

## ANNEX

### Call Recording service

CONTRACTED PLAN:	
Charge per minute:	
Set up:	
Reconfigurations:	
Storage time (months):	
FTP server address:	
Terms and Conditions	<p><b>Charges:</b> The duration on which the recording is charged is based on the time indicated on our platform, it may not be exact</p> <p><b>Set up and reconfigurations:</b> It is the charge that applies every time an extension or telephone is included to record your calls. As many phones or extensions can be included in each configuration. Deleting phones or extensions to be recorded has no charge</p> <p><b>Recordings storage time:</b> Recordings are stored at CallMyWay servers the time sted.</p> <p><b>Recordings trascriptions through FTP:</b> In case you request that the recordings be transcribed to your server, this will be done daily to an FTP server provided by the client. Once transcribed, the recordings are kept on CallMyWay's servers for a period of one month regardless of what was agreed as storage time.</p> <p><b>Service waiver:</b> Call recording is a service provided for quality control purposes so even when the system is configured to record some type of calls, some may not be fully or partially recorded, CallMyWay does not accept responsibility for calls that have not been recorded even though by configuration they should have been recorded.</p>

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