the whole tenant)
- Audit logs – All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.
- Audit Log report – An Audit Log report can be created based upon selected audit log events.
- Extended report – An extended report can be created based upon additional KPI's and individual selections.

3.2.5 Smart Voice Recording

This package offers users a solid basis for recording of conversations within modern communication platforms. It enables the recording of voice.

In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Recording of conversations via one Microsoft bot (non-redundant)

Please note: Smart Voice Recording is not suitable for regulated industries.

3.3. Add-on offers

3.3.1 Add-on for Analytics

This add-on enables the use of intelligent functions for analytics using Microsoft Cognitive Services (additional Cognitive Services Consumption Package needed). The user thus has the possibility to gain valuable, deeper insights into the recorded communication. It is featured with configurable analytics rules per user and specific analytics centric dashboards and reports.

The add-on enables (based on the subscribed analytics packages):

- Visualized transcript - The conversation is transferred from speech to text
- Highlight keywords - All predefined keywords that are spotted within the recording are marked and displayed as keywords.
- Categorization on basis of keywords - All keywords that are spotted within the recording are marked and displayed in categories.
- Displaying sentiment - All sentiments within the recording such as neutral, positive, mixture or negative are marked and displayed.
- Usage of additional analytics user rights & access management for specified named users.

Analysis rules can be determined e.g. for the following parameters:

- No Analytics allowed
- Analyze on Demand
- Analyze all
- Individual analytics
- Usage of additional reporting:

Analytics report: an analytics report can be created based upon the number of calls with selected keywords or categories.

Note: *The Add-On Analytics is included in the AI Policy Engine and does not need to be ordered additionally.*

3.3.2 Add-on AI Policy Engine

This add-on makes it possible to meet the high, complex and constantly growing compliance requirements in the financial environment as well as other areas and industries. The AI Policy Engine easily identifies relevant, risky or non-compliant conversational content by systematically scanning for critical predefined and/or company-specific content using artificial intelligence. In addition to the various compliance use cases, the AI policy engine also incorporates the predefined templates for measurement of the customer experience.

It also provides users with an intuitive workflow to consolidate and retain critical or valuable conversations for further case processing.

The add-on includes all the features of the Analytics add-on and adds the following additional features designed to meet specific compliance requirements and measure customer experience:

- Exclusive section for Compliance Officer/Supervisor Easy-to-use interface for creating individual policies. A wide range of functions is available for this purpose, enabling communication to be monitored reliably. Simple to complex policies can be created from sensitive keywords, categories, adherence phrases, patterns, and AI questions.
- Provision of ASC curated policies that are continuously updated. These can be adapted to individual needs and use cases at any time.
- Extra tab showing Policy hits with time stamp directly in the detail view of a conversation. Time stamps enable to jump to the point in the conversation where the policy hit occurred.
- Automated adjustment of retention time based on call content.
- Assignment of individual risk ratings per policy.
- Exclusive access to Conversation Safe, which allows critical conversations to be stored securely beyond their retention time and protected from unauthorized access. Ability to create individual folders and grant authorized access rights to specific users.
- Ability to create extended reports and monitor them through a visualized dashboard. In addition, it is possible to create alarms for threshold values reached and to automatically send regular reports on specific KPIs via email to a defined group of recipients.
- An extended user rights & access rules concept can be used to create more granular analytical and access rules.

3.3.3 Add-on for Quality Management

In the fast-paced world of customer interactions, maintaining high-quality engagement with clients is essential for business success. As part of the AI Policy Engine, Quality Management Scorecard is designed to enhance the evaluation process by providing a comprehensive, flexible, and efficient solution for assessing agent performance and customer interactions. This scorecard can be customized to meet your specific needs and evaluated either manually by your team or automatically using advanced large language model (LLM) technology secured in the Microsoft Azure environment.

Empower your quality assurance team to manually assess interactions using the customized scorecards, allowing for subjective insights and expert judgment or leverage LLM technology to perform objective and consistent evaluations at scale, reducing the time and effort required for

large volumes of interactions. This Add-on requires the Add-on AI Policy Engine and for automated evaluation a consumption-based Token package needs to be activated

Note: The add-on for QM can be booked only in combination with a named user license for recording. The AI Policy Engine is required and must be ordered separately.

3.3.4 Chat Recording – Standalone

This license enables the possibility to record any type of chat conversations whether they are 1:n, within calls or meetings and channel chats (Please note that channels declared as private are not accessible). With the Chat Recording Standalone License, the chat messages are captured in regular intervals via the Microsoft Graph Export API for Teams messages and stored based on rules defined within the recording rule section (e.g. set an appropriate retention time).

In contrast to the Add-on license for Chat Recording (mentioned above) no additional recording license is required per user.

3.3.5 Dynamics 365 (control via D365 app)

This integration for control enables a user to take full control over the recording capabilities via the Dynamics 365 app, it provides the possibility to start recordings from within Dynamics via the “Start Recording” button or to manually link recordings to an entity (in case of bulk recording).

The recordings linked to an entity (e.g. an opportunity or a contact) are listed in the respective timeline. The type of the list entry is a phone call, and it contains information about participants of the call, start, duration, the conversation ID of the recording and a link leading to the replay of the recording. For security reasons, the recording itself will not leave the ASC Recording Insights environment and can be stored in the Microsoft Cloud for Financial Services.

In addition to the timeline entry, it is also possible to integrate an iframe containing an entry list with all filtered calls for the specific entity. In this case the ASC Recording Insights web app is displayed in the iframe and a direct replay within the Dynamics 365 UI is possible.

3.4. Additional Options

3.4.1 Support

If 24/7 access to the ASC service contacts is required, uplift applies to all licensed users.

3.4.2 Storage

The recorded data is securely stored within a Microsoft Azure block object (blob) Storage. Within the tenant, 5GB of storage is included per named user subscription (Smart Voice Recording excluded). If the included storage quota is exceeded, an additional storage package is required. Each storage option includes 500GB storage space for the entire tenant and is charged per month.

ASC offers Tenant separated Azure Blob storages with access tier “hot” / “archive” configurations and LRS/GRS redundancy.

Locally redundant storage (LRS) replicates your storage account three times within a single data centre in the primary region. LRS provides at least 99.999999999% (11 nines) durability over a given year.

For additional information about Azure blob Storage GRS, please refer to: Data redundancy in [Data redundancy in Azure Files | Microsoft Learn](#)

Geo-redundant storage (GRS) copies your data synchronously three times within a single physical location in the primary region using LRS. It then copies your data asynchronously to a single physical location in a secondary region that is hundreds of miles away from the primary region. GRS offers durability of at least 99.99999999999999% (16 9's) over a given year.

For additional information about Azure blob Storage GRS, please refer to: [Data redundancy in Azure Files | Microsoft Learn](#)

Customers can bring their own Azure blob storage (bring your own storage; BYOS) with any type of access tier configurations and redundancy. Customers are further fully responsible for any issues in respect to the storage account. Additional costs will occur to process and transfer the data over to the customers Azure storage location based on the appropriate region (Data Transport Azure Package).

In case of problems with customer's own storage – e.g. no connection – ASC temporarily buffers the data to prevent any data loss (data in motion). If the connection is restored (within 7 days), the data is finally stored in its predefined destination (data at rest).

Additional Storage types can be supported on request:

- Data Lake Storage
- Immutable Storage
- Azure-Stack-Hub

Example:

- Customer has 10 users and therefore 50GB storage space included. Within the first month he records 45GB of audio and video conversations. Therefore, within month 1 no additional storage package is required.
- In the second month customer records additional 35GB and now has stored 80GB in total. As soon as he exceeds the included storage, he needs an additional storage package (500GB).
- In the third month he stores additional 40GB and now has stored 120GB in total. With the included 50GB and the additional 500GB package he can store up to 550GB, therefore no additional package is required.

Storage 500 GB - GRS (Area 1) – per package / per month:

This storage option includes the storage of up to 500GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the selected Microsoft Azure Region. Currently available Azure regions in GRS Area 1 are:

- North Central US
- Europe North
- UK South
- Canada Central
- Japan West
- UAE North
- Other regions on request.

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

Storage 500 GB - GRS (Area 2) – per package / per month:

This storage option includes the storage of up to 500GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the chosen Microsoft Azure Region. Currently available Azure regions in GRS Area 2 are:

- East Asia
- Switzerland North
- Brazil South
- Australia East
- Other regions on request.

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

Storage 500 GB - LRS (Area 1) – per package / per month:

This storage option includes the storage of up to 500GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in the selected Microsoft Azure Region. Currently available regions in LRS Area 1 are:

- North Central US
- Europe North
- UK South
- East Asia
- Canada Central
- Japan East
- UAE North
- Other regions on request

Storage 500 GB - LRS (Area 2) – per package / per month:

This storage option includes the storage of up to 500GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in the selected Microsoft Azure Region. Currently available region in LRS Area 2 are:

- Switzerland North
- Brazil South
- Australia Est
- Other regions on request.

Archive Storage

The archiving option will allow to send stored recordings to an archive storage which is more cost efficient when recordings should be kept for a long time and not replayed frequently. Archived calls will be marked within the application and can still be searched. Before replay, a recording has to be retrieved from the archive which can take up to 17 hours.

Note: Export packages are not required for data that is moved to archive storage. The restore from Archive Storage is subject to the fair use principle (restores of up to 5% per month are considered as fair use). If a mass data restore is required, please contact NTT for an individual quotation

Post Compression

The Post Compression feature gives clients the option to configure a time (in days) when *.wav files must be converted to .mp3 to save storage space.

Multi-Region Storage

The Multi-Region Storage feature enables customers to store data of the same tenant in different Azure regions. This supports customers in meeting legal requirements when data may not be stored outside the country.

3.4.3 Utilization of Microsoft Azure AI Services

If an analytics add-on or the AI Policy Engine is licensed in combination with a Compliance or Smart package additional consumption-based analysis packages are required. With each package 100h of recordings can be analyzed per month (unused analysis time expires).

- **Transcription (100h) – per package / per month:**

The Transcription package includes the ability to perform analysis based on Microsoft Cognitive Service Speech to Text providing a complete transition of spoken words into text. Based on this search for keywords and phrases is possible as well as categorizations and keyword spotting based on predefined or preconfigured word lists.

- **Translate (100h) – per package / per month:**

The Translate package includes the ability to perform translation of transcribed information based on the Microsoft Translate service. Please note that transcription package is required.

At least the Transcription package listed above is mandatory to use the respective analytics functionalities within the ASC Recording Insights application. For example, having a transcript available for all or certain conversations, categorization based on keywords, highlight keywords, and reporting conversations that contain certain keywords.

3.4.4 Utilization of Microsoft Azure OpenAI Services

If the AI Policy Engine is licensed in combination with a Compliance or Smart package additional consumption-based AI Token packages can be subscribed to perform AI-based analysis of textual content like transcripts or chat.

- AI – 20m Token – per package / per month:

With each package you get 20 Million Tokens for AI analysis per month (unused Token expire). Generally, an AI-based policy analysis for one conversation (duration of two (2) minutes) approximately consumes 350 Token.

3.4.5 Key Management

The Key Management allows clients to setup Key Rotation or Customer-Managed Keys (BYOK) that can be managed via the ASC Recording Insights UI.

Please note: The use of Customer-Managed Keys (BYOK) requires compliance recording packages.

The key Rotation feature enables the client to rotate encryption keys (ASC or Customer-managed Keys) based on the settings in the tenant configuration. This can be either done automatically or manually. The ASC encryption key is stored in the tenant key vault.

Customer-managed Keys support clients to use their own azure encryption keys based on the settings in tenant configuration. The encryption keys are stored in the customer key vault.

The following configurations are supported:

- Keys managed by ASC and stored in ASC key vault
- Keys managed by ASC and stored in Customer key vault
- Keys managed by Customer and stored in Customer key vault (BYOK)

3.4.6 Export

ASC Recording Insights currently supports the following export locations:

- EVOIPneo (via Azure blob storage)
- Bloomberg Vault
- Hubstor
- Microsoft Azure blob storage
- AWS S3
- SFTP
- Microsoft Azure Datalake

An export package is required if the recorded data should be:

a) exported to public locations (**Data Export Public**)

One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another location outside of the Azure ecosystem. E.g. to archive recordings within a 3rd party archive solution like Bloomberg Vault or Azure Stack.

b) exported to another location within the Azure ecosystem (**Data Export Azure**)

One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording or if an export to a customer Azure blob storage is required.

The transfer packages described above include the costs for bandwidth, data management and processing within ASC's backend.

Data Export Public Packages

Data Export Public Packages offer the possibility to export/transfer an amount of 500GB of recorded data from the respective Azure storage location to another location outside of the Azure ecosystem. E.g. to archive recordings within a 3rd party archive solution like Bloomberg Vault or export it to a local storage.

If more than 500GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

▪ **Data Export Public - 500 GB (Group 1) – per package / per month**

Group 1: Source of export is North America, Europe

▪ **Data Export Public - 500 GB (Group 2) – per package / per month**

Group 2: Source of export is Australia, Asia

▪ **Data Export Public - 500 GB (Group 3) – per package / per month**

Group 3: Source of export is Africa, South America

Data Export/Transfer Azure Packages

Data Export Azure Packages offer the possibility to export/transfer an amount of 500GB of recorded data from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording. If more than 500GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

▪ **Data Export Azure - 500 GB (Group 1) – per package / per month**

Group 1: Export or transfer from US to US, Europe to Europe

▪ **Data Export Azure - 500 GB (Group 2) – per package / per month**

Group 2: Export or transfer from US or Europe to other continents

▪ **Data Export Azure - 500 GB (Group 3) – per package / per month**

Group 3: Export or transfer from Japan East or West to any other location (including Japan); Australia to any other location (including Australian Data Centers); Asia to any other location (including Asian Data Centers)

▪ **Data Export Azure - 500 GB (Group 4) – per package / per month**

Group 4: Export or transfer from Brazil to any other location

3.5. Additional Services

5.1 Onboarding & Administration Training

The Onboarding & Administration Training: training for onboarding and for user administration & configuration.

5.3 Tenant Activation Fee

ASC will do the activation of the respective customer within the ASC Recording Insights infrastructure.

4. Service Level

The table below exposes the specific SLAs related to *Recording Insights* solution.

NTT severity	Expected Service Level	Minimum Service Level	Target Time	First Ack time by mail	Regular update time by mail	Support coverage	Measurement Window
S1	100.00%	98.00%	within 4 hours	60 minutes	2 hours	8 x 5	8 x 5
S2	100.00%	98.00%	within 5 day	2 hour	every 1 day	8 x 5	8 x 5
S3	100.00%	96.00%	within 10 business days (of the customer)	4 business hours (of the customer)	every 2 days	8 x 5	8 x 5
S4	98.00%	95.00%	within 20 business days (of the customer)	8 business hours (of the customer)	every 4 days	8 x 5	8 x 5

Recording Insights Standard Support

Severity	Target Time	First Ack time	Regular update time	Support coverage	Measurement Window
S1	within 4 hours	60 minutes	2 hours	24 x 7	24 x 7
S2	within 3 business days (of the customer)	2 hours	every 12h	8 x 5	8 x 5
S3	within 5 business days (of the customer)	4 business hours (of the customer)	every 1 day	8 x 5	8 x 5
S4	within 10 business days (of the customer)	8 business hours (of the customer)	every 2 days	8 x 5	8 x 5

Recording Insights Critical Services Level

5. Billing

5.1. Terms

Compliance Recording terms, upsell, down sell (authorized or not)

Each user Users must be aligned to a minimum and only one of the licenses.

Item	Terms available
Initial terms available	1, 12, 24, 36 months
Renewals terms available	12 months
Minimum purchase available	8 Users

5.2. Billing Cycles

NTT billing cycles start on the first calendar day of the month and ends on the last calendar day of the month. Monthly Recurring Charges (i.e. Recording Insights) are computed on the last calendar day of the Month for invoicing (i.e. Recording Insights licenses of December 2023 are rated on December 31st and invoiced in January 2024). NTT does not provide pro-rated charges but rather full month rating and invoicing.

5.3. One-Time Charges

One-Time Charges described in the SOF are to be charged only once and following conditions described in the SOF or in the VTSOW if Professional Services (PS) activities are also included. In case of the latter, the detailed description of what is covered by such charges shall be described in the PS Statement of Work.

One-time charges are applied to set up the Recording Services an includes:

- Tenant activation
- Onboarding
- Admin training

5.3.1 Recording Insights Services Plans charges

Monthly Recurring Charges for Recording Insights services Plans occurs every month and is based on the number of User licenses as stated in the SOF.

5.3.2 Billing and Invoicing capabilities

NTT will invoice Client centrally in country as initially agreed between the two parties.