

SIGNALWIRE TERMS

Sprinklr uses the third party SignalWire, Inc. ("SignalWire") to provide SignalWire Voice. Use of SignalWire Voice is subject to the following terms:

- (a) SignalWire Voice is being provided under a Bring Your Own Carrier ("BYOC") model. Customer will be responsible for any telecommunications services that it purchases for use with SignalWire Voice. Sprinklr and SignalWire will not be responsible for such services, including payment of applicable fees and charges or compliance with applicable laws and regulations associated with such services.
- (b) Use of SignalWire Voice will result in additional fees. Customer shall be responsible for any applicable (i) fees associated with actual usage of SignalWire Voice (ii) surcharges associated with use of SignalWire Voice, together with any associated taxes or regulatory charges. Sprinklr shall invoice Customer for the actual fees incurred plus any additional taxes, on a monthly basis, in arrears. These invoices cannot be split and will be due pursuant to the payment terms herein. The fees for SignalWire Voice are subject to change by SignalWire at any time, and any changes will be applicable to the applicable Order Form.
- (c) Customer shall not, directly or indirectly use or attempt to use, or permit a third party to use SignalWire Voice to (i) send harassing messages; (ii) knowingly call numbers that have been listed on any municipality's or federal "Do Not Call" registry; (iii) engage in deceptive marketing practices; (iii) access or allow access to an official government-sponsored emergency telephone number (such as 911 in North America or 112 in the European Union and other locations worldwide) which is used to dispatch professional emergency responders; (iv) engage in fraud or phishing of sensitive data; or (v) misrepresent Customer's identity.
- (d) SignalWire Voice has a monthly availability commitment ("Availability Commitment") of 99.99% during any calendar month calculated by subtracting from 100% the percentage of continuous five-minute periods during the calendar month during which SignalWire Voice is unavailable ("Unavailable Time"). Availability Commitment does not apply to Unavailable Time that (i) are caused by factors outside the reasonable control of SignalWire; (ii) result from actions or inactions by third party; (iii) result from any applications, equipment, software or other technology provided by the Customer or third party (other than third party equipment within SignalWire's direct control); (iv) arise from SignalWire's suspension or termination of Customer's right to use SignalWire Voice; (v) scheduled maintenance; or (vi) problems or issues related to alpha, beta or not otherwise generally available SignalWire features or products.
- (e) Customer acknowledges that the features and functions of SignalWire Voice may change over time, in SignalWire's sole discretion, and that Sprinklr may choose not to renew SignalWire Voice at the end of the then current term of the applicable Order Form