

Schedule C — Service Level Agreement

The service levels: availability targets and how they are measured, support severities and response times, maintenance windows, and the Service Credits due when a target is missed.

EDITION	EFFECTIVE	SUPPLIER	FORMATS
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This Schedule states the availability targets for the Services, how availability is measured, the support VoxTelAI provides, and the Service Credits due if a target is missed. Capitalised terms: General Terms section 1. Percentages in this Schedule define service levels and remedies; they are not prices.

C1. Scope

C1.1 This Schedule applies to every Customer, on a signed Order Form or a self-serve account. Enhanced targets, enhanced Service Credits, committed capacity and a named account manager are available only as agreed in a signed amendment.

C1.2 It applies separately to each Service, for each calendar month measured in UTC. It does not apply to a Service while that Service is suspended for non-payment or for breach of Schedule D.

C1.3 Services and features designated beta, trial, preview or evaluation carry no target and no Service Credit. The accuracy, latency, speech quality or recognition quality of AI Output is not measured here and carries no Service Credit. Delivery of a message to a handset depends on carrier acceptance and filtering, and no delivery-rate target applies.

C1.4 No target relates to emergency calling: no Service carries calls to an Emergency Number (General Terms section 8), and no outage, Service Credit or chronic failure can arise from one.

C1.5 The targets cover VoxTelAI's network, the Platform and VoxTelAI's supplier chain as C7.2 provides. They do not cover a calling party's originating network, a called party's terminating network, or a third-party network outside that supplier chain.

C2. Availability

C2.1 The monthly availability target for every Service component is 99.9%. Each component is measured at a defined point in VoxTelAI's network:

Component	Target covers	Measured at
Platform, Portal and API	Authentication, account access, ordering, configuration, API calls	Portal and API ingress
SIP trunking	Registration or IP authentication; origination and receipt of SIP sessions with two-way media	VoxTelAI session border controllers
Inbound to Numbers (per country group)	Delivery of a call placed to a Number to the Customer's configured destination	VoxTelAI egress toward the Customer

Component	Target covers	Measured at
Voice termination	Submission of outbound calls and a valid call-progress response on at least one available route	VoxTelAI ingress from the Customer
Call control — Cloud PBX, AI Agent, outbound campaign dialling, connection of the Customer's own AI system	Call handling, answering, dialling and media bridging	VoxTelAI call-control tier
Media processing	Storage of recordings; generation and storage of transcripts and other AI Output	VoxTelAI processing tier
Messaging API	Acceptance of a validly formatted submission and hand-off to the onward carrier	Messaging API ingress

A country group is the set of countries VoxTelAI shows as one group in the Portal for this Schedule; VoxTelAI gives 30 days' notice by email before changing the grouping. A country not shown in any group is its own group.

C2.2 Formula. Availability for a component in a month is $(\text{total minutes} - \text{outage minutes}) \div \text{total minutes} \times 100$, where total minutes are the minutes in the month less excluded minutes under C5 and C7, and outage minutes are the minutes during which the component is totally lost or materially degraded by a cause within VoxTelAI's network, the Platform or its supplier chain. The result is rounded to two decimal places.

C2.3 Start and end. An outage starts at the earlier of (a) the first failed sample in a run of three consecutive failed monitoring samples, and (b) the time the Customer opens a Severity 1 or Severity 2 ticket that VoxTelAI later confirms as a genuine fault. It ends when the function is restored and confirmed by VoxTelAI's instruments or by a test agreed with the Customer. An event shorter than 60 seconds is not an outage.

C2.4 Partial outages. Where an event affects only part of a component, outage minutes are pro-rated by the affected proportion — channels for SIP trunking, Numbers for inbound, failed submissions as a share of all submissions for the Messaging API. Concurrent outages of the same component count once.

C2.5 Measurement. VoxTelAI's monitoring instruments are the primary source of truth; the underlying records are retained for 12 months.

C2.6 Customer evidence. The Customer may submit its own call detail records, SIP traces or logs. If they conflict with VoxTelAI's measurement, VoxTelAI discloses the relevant probe data and the Parties hold a joint review within 10 Business Days, VoxTelAI giving written reasons for its determination. An unresolved difference goes to General Terms section 20. VoxTelAI may not determine a claim on undisclosed data.

C3. Support and severities

C3.1 Channels. Faults are raised through one of these channels only:

Channel	Use
Portal ticket	All severities. Primary channel; produces the ticket number a Service Credit claim requires
support@rolycall.com	All severities, where the Portal is unavailable
Telephone +1 (302) 342-6155	Severity 1 and 2 only, at any time

C3.2 Hours. Severity 1 and 2 support is available 24 hours a day, every day. Severity 3 and 4 support is available 09:00–18:00 UTC, Monday to Friday, excluding the holidays VoxTelAI publishes in the Portal. A different support tier agreed in a signed amendment prevails on hours and targets.

C3.3 Ticket content. When opening a ticket the Customer gives its account identifier; the affected Service and identifiers (trunk, Number or range, API key or sender); the incident start time in UTC; the fault, its business impact and the severity claimed; and available diagnostics such as SIP call identifiers, call detail record extracts, packet captures or API error responses.

C3.4 Severities. VoxTelAI may reclassify a ticket after assessment and will say why; an unresolved classification dispute escalates under C3.6.

Severity	Meaning
1 — Critical	Total loss of a component, of all inbound or all outbound calling, or of the Platform for all users; no workaround
2 — High	Material degradation: significant call failure or one-way audio across a substantial part of traffic, loss of a country group, AI Agents or connected AI systems failing on a substantial share of calls, or elevated message submission failures
3 — Medium	Localised or intermittent impairment with a workaround; a single Number, trunk or feature affected
4 — Low	Information request, configuration change, provisioning query, or cosmetic fault with no operational impact

C3.5 Response targets, from receipt of the ticket:

Severity	Coverage	Acknowledgement	Updates	Restoration or workaround
1	24x7	30 minutes	Every 60 minutes	4 hours
2	24x7	1 hour	Every 4 hours	8 hours
3	09:00–18:00 UTC, Monday to Friday	4 hours within coverage	Each Business Day	3 Business Days
4	09:00–18:00 UTC, Monday to Friday	1 Business Day	As agreed	5 Business Days

VoxTelAI provides a written root cause analysis within 5 Business Days after resolving a Severity 1 incident and, if the Customer asks, within 10 Business Days for a Severity 2 incident.

C3.6 Escalation. VoxTelAI escalates an unresolved Severity 1 or Severity 2 incident progressively, without being asked, through three levels — duty engineer, head of operations, executive (chief technology officer or chief executive officer) — and names the individual engaged on request. The Customer may request escalation at any time through the ticket; on request VoxTelAI holds a bridge call with the Customer's technical lead until a Severity 1 incident is resolved or downgraded.

C4. Service Credits

C4.1 If a component misses its target in a month, the Customer is entitled on request to a Service Credit, expressed as a percentage of the monthly Charges for the affected Service for that month. Service Credits are as agreed in a signed amendment; if none is agreed, the default table below applies.

Measured availability is below the target by	Service Credit (% of the monthly Charges for the affected Service)
more than 0 and up to 0.10%	5%
more than 0.10% and up to 0.50%	10%
more than 0.50% and up to 1.00%	20%
more than 1.00% and up to 2.00%	35%
more than 2.00%	50%

Differences are in percentage points of availability.

C4.2 For a Service billed only on usage, the monthly Charges for this purpose are the average of the Customer's usage Charges for that Service over the three months before the affected month, or over the months supplied if fewer; where no earlier month was supplied, they are the usage Charges actually incurred for that Service in the affected month.

C4.3 If VoxTelAI misses the Severity 1 acknowledgement target in C3.5 three or more times in the same month, the Customer is entitled to a further Service Credit of 5% of the monthly Charges for the affected Service.

C4.4 *Cap.* Service Credits are capped at 50% of the monthly Charges for the affected Service in any month, and at 50% of the total Charges invoiced or, for a prepaid account, debited from the Prepaid Balance for that month across all Services.

C4.5 *Claims.* A claim is made through a Portal ticket copied to billing@rolycall.com within 30 days after the end of the month concerned, failing which it is waived. It states the Service and identifiers affected, the ticket number for each incident relied on, each outage start and end time in UTC, the Customer's calculation and the credit claimed, and any supporting records. Each incident relied on must have been reported through a channel in C3.1 within 24 hours of the Customer becoming aware of it, unless VoxTelAI itself detected and logged it.

C4.6 VoxTelAI acknowledges a claim within 2 Business Days and determines it within 15 Business Days, giving written reasons and the supporting measurement data if it rejects a claim in whole or in part. The Customer continues to pay invoiced amounts in full while a claim is pending and may not set off an anticipated Service Credit.

C4.7 An approved Service Credit is applied to the next invoice or, for a prepaid account, added to the Prepaid Balance, within 30 days. Service Credits are not payable in cash; on termination they are set off against the final invoice or refunded with the Prepaid Balance under Schedule B (B7).

C4.8 *Sole remedy, with the chronic-failure carve-out.* Service Credits are the Customer's sole remedy, and VoxTelAI's entire liability, for a failure to meet a target in this Schedule. This C4.8 does not limit the Customer's right to terminate for chronic failure under C6 or the refund payable on that termination; does not limit remedies for a breach of the Agreement other than a missed target; and does not affect liability that Applicable Law does not allow to be limited.

C5. Maintenance

C5.1 *Planned maintenance.* The maintenance window is the window VoxTelAI publishes in the Portal for the Customer's region or, if a signed amendment states a window, that window. Where reasonably practicable, VoxTelAI schedules planned maintenance outside business hours in the Destinations stated in the Order Form (O5.2). VoxTelAI gives at least 5 Business Days' notice of service-affecting planned maintenance, and 10 Business Days' notice where call processing is expected to be interrupted for more than 30 minutes, through the Portal status page and by email to the Customer's technical contact.

C5.2 Planned maintenance does not exceed 8 hours in aggregate in any month without the Customer's written consent. Minutes inside a properly notified window are excluded minutes. If the work overruns the window by more than 30 minutes, the whole overrun counts as outage minutes.

C5.3 *Emergency maintenance.* VoxTelAI may perform emergency maintenance without notice to preserve the security, integrity or stability of the Platform or network, or to comply with Applicable Law. It notifies the Customer as soon as practicable and explains in writing within 5 Business Days.

C5.4 Emergency maintenance is excluded only up to 4 hours in aggregate per month. Time beyond that counts as outage minutes.

C6. Chronic failure

C6.1 A chronic failure occurs for a Service if it misses its availability target in three consecutive months; or in any four months in a rolling twelve-month period; or if a single outage of it continues for more than 24 consecutive hours.

C6.2 On a chronic failure the Customer may terminate the affected Service on 30 days' written notice to legal@rolycall.com or, for a self-serve account, in the Portal. If that Service accounted for more than 50% of the Customer's total Charges in the month the chronic failure completed, the Customer may instead terminate the Agreement as a whole on the same notice. Notice must be given within 30 days after the event giving rise to the chronic failure, failing which the right lapses for that event.

C6.3 On a termination under this C6 no early-exit amount, shortfall or termination charge applies to the terminated Service, and any minimum commitment is reduced as Schedule B (B4) states. VoxTelAI refunds, within 30 days after termination takes effect, Charges prepaid for that Service for periods after termination together with any unapplied Prepaid Balance attributable to it. The refund is automatic, no claim period applies to it, and no administrative or processing fee is deducted; VoxTelAI may deduct only Charges incurred and not yet settled. Service Credits already accrued are unaffected.

C6.4 This C6 applies in full on both channels. The rights in it are in addition to, and are not limited by, C4.8.

C7. Exclusions

C7.1 The following are excluded minutes and do not count as outage minutes:

- (a) faults in the Customer's network, systems, software, configuration, credentials or equipment, including its PBX, session border controller, firewall, codecs, channel limits and DNS, and faults in an AI system the Customer connects under Schedule A (A4.5);
- (b) failure or congestion of internet transit, access circuits or other connectivity not provided by VoxTelAI;
- (c) an event of force majeure under General Terms section 17 — for a failure of a supplier within VoxTelAI's supplier chain, C7.2 alone governs whether minutes are excluded;
- (d) suspension or limitation for non-payment, breach of Schedule D, suspected fraudulent traffic, regulatory direction or lawful process, and usage stopped automatically for an exhausted Prepaid Balance or a reached credit limit (Schedule B (B4));
- (e) Services or features designated beta, trial, preview or evaluation;
- (f) acts or omissions of the Customer, its users or clients, including traffic exceeding ordered capacity, misconfigured routing, or refusal to allow testing or to release a Service for repair;
- (g) delay caused by the Customer's failure to respond to a reasonable request for information, access or testing, measured from request until response;
- (h) planned maintenance within C5.2 and emergency maintenance within the cap in C5.4; and
- (i) failure of a third-party originating or terminating network outside VoxTelAI's supplier chain (within it, C7.2 governs), or a number range withdrawn, suspended or re-assigned by a national regulatory authority or national carrier, provided VoxTelAI has complied with Schedule A.

C7.2 *Supplier-chain failure.* A supplier is within VoxTelAI's supplier chain if VoxTelAI buys from it, directly or through an intermediary, any input used to supply the Services — capacity, numbering, transit, origination, termination, messaging carriage or aggregation, cloud or data-centre infrastructure, AI model inference — and every Sub-processor is within it. Minutes lost through a failure of a transit, termination, origination,

numbering or messaging supplier are excluded minutes only where VoxTelAI (a) notifies the Customer of the failure within the C3.5 acknowledgement target for the severity concerned, through the Portal status page or the ticket, and (b) re-routes around the failure or restores the affected Service with reasonable diligence (General Terms 17.2). Otherwise they are outage minutes, whether or not VoxTelAI could have avoided the failure and whether or not it is also an event of force majeure. Minutes lost through a failure of hosting or data-centre infrastructure, of the Platform itself or of AI model inference are outage minutes in every case; no notice or re-routing excludes them.

C7.3 C7.2 governs only the calculation of outage minutes, Service Credits and chronic failure under this Schedule. It does not enlarge VoxTelAI's liability beyond General Terms section 12 and does not affect General Terms section 17 for any obligation other than the targets in this Schedule.

End of Schedule C, Version VTA-SC-2026.08.

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