

**VOCALL MANAGEMENT PORTAL TERMS AND CONDITIONS**



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2021-01-12



# VOCALL MANAGEMENT PORTAL TERMS AND CONDITIONS

## 1. INTERPRETATION

- 1.1 Unless otherwise determined by the context, the following words will bear the meanings assigned to them hereunder: -
- 1.2 **“this Agreement”** means these terms and conditions together with the Master Services Agreement, all Service Schedules, Quotations, the Acceptable Use Policy and any other annexures, schedules and/or amendments from time to time; as may be agreed to in writing by both Parties;
- 1.3 **“Access Codes”** means usernames, passwords, email addresses and other unique identifiers allowing the Client access to the Services;
- 1.4 **“Authorised User”** shall be any person in the employ of Client and/or a person acting on behalf of the Client who is authorised by the Client to access Software Platforms.
- 1.5 **“the Client”** – as set out in Schedule A – Client Particulars of the Master Services Agreement;
- 1.6 **“Software Platforms”** means any software application provided by Vocall or its Service Providers for the Client to access;

## 2. CLIENT RESPONSIBILITIES

- 2.1 The Client will: -
- 2.1.1 Remain responsible for all Authorised Users;
- 2.1.2 Ensure that Authorised Users comply with the Master Services Agreement terms and conditions;
- 2.1.3 Be liable for all actions of Authorised Users on any Software Platforms;

## 3. MANAGEMENT OF AUTHORISED USERS

- 3.1 The Client will notify Vocall in writing: -
- 3.1.1 by using the template in Schedule A – Authorised User Information;
- 3.1.2 of New Authorised Users to be added;
- 3.1.3 of changes to existing Authorised User profiles;
- 3.1.4 of existing Authorised User’s access to be terminated.
- 3.2 Where an Authorised User’s access to be terminated, the Client will remain responsible for all actions of the Authorised User until Vocall notifies the Client in writing that access has been terminated.

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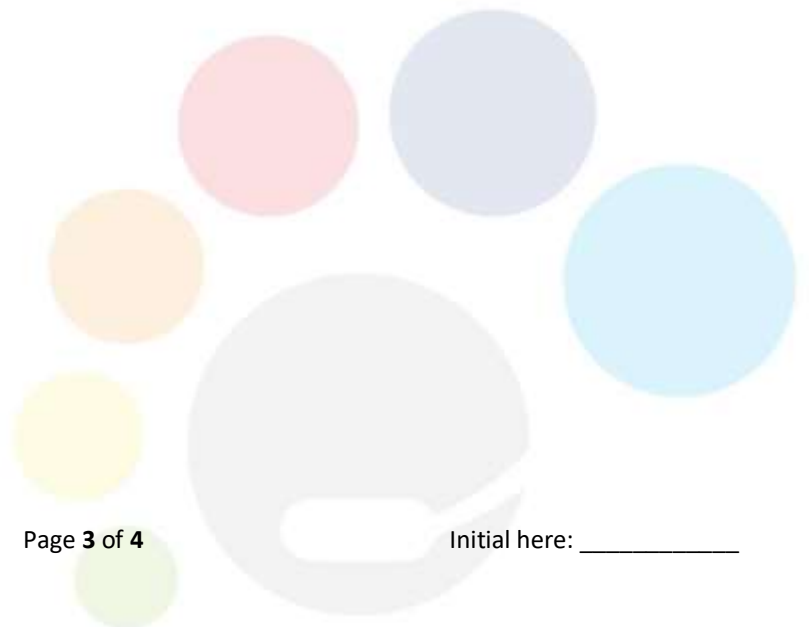
### 4. MANAGEMENT OF ACCESS CODES, USER NAMES, PASSWORD AND CREDENTIALS

4.1 The Client will: -

4.1.1 Be responsible for access codes, user names, passwords or other credentials to access the Software Platforms;

4.1.2 Notify Vocall immediately of any breach or potential breach of access codes, user names, passwords or other credentials ("Compromised Credentials") and the Client will remain liable for all transactions by Compromised Credentials;

4.1.3 Be required to review all transactions executed by any Compromised Credential and notify Vocall in writing once completed.



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## SCHEDULE A – AUTHORISED USER INFORMATION

<b>CLIENT NAME</b>					
<b>SELECT</b>	<b>NEW</b>	<b>TERMINATE</b>	<b>UPDATE</b>		
<b>EFFECTIVE DATE</b>	<b>TERMINATION DATE</b>				
<b>INITIALS</b>	<b>FIRST NAME</b>				
<b>SURNAME</b>					
<b>IDENTITY NUMBER</b>					
<b>CONTACT NUMBER</b>	<b>EXTENTION</b>				
<b>EMAIL</b>					
<b>DEPARTMENT</b>					

Authorised by (full name)

\_\_\_\_\_

Designation

\_\_\_\_\_

Signed at \_\_\_\_\_ on \_\_\_\_\_ 202\_\_

\_\_\_\_\_ who warrants that he/she is duly authorised hereto

FOR VOCALL INTERNAL USE			
<b>DATE RECEIVED</b>		<b>DATE PROCESSED</b>	
<b>ACCESS CODE</b>			
<b>COMMENTS</b>			
<b>CLIENT NOTIFIED ON</b>		<b>TIME</b>	