

## Notification

Dear customer, in accordance with clause 15.2 of Dzinga Terms of Service, we are announcing the end of the Dzinga product support on 30.04.2022.

We would like to offer you an alternative solution that covers some of the old services you used and offer new ones - Apifonica platform.

## What do we offer?

To continue using the service, we suggest you migrate to Apifonica platform. Your current balances and numbers will be transferred in such a case.

### Benefits you will get:

- Free adaptation period for 1 month (equivalent to the current value of your Dzinga packages);
- No commitments or packages, only actual consumption charges; You can find our standard pricing at <https://www.apifonica.com/en/pricing/sip-trunk-and-numbers/>
- Multichannel numbers (your current Dzinga numbers will be saved & transferred by our Support team)
- Call recording (free unlimited storage);
- Access to the interface of SMS campaigns (voucher for 100 euros for the first free campaign)
- Access to Voicebot campaign interface (voucher for 100 euros for the first free campaign)
- Access to phone number masking / call tracking interface
- User web interface
- Wide range of landline, mobile, toll-free numbers
- Connection by SIP ID / SIP Trunk
- Call forwarding to an external number or to a SIP account
- Call history in a personal account and via API
- Voice greetings and IVRs
- Audio conferencing

### What will be no longer available:

- VPBX specific functionality
- Callback widget
- User groups interface (specific redirection settings are made by our engineers upon request)
- Setting up a call distribution schedule
- Contact book
- Webphone in personal account
- Mobile application Dzinga (can be replaced on third party software to make and receive calls (e.g. Zoiper)
- Yclients calls integration
- Hubspot native integration
- Selly native integration
- Get response native integration

- Landingi.pl integration

### **Why migrate to Apifonica?**

- Dzinga VPBX, Callback and SMS were created based on the Apifonica platform. This means that we can create any telecommunications solution upon request.
- You get access to our flagship products - AI-based Voicebots for automation of communication in HR, sales or customer support. These are fully customizable solutions that vary from automation of voice/text notifications to a complex solution fully integrated with your IT system feat. AI-powered voicebot, smart reporting, workflow automation.
- Low prices for calls to numbers and SMS
- No subscription fee for the platform - you pay only for consumed services
- GDPR-compliant solution

### **How to migrate:**

1. Register an account at <https://account.apifonica.com/register>
2. Send the registration email of Dzinga account and Apifonica account to [support@apifonica.com](mailto:support@apifonica.com) to start the transfer procedure.
3. Our support representative will get in touch with you to clarify migration details, such as a call distribution scheme, financial conditions, etc.
4. Numbers will be ported within 3 business days, SIP adjustments and forward to external number settings will also be transferred without a break of service. A support representative will help with new software installation, SIP registration if needed.
5. After migration we will wait for your feedback, in case any adjustment will be needed.

### **If you decide to migrate to another operator:**

Please note that numbers can be transferred only to VoIP providers, the same as Dzinga is. Numbers migrating to another provider might take up to one month.

#### **Steps**

1. Make sure that the provider you are planning to transfer numbers can take in-service phone numbers of different providers.
2. Send the name of provider and list of phone numbers that you are planning to transfer to [support@apifonica.com](mailto:support@apifonica.com)

In case of no activity/requests till 30.04.2022, the account in Dzinga will be automatically closed and the balance will be returned to your bank account in 30 days.

Dear customer, in accordance with clause 15.2 of Dzinga Terms of Service, we are announcing the end of the Dzinga product support on 30.04.2022.

We are going to serve you with even better service on our  
Please find information about migrating your services to alternative solutions here.  
Or contact our support directly.