



Pixelar PixelChat Service Definition Document

What the service is:

Pixelar offers three different services: PixelChat Lounge, PixelChat Live and PixelChat API.

1. PixelChat Lounge (Lounge)

Lounge is a multi user audio and video communication platform which offers real time translated online communication.

The innovative and unique feature of Lounge is that users can communicate with other users without needing to know the language of the other users.

Each user of Lounge selects a language to communicate in.

For example, assume user A selects English as the communication language, user B selects Spanish and user C Hindi.

In a Lounge meeting, the communication which each user makes and receives will be translated in real time to the user's selected communication language. In this example, if user C is speaking Hindi, then user A will hear this in English and user B in Spanish.

In addition to the audio communication described above, Lounge also provides text communication on the same basis as the audio; i.e. each user makes and receives text communication in the language selected by the user.

Because Lounge offers real time translation the effect of this is that users of Lounge can have genuine, interactive online conversations with each other without needing to know the language(s) which the other users are using.

Lounge is multiuser and is ideally suited as a communication platform where users may not know each other's language.

Lounge offers over 50 different languages and removes language as a barrier to online communication.

Lounge can work either as a cloud based (SaaS) service or as an embedded service. In this context, embedded means that the service works on the device and no cloud service or internet connectivity is required. The fact that no cloud services are required means that the embedded service offers a significant level of data security.

2. PixelChat Live (Live)

Live is a communication application which has the same real time translation and communication capability as Lounge.

The difference between them is that Live is a one-way audio and text communication application only and is designed for use at events, lectures and conferences.

A speaker will deliver a speech/presentation/lecture at an event.



With Live, members of the audience can listen to the speech/ presentation translated in real time in a language of their choice on their own individual device (mobile phone/tablet).

Live can also deliver the translated speech/presentation in text to a screen in the event location or to the individual device which is being used by the listener.

3. PixelChat API (API)

API is a utility application which allows customers to integrate the unique and innovative real time translated communication features of PixelChat technology into their own platforms and systems.

- **Data Backup, Restore and Disaster Recovery**

In order to maintain confidentiality and data security, Pixelar will not itself store or record the content of meetings or communications which are generated using PixelChat technology.

Lounge and Live are hosted by third party providers such as AWS and Pixelar relies on the disaster recovery plans of these organisations.

Since the embedded Lounge service (see above) does not require cloud services or hosting and since Pixelar will not itself store or record the content of meetings or communications, data back up and disaster recovery in circumstances where Lounge embedded is used is the responsibility of the customer.

- **Onboarding and Offboarding Support**

On boarding and off boarding is handled by Pixelar in conjunction with a third-party service provider. The service has been designed to be simple and intuitive. Support is available on weekdays (excluding public holidays) during UK business hours.

- **Service Constraints**

Pixelar undertakes regular maintenance on all Pixelar products and every effort is made to minimise disruption to customers. Where major maintenance is scheduled which will lead to a material reduction in the quality of service or non-availability, customers will be notified by email.

- **Service Levels**

Performance/Availability: Pixelar cloud-based services rely upon two principal factors: (i) a stable internet connection (which is the responsibility of the customer) and (ii) third party hosting services from providers such as AWS. Pixelar is not responsible for services being adversely affected by issues with third party hosting services which are beyond the control of Pixelar.



Support is available on weekdays (excluding public holidays) during UK business hours.

- **After Sales Support**

Support is available on weekdays (excluding public holidays) during UK business hours.

- **Technical Requirements**

Both applications Lounge and Live are multiplatform, making them fully operational on most commonly used recent devices on IOS, Android and Web. However, the provision of good network connectivity is essential in particular for SaaS applications.

The API is provided to customers on a bespoke basis and technical requirements are evaluated on a project-by-project basis.

- **Outage and Maintenance Management**

See paragraph 4 above.

- **Hosting Options and Locations**

On-Premises: PixelChat can be hosted on servers maintained by the client within their own facilities. This gives them full control over the infrastructure but requires upfront investment and ongoing maintenance. This solution is recommended when security is High and data are very sensitive.

Cloud Hosting: PixelChat can be hosted on any SaaS servers provided by a third-party cloud service provider (e.g., Amazon Web Services, Microsoft Azure, Google Cloud Platform). Cloud hosting offers scalability, flexibility, and often a pay-as-you-go pricing model. This solution is recommended when security popular because it eliminates the need for clients to manage their own hardware infrastructure.

As noted above, the Lounge embedded service does not require cloud hosting.

Hybrid Hosting: Pixelar offers also offer a Hybrid solution combining both aspects on-premises and cloud hosting, allowing some components of the software service to be hosted on the client's premises while others are hosted in the cloud.

- **Access to Data (upon exit)**

Data generated by the use of the services is not held, recorded or stored by Pixelar.

- **Security**

All PixelChat products are fully encrypted and in particular with Embedded solutions the platforms are completely secured and cannot be accessed outside the organisation.