

Metaswitch Response to COVID-19 Crisis

In support of the anticipated changes to workplace behavior in accordance with WHO and CDC guidelines and precautions due to COVID-19, Metaswitch is providing a free usage period for newly created subscriber accounts for its web collaboration product (MaX Meeting) and its Cloud Contact Center product. Both special programs were initiated to facilitate its customers continuing to provide service.

Cloud Contact Center Program

Metaswitch recognized that many businesses may be stranded on old contact center technology that would not fully support a remote workforce. In order to assist these businesses, Metaswitch is offering to its customers a program through June 30, 2020 that will allow these customers to move to the Metaswitch Cloud Contact Center product and take live traffic within 48-72 hours. This will allow businesses to continue to serve their customers with a fully remote workforce.

The Cloud Contact Center program included:

- Contact center provisioning within 48-72 hours of order. (initially basic IVR routing configurations only. Advanced IVR configurations to be completed in 2-4 weeks)
- No Implementation fee
- One month's free service
- Expedited SIP trucking configuration for new service providers, target 48 hours

Max Meeting Program

Metaswitch will:

- Record subscriber counts using the Accession Meeting / Max Meeting licenses on the Effective Date
- Continue to bill the customer based on these subscriber counts on a monthly basis between the Effective date and June 30th, 2020 as per current contract terms
- Newly created subscriber accounts from the effective date will not be billed during the offer period
- As of July 1st, 2020, billing will revert to actual subscriber counts for the Accession Meeting / Max Meeting licenses included in the offer, reflecting current contract terms

At the end of this program, subscriber accounts that remain active will commence being billed in accordance with the existing Accession Meeting / MaX Meeting terms in place between Metaswitch and its customer.

The customers agreed to commit to pass this free usage period through to their customer's newly created end users; make all efforts to promote this effort to support best practices as defined by International, national as well as local Health department guidelines.