

Date: 26-06-2024

Commercial Proposal

From Exotel Cloud Telephony Solution

We are delighted to offer you our Cloud communications services which help large businesses streamline and bring efficiency to their voice communication. As per our discussion, I'm attaching the commercials for the paid plan.

Plan	Dabbler	Believer	Influencer
Validity	5 Months	11 Months	11 Months
Virtual Landline Numbers	1 free, Additional at INR 499/month	2 free, Additional at INR 499/month	10 free, Additional at INR 499/month
Agent Access	3 free; Additional at INR 199/month	6 free; Additional at INR 199/month	Unlimited
Single Leg Call Connect Charges Same Circle / Other Circle	INR 0.45 / INR 0.75 Per min	INR 0.45 / INR 0.70 Per min	INR 0.40 / INR 0.65 Per min
Channels	Unlimited	Unlimited	Unlimited
Software Rental	INR 4,999	INR 10,499	INR 10,499
Total Balance Provided	INR 5,000	INR 9,500	INR 39,000
Total Cost	INR 9,999	INR 19,999	INR 49,499
18% GST			
Total Prepaid Cost (Including 18% GST)	INR 11,799/-	INR 23,599/-	INR 58,409/-

Exotel confidential information

Registered Address - Exotel Techcom Private Limited, No 22, Kensington Road, Ulsoor, Bangalore 560 008
CIN: U72900KA2011PTC059065

NOTE:

1. Request you to deduct TDS @ 2% under 194J for FTS as per press release dtd. 13 th May 2020 page 2 serial number 16 issued by the Government of India, Ministry of Finance.

Important terms:

1. The proposed solution will provide the client with access to make outgoing calls, receive incoming calls on mobile/landline phones, intelligently route calls with API integrations, access detailed call statuses, record all calls, set up multi-level IVR systems, CRM integration APIs, etc.
2. **In the case of 2 leg calls, the Outbound call charges will be doubled and billing will happen for each leg individually based on Local and Std split.**
3. The rental charges for 5 / 11 months cover the User logins, Virtual number, call recordings, and analytics.
4. *Unlimited: We provide shared channel capacity to all our clients as per the volume commitments so that you do not have to invest in additional capacity for CAPEX. We do not charge for any PRI lines separately. Usually, we keep a buffer of 130% of the actual usage in the previous month.
5. We can provide local virtual landline numbers (VN) in the telecom circles mentioned below. For all other circles, we can use a VN which is from the nearby circle. The ownership of these numbers cannot be transferred. In case the operator shuts or discontinues the services, the current number cannot be ported to a new operator as these are PRI generated numbers. Exotel will provide you with a new number from a different operator in such scenarios.
 - i. *Delhi(NCR), Mumbai(MH), Maharashtra, Bengaluru(KA), Hyderabad (AP/Tel), Kolkata (WB), Chennai (TN), Ahmedabad (GJ, Goa), Rajasthan(RJ), Madhya Pradesh(MP) and Kerala(KL).*
6. Payment: Exotel follows a prepaid model in which balance is provided and will be debited based on Call and SMS usage. In case you are left with some balance, the same will be carry forwarded. There is no additional cost for getting call recordings or

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analytics. In case you diminish your balance, you can recharge your account with a minimum amount of Rs 500.

7. Taxes: Above mentioned prices are exclusive of tax. At the moment, 18% GST is applicable on the above prices.
8. TDS amount to be deducted u/s 194J @2% (if applicable).
9. To have a Mobile customer-facing number (for incoming calls only), you can procure a Jio number from any of these circles i.e New Delhi, Gujarat, Mumbai, Maharashtra, Karnataka, Tamil Nadu, Andhra Pradesh, West Bengal, Rajasthan, Madhya Pradesh, and Kerala and set a divert to our Virtual number.
10. Custom integrations: The detailed API documentation for integration (CRM, ERP, etc) is available here - <https://developer.exotel.com/api/>.
11. The proposed Commercial is valid only for 1 month from the date of the offer.
12. SMS Charges(INR)***: SMS will be charged on Submission.
13. You can find our terms of use here, <https://exotel.com/terms-of-service/>
14. All Indian domestic commercial SMS (Transactional & Promotional) will be charged an additional DLT scrubbing charge of Rs. 0.025 per SMS unit* by the operator for each submission from **1st September 2020**. This charge will be applicable in addition to the SMS rate according to your bill plan.
15. As per TRAI regulations
 - **Calls/ Promotional SMS to DND numbers will not work** as per TRAI regulation. To make the calls to the DND number, a set of formalities are needed to be done which are-
 - Please share the detailed use case for Making calls or sending SMS.
 - We need to get a screenshot of a lead in your CRM or lead management system. In the attached format where the lead name, URL, and phone number are visible.
 - We need a signed and stamped copy of your letterhead where the below text is mentioned.
(your company) known as (Account SID) is using Exotel to make transactional calls to it's registered users only. In case of any violation, (your company) would be able to provide the opt-in proof within 24 hours. (your company) agrees to the terms of service mentioned here - <https://exotel.com/terms-of-service-2018/>
 - We need the following KYC documents to complete the account KYC for enabling outgoing calls for your account.

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KYC docs for Registered Companies		
	Acceptable documents	Formats for upload
Company PAN card	Self-signed copy of company PAN card (or) Owner's PAN card	png, gif, jpeg, pdf
Certificate of Incorporation	Self-signed copy of the company's certificate of incorporation / Passport copy of the owner	png, gif, jpeg, pdf
Company address proof	One of the following documents self-signed Post-paid phone bill Rental agreement Nationalized bank's most recent (This month) statement	png, gif, jpeg, pdf
Photo identity	For upload: Passport photo of one of the Directors	png, gif, jpeg

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