

Schedule A — Service Descriptions

What each Service is and the conditions attached to it — Numbers, SIP trunking and termination, outbound calling, the AI Agent, Cloud PBX, recording, SMS and the Portal API.

EDITION	EFFECTIVE	SUPPLIER	FORMATS
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A1. General

A1.1 Scope. This Schedule describes each Service and the conditions on which VoxTelAI supplies it. Capitalised terms are defined in General Terms section 1. Where this Schedule and the General Terms conflict, General Terms section 2 decides.

A1.2 Emergency calling is not supplied. No Service is intended or able to carry calls to 911, 112, 999 or any Emergency Number; the Customer keeps another means of reaching emergency services and tells its users (General Terms 8). General Terms section 8 states the full position; it applies to every Service here and is not repeated below.

A1.3 Ordering and activation. VoxTelAI supplies a Service only under a Service Order it has accepted. A Service is activated once account verification under General Terms section 3 (3.4) is complete and any registration condition in A2.4 is met. Activation times published in the Portal are indicative, not commitments.

A1.4 Per-country conditions; withdrawal. The regulatory conditions shown in the Portal when a Number, route or feature is ordered are incorporated into the Service Order for it and bind the Customer. VoxTelAI may refuse, condition or withdraw a country, range, Destination, route or feature where a regulator, licensed operator or Applicable Law requires, with as much notice as circumstances allow, and otherwise on 30 days' notice. Where a withdrawal or change under this A1.4 is materially adverse, the Customer may terminate the affected Service by written notice to legal@rolycall.com before it takes effect or within 30 days after; no early-exit amount or commitment shortfall then applies to that Service, and VoxTelAI refunds Charges prepaid for the period after termination.

A1.5 Platform and hosts. The host of the Platform on which a Service is delivered depends on the functionality requested and the Customer's request. Every host is operated by VoxTelAI; the host changes neither the supplier, the Agreement nor the Charges.

A1.6 Dependencies. The Services depend on licensed operators, cloud infrastructure, third-party model providers and the public internet. Features marked in the Portal as beta or preview are supplied as they stand, are excluded from Schedule C and may change or be withdrawn at any time.

A1.7 Own business use; no resale. The Services are supplied for the Customer's own business use — including services the Customer renders to its own clients with the Platform, such as campaigns or an AI Agent operated for a client — and not for resale or supply of a telecommunications service to third parties; a carrier, service-provider or reseller arrangement requires a separate written agreement (General Terms 5.2). Client-facing use is permitted under the Agreement only while the Customer is the controller of the Personal Data concerned; where the Customer acts as a processor for its client, that use requires a separate signed data-processing agreement before it begins. The Customer operates its client-facing

Services and tenants through its own personnel or contractors (A6.1); it remains responsible to VoxTelAI for every user, tenant, trunk, campaign or sender as General Terms section 5 and Schedule D provide, and VoxTelAI has no contractual relationship with the Customer's users or clients.

A2. Numbers

A2.1 *What is supplied.* Telephone numbers assigned to the Customer from VoxTelAI's inventory or that of a licensed operator, delivered to the endpoint the Customer designates: a SIP trunk (A3), the Cloud PBX (A6), the AI Agent (A5) or the Customer's own AI system (A4.5). Numbering rights remain with the regulator or licensed operator. Setup and recurring Charges for each Number and channel are as stated in the Rate Card and run until the Number is released.

A2.2 *Number types and channels.* The concurrent voice channels included with each Number, and the maximum per Number and per country, are stated in the Portal; further channels may be ordered as the Rate Card states.

Type	Principal constraints
Geographic	Tied to a city or area; its user must usually be present or established there
National	Non-geographic; some ranges are unreachable from mobile networks
Mobile	Stricter registration; voice only unless messaging is ordered separately
Toll-free	Calling party not charged; the Customer pays inbound minutes; usually reachable only in-country; subject to reclaim for non-use

A2.3 *Eligibility and in-country use.* Where the numbering conditions of the country of allocation, as shown in the Portal at order time and incorporated under A1.4, require the user of a geographic or national Number to be present or established in that country or in the area of the Number, the Customer must not use it, or permit any other person to use it, otherwise; must not forward calls to a Number, or present it as CLI on calls originating elsewhere, in a manner that country prohibits; and must return the Number once eligibility ends. Before ordering in a country the Customer must satisfy itself what obligations that country imposes on the user of a Number, bearing A1.2 in mind.

A2.4 *Registration profiles and know-your-customer data.* Registration requirements differ by country and number type — from a name and contact address to a full set of documents — and are shown in the Portal when a Number is ordered; they are incorporated into the Service Order for it (A1.4). Numbers are registered under one or more registration profiles, managed in the Portal: the Customer may maintain a profile for each legal entity or address on whose behalf it orders Numbers — itself or an Affiliate — each supported by the documents the country of allocation requires, and each specific to the Numbers ordered under it. No Number is assigned until VoxTelAI and, where applicable, its numbering partner have accepted the profile; VoxTelAI or its numbering partner may refuse or withdraw a profile or a particular Number under the rules of the country of allocation, and the refusal or withdrawal affects only the Numbers ordered under that profile or that Number, not the account or the other Services (General Terms 3.3, 3.4).

The Customer warrants, on each submission and while a Number remains assigned, that the documents and data in each profile are true, complete and genuine, that it has verified the identity they record and that it may lawfully disclose them to VoxTelAI, licensed operators and regulators, and must update them within 5 Business Days of any change. VoxTelAI, licensed operators and regulators may verify registration data at any time; the Customer must respond within the period VoxTelAI states (never shorter than the regulator

allows), failing which VoxTelAI may suspend the affected Numbers and, after further notice, withdraw them; VoxTelAI may suspend or withdraw a Number immediately where a regulator, court or licensed operator requires, notifying the Customer as soon as it lawfully can. The Customer must reimburse fines and costs VoxTelAI incurs because registration data was inaccurate or missing.

A2.5 Porting. Where a country supports portability and VoxTelAI offers it, VoxTelAI accepts port-in and processes port-out requests as the Portal describes. Timing is largely outside VoxTelAI's control; Portal timescales are indicative, not commitments. The Customer warrants that it lawfully holds the letter of authorisation it submits and bears any charges it owes the losing operator. VoxTelAI will not unreasonably refuse or delay a port-out; where the subscriber or registered holder is entitled to port under that country's rules, VoxTelAI gives effect to that right even if the Customer objects. Where Applicable Law permits, VoxTelAI may decline a port-out while undisputed Charges remain unpaid after their due date and after at least 5 Business Days' written notice. The Customer may port Numbers out during any notice period and for 30 days after termination, provided undisputed Charges are paid and recurring Charges for those Numbers continue; afterwards VoxTelAI may release them. Not every number is portable, and a Number that cannot be ported ceases to be available on termination.

A2.6 Local Presence Pool. A Local Presence Pool is a set of Numbers allocated to the Customer and presented as CLI in rotation by the Platform. It is ordered in the Portal as a feature (a Service Order) for Numbers registered under A2.4; when ordering, the Customer confirms that it receives and handles return calls to every Number in the pool and uses rotation for local presence and load distribution, not to evade a block, filter, label or complaint threshold. Rotation is supplied only for Numbers; a number not allocated by VoxTelAI may be presented as CLI only as a fixed CLI with the evidence Schedule D (D3) requires, and is not rotated.

A2.7 CLI presentation. On every outbound call the Customer must present a CLI in E.164 format that Schedule D (D3.1) permits and that can receive return calls where the Destination requires it. The Customer warrants on each call that it is entitled to present the CLI presented, and must evidence that entitlement within 2 Business Days of request (Schedule D (D3.2, D8)). For each Number it allocates, VoxTelAI gives the allocation warranty and confirmation in General Terms 11.3. Schedule D (D3.3) prohibits an inaccurate or misleading CLI and one presented to defraud or cause harm. VoxTelAI is not responsible for CLI altered by a third party in transit and may itself modify, decline to pass on or block a CLI where a regulator or licensed operator requires or where it cannot attribute the CLI to the Customer. Call authentication and attestation for traffic to the United States is governed by Module US (US4).

A2.8 Release, reclaim, suspension and automatic stop. The Customer may release a Number through the Portal or API with effect at the end of the current service period, for which Charges remain payable; a released Number enters the operator's or regulator's quarantine and cannot be recovered. On suspension recurring Charges continue to accrue; VoxTelAI holds the Numbers for 30 days from the start of the suspension and may release them if it is not lifted within that period, on 5 Business Days' written notice and not while the suspension is the subject of an open dispute under General Terms section 20 or Schedule B (B3.3), provided recurring Charges for them are paid. Where usage stops automatically under Schedule B (B4.3) — which is not a suspension, so the preceding limb does not apply — VoxTelAI retains the Numbers while recurring Charges for them are paid or any negative balance is settled on demand, and may otherwise release them on 5 Business Days' written notice. On expiry or termination Numbers are deactivated unless ported out under A2.5. Where a Number is withdrawn or reclaimed for reasons not attributable to the Customer or the person recorded in the applicable registration profile (A2.4), VoxTelAI credits recurring Charges paid for the unexpired part of the current service period.

A2.9 Limitations. A Number may not offer every feature of a traditional telephone line; reachability from every network is not warranted; and collect calls must not be accepted on a Number.

A3. SIP trunking and voice termination

A3.1 What is supplied. An inbound SIP trunk delivers calls placed to the Customer's Numbers; an outbound trunk accepts the Customer's traffic for termination to fixed, mobile and other networks at the Destination; a trunk may be both. The Destinations and prefixes available are those in the rate deck published to the Customer's Portal account and priced in the Rate Card; calls to any other Destination are rejected. Not every range within a Destination is reachable, and VoxTelAI may add or remove Destinations as Schedule B (B1) provides.

A3.2 Connectivity. Delivery is over the public internet unless a private interconnect is agreed in a Service Order. Signalling is supported over UDP, TCP and TLS and must comply with RFC 3261; media runs over RTP and, where the Portal states a route supports it, SRTP. Numbers must be sent in E.164 format.

A3.3 Authentication and credentials. The Customer selects in the Portal IP authentication or SIP digest registration, within the limits the Portal publishes. SIP credentials, address allow-lists, Portal logins and API keys are Confidential Information and must be kept secure. All traffic authenticated with the Customer's credentials or from its authenticated addresses is chargeable as General Terms section 9 provides. The Customer must report a suspected compromise as General Terms 5.3 requires; VoxTelAI may reset credentials or disable a trunk immediately where it suspects compromise or fraudulent traffic.

A3.4 Codecs, fax and DTMF. G.711 is supported by default and further codecs on the routes the Portal identifies; transcoding is not warranted. Fax over T.38 is best-efforts on identified routes, and no warranty is given for fax, modem, alarm, telemetry or other non-voice in-band signalling. Out-of-band DTMF under RFC 4733 is required on outbound traffic.

A3.5 Capacity and call rate. Inbound concurrency is limited by the channels assigned to the Customer's Numbers and any lower per-trunk limit the Customer sets; outbound concurrency and call-attempt rate by the per-account and per-trunk caps set in the Portal. Calls above a limit are rejected. VoxTelAI may throttle or temporarily block a trunk that exceeds its limits, floods registration or keep-alive requests or sends malformed signalling that risks the Platform, and restores it promptly once the cause is resolved.

A3.6 Routing discretion and quality. VoxTelAI routes each call at its discretion, including by least-cost routing, and may change route or licensed operator at any time. Except as Schedule C expressly provides, VoxTelAI does not warrant the quality, answer rate, duration or post-dial delay of any route.

A3.7 Rating. VoxTelAI's call detail records are the source of truth for rating, subject to the dispute process in Schedule B (B3). Billing increments, minimum durations, rounding, answer supervision, the treatment of unanswered and failed attempts and any set-up Charge are each as stated in the Rate Card, applied as Schedule B (B2) provides. Where the Rate Card states origin-dependent rates, origin is determined as the Rate Card states; presenting a Number, including one in a Local Presence Pool, or a CLI the Customer is entitled to present under Schedule D (D3) is not of itself a misdeclaration of origin. Where the Customer misdeclares origin — in an origin field, by the trunk or address it sends from, or by a CLI it is not entitled to present — VoxTelAI may re-rate the affected calls at the Rate Card rate for the actual origin, subject to Schedule B (B3). Re-rating is without prejudice to A3.9 and Schedule D (D3): VoxTelAI may also block the traffic, require evidence under Schedule D (D3.2) and report it where Applicable Law or a licensed operator requires.

A3.8 Fraud controls and blocked ranges. Destinations and ranges with a high risk of fraud or revenue share are blocked by default and listed in the Portal; VoxTelAI may open one on request, subject to additional verification and any conditions the Order Form or Rate Card states. Where traffic to a Destination falls below the answer-rate or duration thresholds published in the Portal, or otherwise shows a fraud pattern, VoxTelAI may investigate, re-route, throttle or block it and may require the Customer to explain the profile within 2 Business Days. VoxTelAI may also refuse, block or restrict traffic, immediately where necessary, where it reasonably suspects fraudulent or artificially inflated traffic or where a licensed operator or regulator requires, and, where the Customer has exhausted its Prepaid Balance or reached its credit limit, as Schedule B (B4.3, B4.4) provides; VoxTelAI notifies the Customer as General Terms 4.5 provides and restores traffic once the cause is resolved. General Terms 4.5 does not apply to the automatic stop under Schedule B (B4.3), which takes effect without notice and ends on top-up or payment. The Customer remains liable for traffic carried before blocking takes effect.

A3.9 Prohibited traffic. In addition to Schedule D, the Customer must not send, and must ensure its users and clients do not send: traffic to premium-rate or revenue-share ranges to generate revenue, or any artificial inflation of traffic; traffic with a spoofed, misleading or unauthorised CLI; traffic refiled, re-originated or stripped of its CLI to obtain a lower rate, defeat origin-based rating or bypass licensed interconnection, including SIM-box and grey-route termination; missed-call fraud schemes; test or nuisance calls to an Emergency Number; or traffic of a type the Destination operator prohibits.

A4. Outbound calling and campaign tools

A4.1 Features. The campaign tools comprise contact-list upload; preview, progressive and predictive dialling; pacing and retry rules; answering-machine detection; dispositioning; per-campaign CLI; suppression lists; calling-window controls; campaign reporting; and, where enabled, recording and transcription under A7. A campaign may connect the called party to a human agent, to the AI Agent under A5 or to the Customer's own AI system under A4.5.

A4.2 The Customer is the caller. For every campaign the Customer is, as between the Parties, the initiator of the calls and VoxTelAI the technical means of transmission; this does not displace a duty Applicable Law places on VoxTelAI directly. The Customer is solely responsible for compliance with the Applicable Law of the origin and of each Destination on the matters Schedule D (D4) lists — lawful basis, caller identification, calling times, opt-outs and do-not-call registers, and disclosure of an automated or AI voice — and for recording disclosure under A7. VoxTelAI does not approve, vet or verify contact lists, scripts or consent records, and accepting a campaign does not confirm that it is lawful. Purchased or third-party voice contact lists are not prohibited, but the Customer using them warrants a lawful basis under the law of each Destination to call each contact and that it maintains and applies a suppression list. Module US (US3) applies in addition where a called party is in the United States, and Module EU/UK (EU2, EU3) where one is in the European Economic Area or the United Kingdom.

A4.3 Compliance tools. Using an optional tool below transfers no compliance obligation to VoxTelAI, which does not confirm that a tool, as the Customer configures it, meets the requirements of any law.

Tool	What it does and does not do
Disclosure prompt	Plays a message the Customer configures at the start of a call — caller identification, AI-voice notice, recording notice — and logs when it was played; that log is Customer Data (A7.2). The Customer decides the wording and whether to enable it; the Platform enables it by default for calls to which a Module applies, and VoxTelAI may require it, as A5.4 and A7.2 provide

Tool	What it does and does not do
Suppression list	Applies the suppression and do-not-call data the Customer loads before each dialling pass. VoxTelAI does not verify it or screen lists against any public register
Time-window guard	Blocks dialling outside the local-time windows the Customer configures per Destination or contact; the Customer determines the windows and time zones
Consent-record store	Stores per contact the source, date, method and wording of the consent the Customer uploads; it does not verify consent
Pacing and abandonment controls	Limits dialling relative to available agents and plays the abandonment message the Customer configures; the Customer sets the limits its Destinations require
Answering-machine detection	Probabilistic; may misclassify; accuracy is not warranted; the Customer sets its thresholds

A4.4 Thresholds, complaints and records. VoxTelAI may throttle, pause or terminate a campaign where it reasonably suspects breach of this A4, Schedule D or Applicable Law, on complaints above the thresholds published in the Portal, a licensed operator's or registry's demand, an industry traceback or a regulatory notice; Schedule D (D9) governs notice and enforcement. The Customer must retain its contact lists, consent records, scripts, suppression records and dispositions as General Terms section 10 and Applicable Law require, and produce them within the periods Schedule D (D8) states.

A4.5 Connection of the Customer's own AI system. The Customer may connect an AI system it operates or procures itself to the Platform over a SIP trunk, over WebRTC or through the real-time media and call-control interfaces published in the Portal, so that its system places and receives calls using the Customer's Numbers, trunks and campaigns. For this Service:

(a) VoxTelAI supplies carriage and tools only: signalling, media transport, Numbers, CLI presentation, call control and events, the campaign tools in A4.1, the optional compliance tools in A4.3 and, where enabled, recording and transcription under A7. Charges for this Service are as stated in the Rate Card.

(b) VoxTelAI does not host, operate, monitor, supervise or control the Customer's AI system. The conversation that system conducts is the Customer's; nothing it generates is AI Output of the Services, and General Terms section 15 and A5 apply to the Services, not to the Customer's system.

(c) The Customer is responsible for the lawfulness of each conversation, including: disclosure that the called or calling party is interacting with an AI system where Applicable Law requires it; recording disclosure under A7; a working escalation path to a human being; ensuring its system handles an indicated emergency as A5.3 requires of an AI Agent flow; and the accuracy of what its system says. Before placing outbound calls through its own AI system the Customer records in the Portal, per campaign or trunk, whether AI disclosure is given by the disclosure prompt in A4.3 or by its own system; the duty to disclose where Applicable Law requires it remains the Customer's, and VoxTelAI may require the prompt to be enabled as A5.4 provides. Module EU/UK (EU2) and Module US (US3) apply in addition where they are triggered.

(d) The Customer's system must comply with the interface specifications published in the Portal, respond to signalling and keep-alive messages and release calls when a conversation ends. VoxTelAI may disconnect a call or stream, or limit the connection, where the Customer's system malfunctions (for example runaway or silent calls), notifying the Customer as soon as practicable.

(e) Audio, signalling and events that VoxTelAI passes to the endpoint the Customer designates are Customer Data transmitted on the Customer's instruction under Annex 1 (DPA3); that endpoint, and any provider behind it, is the Customer's processor or controller and not a Sub-processor of VoxTelAI.

(f) Schedule C covers the availability of the Platform and the carriage it provides; it does not cover the Customer's system, the network between the Platform and that system, or the quality of the conversation.

A5. AI Agent

A5.1 *What is supplied.* The AI Agent is a configurable conversational voice agent hosted by VoxTelAI that answers inbound calls delivered to the Customer's Numbers or extensions and places outbound calls as part of a campaign under A4. Its AI Output comprises synthesised speech and, where enabled, transcripts, summaries, structured extractions and suggested actions.

A5.2 *Accuracy and latency are not warranted.* The AI provisions of General Terms section 15 apply to all AI Output. Response latency, speech quality, recognition accuracy and extraction accuracy are not warranted and attract no Service Credit; Schedule C covers the availability of the AI Agent only. The Customer must apply human review proportionate to the risk of its use case.

A5.3 *Human escalation and emergencies.* Every AI Agent flow placed into production must include at least one working escalation path to a human being and must escalate promptly when the caller asks for a person, becomes distressed or repeats a request the agent cannot resolve. Where a caller indicates an emergency, the flow must tell the caller to hang up and dial the local Emergency Number from a service that carries such calls, and must escalate; no Service carries such a call (A1.2), so an agent cannot transfer or bridge a caller to one. VoxTelAI may disable a flow with no working escalation path, after notice where practicable.

A5.4 *AI disclosure prompt.* A disclosure prompt that tells the called or calling party that an AI system is speaking is available as a feature of the AI Agent and the campaign tools (A4.3); enabling it, and the duty to disclose where Applicable Law requires (including Module EU/UK (EU2) where it applies), are the Customer's. Where Module US or Module EU/UK applies to a call, the Platform enables the prompt by default for that call; the Customer may substitute its own wording or disable it, and by doing so confirms that it gives by other means the disclosure Applicable Law requires. VoxTelAI may require the prompt to be enabled for a campaign, Destination or tenant where a regulator, carrier, Applicable Law or a complaint pattern calls for it.

A5.5 *Customer content and prohibited uses.* The Customer is solely responsible for the scripts, prompts, voices, knowledge bases and connectors it supplies or enables and warrants that they are lawful, accurate and non-infringing; VoxTelAI does not review or approve them. The Customer must not use the AI Agent to clone or imitate the voice of an identifiable person without the consent Schedule D (D4.5) requires; to represent the agent as a specific named individual who is not in fact speaking; to state or imply that the caller is human where Applicable Law requires disclosure; or to give regulated legal, medical, financial or similar advice unless it holds the required licence and has told VoxTelAI so in writing.

A5.6 *Model providers, processing region and no training.* VoxTelAI's third-party speech-recognition, speech-synthesis and language-model providers are Sub-processors, listed with their processing locations as Annex 1 (DPA6) provides. Where the Portal offers a choice of processing region (European or United

States), VoxTelAI uses providers in the selected region where a suitable model is available. VoxTelAI does not use Customer Data or AI Output to train, fine-tune or improve any model, as General Terms section 15 and Annex 1 (DPA7) state. VoxTelAI may substitute a model or provider, giving the notice Annex 1 (DPA6) requires for a change of Sub-processor; a substitution that materially reduces functionality, changes the selected processing region or increases the Charges for the AI Agent is a materially adverse change, and the Customer may terminate the affected Service without charge as A1.4 provides.

A6. Cloud PBX

A6.1 Tenants, seats and features. The Cloud PBX is a multi-tenant hosted telephone system administered through the Portal and API. The Customer may create several tenants for its departments, branches or the clients it serves through the Platform (for example one tenant per client of a contact centre), remaining VoxTelAI's sole counterparty and responsible for every user (A1.7). The Customer operates a client tenant through its own personnel or contractors; access by a client's own staff requires a separate written agreement (General Terms 15.1). An extension assigned to a named individual is a seat; seats must not be shared between individuals working concurrently, nor used to originate automated or broadcast traffic in place of the campaign tools in A4. Extension and call-handling features (voicemail, presence, menus, schedules, ring groups, queues, per-extension and per-tenant CLI, transfer, park, pickup, barge, whisper and monitoring) are available as the Portal states for the plan ordered.

A6.2 Softphones, devices and dependencies. VoxTelAI supplies softphones and supports SIP endpoints, with auto-provisioning for the device models listed in the Portal. The Customer is responsible for its devices, firmware, local network and internet access; interoperation of an unlisted device is not warranted. The Cloud PBX does not include Numbers, trunks, termination or internet access; where the Customer connects a third-party operator, VoxTelAI is not responsible for that operator's quality or availability.

A6.3 Limits and fair use. Concurrency, device, extension, tenant and storage limits are published in the Portal and may be varied by Service Order. VoxTelAI may throttle or refuse traffic above a published limit, on 5 Business Days' notice except where immediate action is needed to protect the Platform or prevent fraud. Bundled allowances are for ordinary business use by the licensed seats, not for automated dialling, broadcasting, conference bridging for resale or continuous open channels; after notice VoxTelAI may move inconsistent traffic to the metered rates in the Rate Card.

A6.4 Charges. Set-up, per-seat, per-tenant and usage Charges, and the way seats are counted within a billing period, are as stated in the Rate Card and Schedule B.

A6.5 Emergency calling and United States supply. No seat, extension, softphone, device or flow can reach an Emergency Number (A1.2). Seats are not supplied for users in the United States: no person located in the United States may use a seat, extension, softphone or device to place or receive calls or messages (Module US (US2)); the same restriction applies to a self-serve account, as the Online Terms (T8) state.

A7. Recording and transcription

A7.1 Enabled by default. Recording and transcription are enabled by default for the Customer's calls and shown with the call detail records; the Customer may disable or scope them in the Portal or API per tenant, extension, queue, Number, campaign, AI Agent flow or connected AI system, and decides retention and access. By enabling the Services and leaving recording on, the Customer confirms it has the lawful basis, and gives the notices, that the Applicable Law of every jurisdiction connected to a call requires (A7.3).

A7.2 Recording announcement. A configurable recording announcement and periodic tone are available as a feature; enabling them, and the duty to notify and obtain consent, are the Customer's. Where Module US or Module EU/UK applies to a call, the Platform enables the announcement by default for that call; the Customer may substitute its own wording or disable it, and by doing so confirms that it gives the notices and holds the consents A7.3 requires. VoxTelAI may require the announcement to be enabled for a campaign, Destination or tenant where a regulator, carrier or complaint pattern calls for it. The Platform's record that an announcement or a disclosure prompt (A4.3, A5.4) was played is Customer Data, retained for the period the Customer sets in the Portal (Module EU/UK (EU2.3)).

A7.3 Lawfulness is the Customer's. The Customer is solely responsible for determining the lawful basis for recording and transcribing, for giving every required notice and for obtaining every required consent from callers, called parties, its personnel and its End Users, applying the rule of the strictest jurisdiction connected to the call. VoxTelAI does not give legal advice on recording. Module US (US8) applies in addition to calls involving parties in the United States.

A7.4 Transcripts and derived output. Where the Customer enables it, the Platform generates transcripts, summaries and structured extractions from recordings and from live audio. They are AI Output, subject to A5.2, A5.6 and General Terms section 15, and are retained separately from recordings.

A7.5 Retention, deletion and legal hold. The default retention period for recordings and for derived output is shown in the Portal at enablement. The Customer may configure another period within the range the Portal offers, per tenant and per category, subject to the storage Charges stated in the Rate Card. At the end of the configured period the Platform deletes the item automatically and irreversibly; the Customer may delete earlier through the Portal or API. Removal from backups follows Annex 1 (DPA12). The Customer may apply a legal hold in the Portal, suspending automatic deletion for the items it covers; VoxTelAI may also preserve items where lawful process or a legal claim requires.

A7.6 Export. During the Term the Customer may export recordings, derived output and call detail records through the Portal or API in the formats the Portal publishes. After expiry or termination it may export for 30 days, after which Annex 1 (DPA12) governs deletion or return.

A7.7 Not a system of record. VoxTelAI does not warrant that every call will be recorded or transcribed: recording may fail for media, device, network or storage reasons. The Customer must not use the Platform as its system of record for a regulatory recording obligation unless a Service Order expressly agrees that use.

A7.8 Roles. Roles for each category of data are stated in Annex 1 (DPA2). Where VoxTelAI holds data as an independent controller under that table (call detail records, registration data under A2, and account, billing, fraud and security data) the retention, deletion and export provisions of this A7 do not apply to it and no Customer instruction varies it.

A8. SMS

A8.1 What is supplied. Application-to-person messaging on enabled Numbers and, where supported and registered, alphanumeric sender identifiers, sent and received through the API and Portal, with inbound delivery, delivery receipts and multimedia messaging where the Portal states they are available. Availability on any Number, country or route is published in the Portal and may change. Long messages are segmented and each segment is charged as the Rate Card states.

A8.2 Operator rules, registration and delivery. Messaging is governed by the rules of the operators, aggregators and registries of each Destination. Where a Destination or operator requires sender, brand or campaign registration, the Customer must complete it through VoxTelAI or another registered party before

sending, with true and current information; outcomes are decided by the registry and operators. Throughput, filtering and delivery are set by the operators; VoxTelAI does not warrant throughput, delivery, delivery time or the accuracy of delivery receipts, and Schedule C does not cover message delivery. Messaging to the United States is addressed further in Module US (US7).

A8.3 Lists, consent and opt-out. Purchased, rented, scraped or shared contact lists must not be used for messaging; this restriction is operator-driven and applies regardless of A4.2. The Customer must obtain and record opt-in consent from every recipient; consent obtained for one brand or campaign may not be reused for another. The Customer must honour the opt-out keywords the Portal lists and answer help keywords with the sender's identity and a contact method, in each language it messages in. The Platform applies keyword handling at Number level; the Customer must not circumvent it and must apply each opt-out across every channel it uses to contact that recipient.

A8.4 Sender identity and content. The Customer must send only from Numbers assigned or ported to it; must not spread one brand's or campaign's traffic across multiple Numbers to evade filtering or throughput limits, rotate Numbers to evade a block, or share a Number between unrelated brands; and must comply with the operator content rules and prohibited categories published in the Portal.

A8.5 Operator and registry charges. Registration, campaign, pass-through and violation fees that operators, aggregators and registries levy on VoxTelAI for the Customer's traffic are passed through at cost as the Rate Card and General Terms section 7 state, itemised on the invoice as third-party operator and registry charges; they are commercial charges, not a Regulatory Surcharge, and are payable even where the message was filtered, blocked or not delivered. VoxTelAI provides the underlying documentation on request; Schedule B (B3) governs disputes.

A8.6 Message content and retention. Message bodies, recipient identifiers and delivery metadata are Customer Data, processed as processor under Annex 1 (DPA2.1) to transmit, deliver and support the Customer's messaging; a Customer instruction to delete applies to that processor copy. For abuse investigation, complaint handling, traceback and legal claims VoxTelAI separately retains, as an independent controller, transmission metadata and — only where Applicable Law requires — a copy of the body, for the period General Terms 10.7 states, and then deletes it.

A8.7 Suspension. VoxTelAI may suspend messaging on any Number, campaign or account where an operator or registry demands it, where complaint or spam-report rates exceed the thresholds published in the Portal, or where it reasonably suspects breach of this A8 or Schedule D, notifying the Customer as General Terms 4.5 provides; Schedule D (D9) and General Terms section 4 govern otherwise.

A9. Support and Portal API

A9.1 Portal and administrators. The Portal provides account administration, configuration, reporting and access to call detail records, with role-based access. The Customer must nominate, in the Order Form or at sign-up, an account administrator and a different individual as alternate; keep both current in the Portal; and notify changes within 5 Business Days.

A9.2 API. The API provides the Portal's functions programmatically, with event webhooks and the real-time media and call-control interfaces used for A4.5. API keys are Confidential Information. Rate limits are published in the Portal, and VoxTelAI may throttle requests above them. VoxTelAI gives at least 30 days' notice of a breaking change to a generally available API version, except where security or Applicable Law requires less; interfaces marked beta or preview are excluded, as A1.6 provides.

A9.3 Support. Support is provided through the Portal ticketing system and support@rolycall.com, with telephone escalation for the highest severity as Schedule C (C3) states. Support hours, severities, response targets and Service Credits are in Schedule C; a support tier, if any, is as agreed in a signed amendment. Support is in English and covers the Platform; it does not cover the Customer's equipment, networks, third-party operators or the Customer's own AI system.

A9.4 Status, maintenance and notices. VoxTelAI publishes Platform status and planned maintenance as Schedule C (C5) provides. Reports of abuse or suspected compromise go to abuse@rolycall.com; legal notices to legal@rolycall.com as General Terms section 19 provides.

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