

**ConnectionsGT, LLC API Agreement (“Agreement”)**

**CUSTOMER CONTACT INFORMATION:**

Entity Name (“Customer”): \_\_\_\_\_

Address: \_\_\_\_\_

Billing/Main Contact: \_\_\_\_\_ Main Contact Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Customer wishes to procure the following services from Connections GT, LLC or its assignee (“Company”):

**1. SERVICES SUMMARY:**

A. Module(s) – See Exhibit A,B &C

Modules Name	Monthly Minimum Messaging Fees
<input type="checkbox"/> <b>Property Connect™</b> <ul style="list-style-type: none"><li>• <b>Arrival Connect™</b></li><li>• <b>Transfer Connect™</b></li><li>• <b>Guest Connect™</b></li></ul>	<b>\$3,250</b>
<input type="checkbox"/> <b>Owner Connect™</b>	<b>\$500</b>
<input type="checkbox"/> <b>Lead Connect™</b>	<b>\$500</b>

B. Monthly Company Platform & Number Fees: **See - Exhibit A&B**

C. Programming Setup for WhatsApp (One Time Fee): **\$2,000**

D. Dedicated Account Manager: **Yes**

E. HUB+APP User Licenses: **200 Users**

F. Message Retrieval, Storage & Archival: **See - Exhibit A**

G. Siloed Instance: **Yes - See Exhibit A&B**

Notwithstanding anything contained in this Agreement to the contrary, the Attached Exhibits A,B&C, the Terms and Conditions, Service Level Agreement, Privacy Statement and Supported Messages found on [www.connectionsgt.com](http://www.connectionsgt.com), Customer is responsible for paying all third party charges, including but not limited to, Syniverse charges, WhatsApp charges, Carrier A2P10DLC charges, all levies and taxes for all SMS text message segments and MMS text message segments routed through the Company Distribution List, API or HUB+APP. Company shall bill Customer for all third-party charges and collect and remit to Syniverse all collected charges with-out any mark-up or handling fees.

**2. PAYMENT METHOD:**

Credit Card Payment:

Credit Card #: \_\_\_\_\_

Expiration Date (MM/YY): \_\_\_\_\_ CVV: \_\_\_\_\_

Full Name on Card: \_\_\_\_\_

By signing below, I acknowledge I have read and understood all legal and liability terms and conditions presented to me as the Customer at:

- a) <https://www.connections-gt.com/terms-and-conditions>
- b) <https://www.connections-gt.com/service-level-agreement>
- c) <https://www.connections-gt.com/privacy-statement>
- d) <https://www.connections-gt.com/supported-messages>
- e) <https://www.connections-gt.com/end-user-license-agreement>

Company reserves the right to amend the aforementioned documents located at [www.connections-gt.com/legal](https://www.connections-gt.com/legal) as it deems necessary and will notify Customer, to the email address contained in Customer Contact Information above, that amendments have been made.

Effective Date: \_\_\_\_\_

Customer

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Client Authorized Signature: \_\_\_\_\_

Company

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

## Exhibit (A)

### 1. Definitions

Syniverse:

Syniverse is a telecommunications company of which one of many services they offer SMS, MMS, and IP based messaging. Syniverse is the only company that can provide connection to the private networks of the wireless carriers for 10DLC messaging.

Carrier:

Is a company such as AT&T and Verizon that provides cellular access to their Customers. Such access includes SMS TMS and MMS text message delivery.

External Text Message Segment:

TMS Segments shall be subject to and governed by the Terms and Conditions at <https://www.connections-gt.com/supported-messages>

Internal Text Message Segment:

External TMS Segments shall be subject to and governed by the Terms and Conditions at <https://www.connections-gt.com/supported-messagesand> and billed in the same manner as any MMS Message.

Message String:

Message strings are a part of the new real-time two-way conversational experience. A thread is a running written based conversation of a SMS, MMS, or IP-Message transmitted to mobile numbers from one of the Company's cloud-based platforms.

10DLC:

Ten-digit long code number: Stands for messaging sent over Ten Digit Long Code which is a term in the industry for standard local telephone lines.

Toll Free Number:

Stands for messaging that is sent over numbers that begin with the following three-digit codes 800, 888, 877, 866, 855, 844, or 833. General referred toll free because the person making the call does not get charge.

HUB+APP™

Stands for a proprietary web-based, full featured texting and IP-messaging (i.e., WhatsApp software) communications service that can be customized as specified herein. Actual text communication traffic will be routed over either virtual phone numbers provisioned by Company and/or over Customer's business landlines provisioned for texting or other messaging by Company.

Client Success Support

Company may assign a customer success manager to Customer. The customer success manager may review Customer's use of the Services and the Customer Data for the purpose of assisting Customer to use the Services more effectively, including by providing reporting and usage insight.

## 2. Modules

Per Section 1.A of the Agreement attached hereto, the following Modules are included:

- a. For compliance purposes, Customer agrees that the modules elected in Section 1A of the Agreement, shall only be used by Customer and will not be used to transfer or route SMS TMS or MMS to any entity not approved by Company.
- b. Each module shall have a unique set of numbers dedicated to its use. In the event that Customer desires to add additional modules via an addendum to the Agreement, unique new numbers and or new compliance checkpoints shall be implemented.

## 3. HUB+APP Licenses

- a. The HUB+APP Licenses shall be limited to the number of licenses set forth in Section 1.E of the Agreement.
- b. Each user of the HUB+APP shall agree to the End User License Agreement (“EULA”) located at [www.connections.gt.com/legal/eula](http://www.connections.gt.com/legal/eula).

## 4. Text Message Segment Charges Payable to Company.

The Customer shall be charged the Monthly Minimum Fee set forth in paragraph 1.A of the Agreement attached hereto at the time of the execution of said Agreement.

On the same calendar day as the Effective Date and for each subsequent month following the Effective Date for the duration of the Agreement, Customer shall be charged, on the credit card number provided, the Monthly Minimum Fee or the Company Platform & Number Fees outlined in Exhibit B Section 1, whichever greater, PLUS the fees accrued in Exhibit B Sections 2,3,4 & 5.

Company reserves the right, but is not obligated to, provide a quarterly reconciliation of Sections 2,3,4 & 5 of Exhibit B that may result in credits or additional charges to the Customer.

Customer shall be notified, via email to the address provided in Customer Contact Information section of the Agreement, of any Company Message and Number fees changes 15 (fifteen) days prior to the price change accrual.

Customer shall NOT be notified in advance of any changes to the charges outlined in Exhibit B Sections 2,3,4 & 5.

## 5. Siloed Instance

Upon request by Customer, Company shall prepare a specifications document that details the attributes, commitment, additional Company Platform and Number Fees and general costs of a siloed instance. It should be noted that the costs (excluding the Company Platform and Number Fees), including but not limited to hosting, processing, security and database usage shall be passed on to Customer at no additional mark-up.

## **6. Integration and Reporting**

An Integration plan document shall be delivered to Customer by Company for each module specified in Section 1a of the Agreement. Each integration is provided to Customer on an AS IS basis. Company is under no obligation to provide any additional integration in excess of what is provided in the integration plan document. In the event Customer wishes to have additional integration services performed, Company shall provide Customer a time and materials bid for the requested additional integration services.

Reporting is being provided to Customer on an AS IS basis. In the event Customer wishes to have additional reporting, Company shall provide Customer a time and materials bid for the requested additional reporting.

## **7. Message Retrieval, Storage & Archival**

Open message strings found in the modules referenced in Section 1.F of the Agreement shall be automatically closed after six months of non-activity. All closed message strings shall remain in the HUB+APP environment for six months after closure where Customer can retrieve such messages for reference purposes only (once a message is closed a new message string must be initiated to start a new, or continue a previous, text message conversation).

Subsequent to the six-month period after a text message string is closed, text message strings shall be archived for an additional twelve months. These messages are only accessible to Customer by written request by Customer to Company. Company reserves the right to charge for requests it deems excessive. Such charge shall be presented to Customer prior to performing the requested archival retrieval.

## **8. WhatsApp Charges**

Billing scenarios that include Syniverse and Carrier pass through charges are available upon request.

## **9. Marketing Compliance**

Customer agrees to ensure all one-to-many message distribution will not be sent until any and all distribution list of numbers has been properly scrubbed to remove mobile numbers that has been placed on "Do Not Call List" or has been a part of any and all litigation related to TCPA violations.

## 10. On-boarding and Training

Company will provide onboarding and continual client success support for Customer as detailed below:

Company will provide direct Onboarding instruction for up to five (5) agents assigned to each module contracted for under section 1.f of the Agreement.

Company shall also provide “Train the Trainer” instruction for up to five (5) supervisors or trainers employed by Customer who will then provide onboarding and training of other employees of Customer for all modules contracted for.

Upon request by Customer, Company shall provide onsite training at the location of the Customer’s agents and or trainers. Customer shall pay the travel expenses (flight, lodging and meal stipend only) for Company representative to provide such requested onsite training.

Subsequent to the initial onboarding and the “Train the Trainer” instruction, Company will provide Customer up to two (2) hours per month of client success support. Such hours are to be used on a monthly basis and are non-accruing. As such, if the hours are not used in a given month they do not roll-over to the next month.

Client success support hours are provided independently of the support Customer receives from Company outlined in the Service Level Agreement (SLA) as described on [ConnectionsGT.com/legal/Service Level Agreement](https://ConnectionsGT.com/legal/Service%20Level%20Agreement).

## Exhibit (B)

	Monthly Text Message Segments (All values in US Dollars)
<b>1. Company Platform &amp; Number Fees</b>	
10DLC SMS Received	0.0079
10DLC SMS Sent	0.0079
10DLC MMS Received	0.02
10DLC MMS Sent	0.01
Toll Free SMS Received	0.0079
Toll Free SMS Sent	0.0079
Toll Free MMS Received	0.02
Toll Free MMS Sent	0.02
WhatsApp Received	0.005
WhatsApp Sent	0.005
Internal Message Received	0.0079
Internal Message Sent	0.0079
HUB+APP Received All Message Types	0.01
HUB+APP Sent All Message Types	0.01
10DLC Number Lease*	1.15
10DLC Text Enabling of CUSTOMER Owned Number*	0.5
Toll Free Leased Number*	2.15
Toll Free Text Enabling of CUSTOMER Owned Number*	0.5
<i>*These lined items are based on monthly fees and not based text message segments</i>	
<b>2. Syniverse Premium Charges - Estimated</b>	
10DLC SMS Received	N/A
10DLC SMS Sent	N/A
10DLC MMS Received	0.004
10DLC MMS Sent	N/A
Toll Free SMS Origination	0.017
Toll Free SMS Sent	0.017
WhatsApp Received	0.005
WhatsApp Sent	0.005
<b>3. Carrier A2P 10DLC Delivery Charges – Estimated</b>	
10DLC SMS Received	0.005
10DLC SMS Sent	0.005
10DLC MMS Received	0.01
10DLC MMS Sent	0.01
Toll Free SMS Origination	0.01
Toll Free SMS Sent	0.01

4. WhatsApp (24 Hour Access Per Number) - Estimated

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SMS Received	0.014
SMS Sent	0.014
MMS Received	0.014
MMS Sent	0.014

5. Siloed Instance - Estimated

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Estimated Monthly Fees Based Upon Siloed Instance Plan	500.00
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## Exhibit (C)

### 1. **Arrival Connect™**

Provides automated reservation confirmation and prearrival message to ensure proper guest communication before the guest on property experience. Arrival Connect provides the automated outbound messaging of the reservations with full ability to conduct a cloud-based conversational platform for any guest reservation changes.

### 2. **Transfer Connect™**

Provides a patented engagement process to transfer guest communication seamlessly from a central contact center to a communication process on property including sales and tour sales, concierge, or resort front desk communication extending the guest communication process with Connections Connect from lead generation to on-property communication or from on-property communication back to the post-stay sales and marketing to drive additional bookings and vacation package sales.

### 3. **Guest Connect™**

Provides a full text or IP-messaging channels to facilitate full communication across an entire guest resort or property communications points such as front desk, concierge, work order, amenities, and guest relations during the entire guest stay. Guest Connect sends out at minimum one marketing and promotions message per day along with one message prompting any guest request such as room or amenity guest needs delivering unparalleled return on investment by facilitating a percent of the guest communication while on property with text or IP-Messaging communication channel. The Guest Connect allows for text enabling all phone numbers associated with the resort whereby the guest can continue use of the text-based or IP-messaging communication channel.

### 4. **Owner Connect**

Provides an entire owner communication process to automate messages to the owners and members during the entire owner's communication process with the owner and members servicing agents whether the communication is delivered from an inhouse contact center or outsourced contact center.

### 5. **Lead Connect™**

Provides a full ComTech messaging engagement solution providing text and IP-messaging engagement during the guest lead journey to book vacation travel packages and reservations providing the engagement communication solutions to close more sales and book vacation sales packages. Integrate messaging for Lead Connect into any CRM or Customer Lead Database.