

**Service Cloud Voice with Amazon Connect
Contractual Limitations**

Functionality	Service Cloud Voice with Amazon Connect (750 mins) - UE/EE/PxE	Service Cloud Voice with Amazon Connect (2000 mins) - UE/EE/PxE	Service Cloud Voice with Amazon Connect (5000 mins) - UE/EE/PxE
Platform minutes	750/subscription/month, aggregated over the Order Term	2000/subscription/month, aggregated over the Order Term	5000/subscription/month, aggregated over the Order Term
Global Resiliency	Enablement will result in Customer consuming Platform Minutes at a rate of 1.2x per Platform Minute.		
IVR utterances	750/subscription/month, aggregated over the Order Term	2000/subscription/month, aggregated over the Order Term	5000/subscription/month, aggregated over the Order Term
AWS CloudTrail	Subject to the limits and applicable pricing set forth at https://aws.amazon.com/cloudtrail/pricing/		
Amazon CloudWatch	Use restricted to the free tier offering set forth at https://aws.amazon.com/cloudwatch/pricing/		
AWS Systems Manager	Use of Parameter Store restricted to standard parameters set forth at https://aws.amazon.com/systems-manager/pricing/?nc2=type_a		
Dynamo DB	Use restricted to the free tier offering set forth at https://aws.amazon.com/dynamodb/pricing/on-demand/		
AWS Key Management Service	Limited to 1 CMK/Org/Order Term and 500,000 messages/Org/month. Additional requests and keys are subject to pricing set forth at https://aws.amazon.com/kms/pricing/	Limited to 2 CMK/Org/Order Term and 2M messages/Org/month. Additional requests and keys are subject to pricing set forth at https://aws.amazon.com/kms/pricing/	
AWS Secrets Manager	Limited to 3 secrets/Org/Order Term and 1M API calls/Org/month. Additional secrets and API calls subject to pricing set forth at https://aws.amazon.com/secrets-manager/pricing/ .	Limited to 5 secrets/Org/Order Term and 5M API calls/Org/month. Additional secrets and API calls subject to pricing set forth at https://aws.amazon.com/secrets-manager/pricing/ .	Limited to 10 secrets/Org/Order Term and 10M API calls/Org/month. Additional secrets and API calls subject to pricing set forth at https://aws.amazon.com/secrets-manager/pricing/ .
Contact Lens minutes	750/subscription/month, aggregated over the Order Term	2000/subscription/month, aggregated over the Order Term	5000/subscription/month, aggregated over the Order Term
AWS Simple Notification System	Use restricted to free tier offering set forth at https://aws.amazon.com/sns/pricing . Delivery notifications limited to AWS Lambdas.		
AWS EventBridge	Use restricted to AWS service events only. Subject to pricing set forth at https://aws.amazon.com/eventbridge/pricing/ .		

VPC	Limited to a maximum of 1,000 GB per month for data processed through a NAT Gateway.
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