

Service Specific Terms - Nuclei

These Service Specific Terms – Nuclei apply only where Client purchases Nuclei Products and associated Smarsh archiving Services. Unless expressly stated otherwise, capitalized terms contained in these Service Specific Terms have the meaning given them in the Smarsh Service Agreement - General Terms.

1. Nuclei Products and Services. Nuclei's products (the "Nuclei Products") are cloud-native SaaS services. Nuclei products and services are resold by Smarsh and licensed to Client by Nuclei, Inc. pursuant to the Nuclei Authorized User Terms of Use, available at nuclei.ai/legal/ ("Nuclei Terms"). The Nuclei Terms and Nuclei's privacy policies apply to data generated, hosted, processed, and stored by the Nuclei Products, and this Agreement does not apply to such data. In the event Nuclei breaches the Nuclei Terms, Client's sole remedies are those remedies set forth in the Nuclei Terms. Nuclei provides technical support for the Nuclei Products (defined below). The Nuclei SLAs available at <https://support.nuclei.ai/hc/en-us/articles/360045762073-Nuclei-Service-Level-Agreements-SLAs> apply to Nuclei Products. In the event Nuclei does not meet its service level commitments, Client must request applicable service credits from Smarsh. Each Nuclei Product is explained in more detail below.

1.1. Nuclei Products.

1.1.1. **Nuclei.** The Nuclei transcode service translates data extracted from Nuclei Record and third-party communications systems. Nuclei transcode includes the following capabilities: (a) transcoding audio data from one content format to another, (b) transcoding video data from one content format to another, and (c) transcoding text data from one content format to another. A "unit" with respect to Nuclei means a phone number, username, or email address associated with the transcoded audio, video, or text file.

1.1.2. **Nuclei Transcription.** Nuclei Transcription uses automatic speech recognition to transcribe audio and video recordings and generates the associated metadata necessary to create a searchable record for the associated recording. A "unit" with respect to Nuclei Transcription means one minute.

1.1.3. **Nuclei Record.** Nuclei Record automatically records audio, video, message, or signal data generated by voice systems and other modern communication systems. Depending on the type of voice or communication system Client uses, Nuclei Record will be licensed as either: (i) a cloud-native SaaS product, or (ii) an on-premise software product. A "unit" with respect to Nuclei Record means a phone number, username, or email address for which audio, video, message, or signal data is recorded.

1.2. Nuclei Services.

1.2.1. **Nuclei Historical.** Nuclei Historical is a service for importing historical data from existing call recording systems, processing it with Nuclei transcode, and sending it to external systems for further processing. A "unit" with respect to Nuclei Historical means a gigabyte.

2. Smarsh Voice Archiving. Smarsh provides archiving services for voice data captured and processed by the Nuclei Products. Client must use a Connected Archive product to archive voice data or voice transcriptions from Nuclei Products. With respect to Voice Archiving for Nuclei Products, capture Fees and storage Fees are separate. A "Unit" with respect to Voice Capture means a phone number, username, or email address. A "Unit" with respect to Voice Storage means a gigabyte. For archiving associated with Nuclei Historical, with respect to: (i) Voice Capture a "Unit" means a gigabyte, and (ii) Voice Transcription a "Unit" means one minute.