

Updated on **March 12, 2019**

**Restcomm Standard CPaaS Enablement Pricing**

(all prices subject to change at Telestax' discretion or as agreed contractually)

| Programmable Voice  |          |                                 |
|---|----------|---------------------------------|
| Category  | Price    | Unit                            |
| Voice Platform Use  | \$0.0030 | Per Minute inbound or outbound* |
| * Call duration is billed in minutes for each started minute. |          |                                 |

|   |          |                                 |
|---|----------|---------------------------------|
| Voice PSTN Regular Numbers  | \$0.0120 | Per Minute inbound or outbound* |
| * Add-on PSTN charges for voice calls made to US numbers and received on US numbers. These charges do not apply to customers who bring their own PSTN carrier connections.<br>** Carriers may change prices at any time with a 24 hour notice.<br>*** Different charges apply for non-US numbers. Ask for a current rate sheet. |          |                                 |

|                   |        |                                 |
|-------------------|--------|---------------------------------|
| Toll Free Numbers | \$0.02 | Per Minute inbound or outbound* |
|-------------------|--------|---------------------------------|

|   |        |                        |
|---|--------|------------------------|
| Reserved PSTN Number                      | \$1.00 | Per number per month.* |
| * Additional PSTN carrier fees may apply. |        |                        |

|                |         |  |
|----------------|---------|--|
| Transcriptions | Roadmap |  |
|----------------|---------|--|

|   |          |                      |
|---|----------|----------------------|
| Recordings  | \$0.0022 | Per Recorded Minute* |
| * Call duration is billed in minutes for each started minute. |          |                      |

|                    |          |                             |
|--------------------|----------|-----------------------------|
| Recordings Storage | \$0.0004 | Per Minute Stored per month |
|--------------------|----------|-----------------------------|

|  |          |                             |
|--|----------|-----------------------------|
| Conference Pricing                       | \$0.0016 | Per Minute per participant* |
| * In addition to programmable voice fees |          |                             |

| Automated Speech Recognition (ASR)       |          |                 |
|--|----------|-----------------|
| Provider                                 | Price    | Unit            |
| Default ASR                              | \$0.0180 | Per 15 seconds* |
| * In addition to programmable voice fees |          |                 |

| Text to Speech (TTS)  |          |                     |
|---|----------|---------------------|
| Provider  | Price    | Unit                |
| VoiceRSS  | \$0.0003 | Per 100 Characters* |
| AWS Polly   | \$0.0007 | Per 100 Characters  |
| Acapela VaaS  | \$0.0080 | Per 100 Characters  |
| Nuance TTS  | \$0.0120 | Per 100 Characters  |
| * Usage is priced in blocks of 100 characters. For example, if 236 characters are used on a call, then you're charged for 3 blocks of 100 characters. |          |                     |

| Volume Discounts  |            |                                 |
|-------------------|------------|---------------------------------|
| Commitment Level* | Discount** | Voice & SMS Platform Unit Price |

| Programmable SMS  |         |                                 |
|---|---------|---------------------------------|
| Category  | Price   | Unit                            |
| SMS Platform Use  | \$0.003 | Per Message inbound or outbound |
| * Per SMS is 160 char or less for GSM<br>For > 160 chars, SMS is split into parts with 153 chars each message and counted accordingly.<br>For UC2 encoding, SMS contains only 67 chars per message. |         |                                 |

|          |         |                                  |
|----------|---------|----------------------------------|
| SMS PSTN | \$0.003 | Per Message inbound or outbound* |
|----------|---------|----------------------------------|

|          |        |                                  |
|----------|--------|----------------------------------|
| MMS PSTN | \$0.02 | Per Message inbound or outbound* |
|----------|--------|----------------------------------|

\* Add-on PSTN charges for SMS sent to US numbers and received on US numbers. These charges do not apply to customers who bring their own PSTN carrier connections.  
\*\* Carriers may change prices at any time with a 24 hour notice.  
\*\*\* Different charges apply for non-US numbers. Ask for a current rate sheet.

|               |         |                                  |
|---------------|---------|----------------------------------|
| Toll Free SMS | \$0.005 | Per Message inbound or outbound* |
|---------------|---------|----------------------------------|

|                               |        |                      |
|-------------------------------|--------|----------------------|
| Reserved Number (SMS Enabled) | \$1.00 | Per number per month |
|-------------------------------|--------|----------------------|

|                      |         |                      |
|----------------------|---------|----------------------|
| Reserved Short Code  | \$600   | Per number per month |
| Short Code Setup Fee | \$2,000 | One time setup fee   |

| Professional Services   |            |                      |
|---|------------|----------------------|
| Category  | Price      | Terms                |
| Remote PS   | \$160      | Per scheduled hour*  |
| Onsite PS   | \$240      | Per scheduled hour** |
| Custom PS   | Contact us |                      |
| * Requires minimum 2 weeks notice to schedule a session.<br>** Requires minimum 4 weeks notice schedule a session. Travel and accommodation expenses paid by customers. |            |                      |

| Commitment Level*                                | Support Plans |  |   |   |
|--|---------------|--|---|---|
|  | No commitment | \$2,000                                | \$5,000.00                              | \$10,000.00                             |
| API Status notification                          | Included      | Included                               | Included                                | Included                                |
| Call Rate (Call initiation per sec)              | 1 CPS         | 5 CPS                                  | 8 CPS                                   | 10 CPS<br>(Ask sales if more is needed) |
| Online Restcomm Certification Program            |               | Included (max 2 students)              | uded (max 3 stude                       | Included (max 5 students)               |
| Guaranteed response time                         | P1            | No Commitment                          | 1 Business Day                          | 1 Calendar Day                          |
|  | P2            | No Commitment                          | 2 Business Day                          | 1 Business Day                          |
|  | P3            | No Commitment                          | 2 Business Day                          | 2 Business Days                         |
| Web Support                                      | Included      | Included                               | Included                                | Included                                |
| 24 X 7 Web and Phone Support                     |               |  | Included                                | Included                                |
| Support Pricing (Addition to monthly commitment) |               | 4% of monthly spend (or \$500 minimum) | 6% of monthly spend (or \$1000 minimum) | 8% of monthly spend (or \$2500 minimum) |
| Onboarding Services                              |               | Included (max 5 Hrs)                   | cluded (max 8 Hrs                       | Included (max 15 Hrs)                   |
| Dedicated named support engineer                 |               |  |   | (Ask sales - additional cost)           |

| MessageExchange     |       |                                    |
|---------------------|-------|------------------------------------|
| Category            | Price | Unit                               |
| Number Platform Use | \$0.5 | Per managed phone number per month |

|  |       |                     |
|--|-------|---------------------|
| Broadsoft UC One   | \$1.3 | Per Seat per month* |
| * Telestax provides PSTN umber.<br>* MessageExchange Per Seat traffic is capped at 300 SMS Per Month per seat. If traffic goes beyond that threshold, standard Programmable SMS Product Pricing applies<br>** Flat per seat rate applies only to message send to and received on US numbers.<br>*** Non-US numbers have different rates. Ask for a current rate sheet. |       |                     |

| Visual Designer  |                             |                                      |
|--|-----------------------------|--------------------------------------|
| Category   | Price                       | Unit                                 |
| Interactions   | INCLUDED for a limited time | Per Interaction with Visual Designer |
| * Interaction is any HTTP POST to Visual Designer (from Restcomm or Web Trigger) |                             |                                      |

| Premium Features                               |                             |                             |
|--|-----------------------------|-----------------------------|
| Category                                       | Price                       | Unit                        |
| Whitelabeling                                  | INCLUDED for a limited time | Per organization per month* |
| * Fee waived for monthly commitment over \$10K |                             |                             |

| Email                                  |         |                                  |
|--|---------|----------------------------------|
| Category                               | Price   | Unit                             |
| Email                                  | \$0.003 | Per message inbound or outbound* |
| * Email message size not to exceed 1MB |         |                                  |

|               |            |          |
|---------------|------------|----------|
| No commitment | 0%         | \$0.0030 |
| \$2,000.00    | 5%         | \$0.0029 |
| \$5,000.00    | 8%         | \$0.0028 |
| \$10,000.00   | 12%        | \$0.0026 |
| Over \$10,000 | Contact us |          |

\*1 year commitment with monthly automated payment minimums.  
 \*\* Discounts apply only to regular Programmable Voice and SMS platform fees.  
 \*\* Discounts do not apply to any other services.

|            |          |          |          |          |
|------------|----------|----------|----------|----------|
| Uptime SLA | Included | Included | Included | Included |
|------------|----------|----------|----------|----------|