

Allied Policies: AllCloud Products

This Allied Telecom Group, LLC (“Allied”) AllCloud product line includes various products that fall under the following policies. Allied reserves the right to modify these policies at any time, effective upon posting at <https://www.alliedtelecom.net/resources/legal-documents/>. Capitalized terms used but not defined herein will have the same meaning given them in the Service Agreement.

AllCloud Voicemail to Text Product Policy

Allied’s voicemail to text product is an integral part of your use of this product. During the term of the Service Agreement, including any renewal or extension thereof, the following provisions apply to the voicemail to text product provided by Allied:

1. **Accuracy:** Customer understands that machine transcription accuracy has many dependencies, including, but not limited to, audio quality, audio codec, audio compression rate, speaker speed, speaker accent and environmental noise. Under acceptable acoustic and speaker conditions, machine transcription provides an average minimum of 70% accuracy.
2. **Fair Use:** Each mailbox has a limit of 400 voicemail-to-text emails each month.
3. **Message Length:** Customer understands that Allied Telecom will process only the first three (3) minutes of any submitted voicemails

AllCloud Call Recording - Retention Policy

Recorded calls are automatically saved and are available for playback and download for up to 90 days. You can download the recordings for your own records or for playback in the future. For instructions on how to download your recordings, visit our website at <https://www.alliedtelecom.net/resources/downloads/>

AllCloud Chat - Retention Policy

The chat’s that are available through our AllCloud Communicator application are available for 90 days, with older messages being purged as newer ones populate.

Use of Allied Telecom Group, LLC products given above provided constitutes full and unconditional acceptance of the conditions outlined in these product’s policies.