[On Company's Letterhead]

To: Viber Media S.a r.l (“Viber”)

Re: Warranties regarding Business Calls via Viber

The undersigned, [Legal Name of Company], owner of the [NAME OF BRAND] brand, wishes to use Viber's Business Calls feature to receive calls from its customers.

In connection with such intended use, it hereby undertakes that as part of receiving voice calls through Viber App, it will:

1. Comply with all applicable laws in connection with the receiving of calls and ensure that the conversations are compliant with such laws.
2. Will not allow any third party to use the voice calls through the Viber App.
3. Not use the voice calls through Viber App to promote, mention and/or send invites to, competitive platforms/messaging apps.

If Viber contacts the Company with regards to a complaint of a call conducted with the customer which infringe the Business Call Guidelines received by Viber support team, the Company shall: (i) respond as soon as possible, and in any case with no more than 7 days (ii) provide Viber with all necessary information (relevant employee/department contact details, and any other relevant reasonable information required by Viber) within 14 days, and (iii) take such complaints very seriously and handle accordingly. The Company shall promptly provide Viber with several responsive contact methods to be provided to the relevant user to directly contact the Company with regards to such complaint.

[Name of Company] agrees to indemnify, defend and hold harmless Viber, its officers, employees and affiliates in connection with any claim by a third party (including government entities) in connection with any Business Call made via its verified messages channel. It further agrees and consents that Viber shall have the right to reject and to terminate any service, at its sole discretion, without notice and for any reason.

"**Business Calls**" shall mean a Viber to Company and/or Company’s Customer voice call initiated by Mobile Subscriber from his Viber App to the Company and/or Company’s Customer.

This letter is governed by the laws of England and Wales and subject to the sole jurisdiction of the competent courts of London, UK.

IN WITNESS WHEREOF,

The authorized signatory on behalf of [Name of Company] has confirmed the warranties and obligations included herein on [DATE]