Last updated: 17 November 2026

Terms of Service

These Terms of Service ("**Terms**") form a binding legal agreement between you and Sysevo Ltd, a company registered in England and Wales (company number 17329455), whose registered office is at Suite Ra01, 195-197 Wood Street, London, United Kingdom, E17 3NU ("**Sysevo**", "**we**", "**us**", or "**our**"). They govern your access to and use of the Sysevo website at sysevo.io, the platform at app.sysevo.io, our application programming interfaces (APIs) and developer tools, and all related products, features, content, and services (together, the "**Services**").

By creating an account, subscribing to a plan, purchasing Voice Minutes, deploying a Voice Agent, taking a payment through the Services, calling an API, or otherwise accessing or using the Services, you confirm that you have read, understood, and agree to be legally bound by these Terms. If you are entering into these Terms on behalf of a company, organisation, or other legal entity, you represent and warrant that you have authority to bind that entity, and "you" and "your" refer to that entity. If you do not agree, you must not access or use the Services.

These Terms incorporate by reference our Privacy Policy, Cookie Policy, Data Processing Agreement, the plan details on our plans page, and any product-specific or order-specific terms we make available to you. Together these form the entire agreement between us relating to the Services (the "**Agreement**").

Self-Serve subscriptions — effective 31 October 2026

This section applies to Self-Serve subscriptions purchased through app.sysevo.io. It is product-specific and takes precedence over a conflicting general description elsewhere in these Terms. Enterprise implementation and separately agreed professional services remain subject to their own Order.

- **Monthly or annual billing.** Where offered, you may choose monthly or annual billing. The selected subscription price is charged in US dollars. Monthly subscriptions are charged monthly; annual subscriptions are charged in full upfront and renew yearly. Your subscription renews automatically at the selected billing frequency until you cancel renewal. Self-Serve subscriptions have no setup fee and no free trial. The tier, recurring price and final amount are shown before you authorise payment.

- **Cancellation.** You may cancel renewal at any time through your account. Cancellation takes effect at the end of the current paid billing period; access continues until then. If you cannot use the account controls, contact support@sysevo.io so we can stop renewal. Voluntary cancellation does not normally produce a prorated refund. We correct duplicate or erroneous charges, and this does not limit a refund, remedy or cancellation right required by law.
- **Minutes and prepaid usage.** Included voice minutes refresh monthly on both monthly and annual subscriptions. Unused included minutes do not roll over. Additional usage requires a prepaid purchase at the price shown when you buy it. Calls stop when the available included minutes and usable prepaid balance are exhausted. No automatic postpaid minute overage applies to this launch; premium model access and unverified premium rates are disabled.
- **Account capacity.** Paid tiers allow unlimited saved agent configurations. This does not remove concurrent-call, minute, number, voice-clone, seat, storage or other usage limits shown for the selected tier. Team seats are capped at the included allowance; more seats require an upgrade or a separately agreed Enterprise scope.
- **Early access.** If a subscription is offered as early access, review the notice and availability labels before paying. Capabilities marked pending are still being activated and are not currently promised as available. The accepted purchase records the plan, allowances and early-access notice. A pending capability has no guaranteed activation date; do not subscribe in reliance on its future release. Social scheduling is excluded from the Self-Serve launch.
- **Launch region and responsible use.** Self-Serve signup initially supports businesses in the United States. You remain responsible for lawful calling, messaging, recording and the rights to any submitted voice. Do not upload or clone a voice without the necessary consent and rights. A plan allowance does not override provider verification, moderation or applicable restrictions.
- **Support.** Our support inbox is monitored Monday–Friday, 09:00–17:00 Eastern Time, excluding US public holidays. Standard-ticket first acknowledgement is targeted within two business days; priority-ticket acknowledgement within one business day. These are operating targets, not contractual service levels or a promise of 24/7 human support. Any onboarding sessions or office hours are subject to the selected tier and current availability.

Part A — About These Terms

1. Definitions

- **Account** — the account you register to access the Services.
- **Affiliate** — any entity that controls, is controlled by, or is under common control with a party.
- **Authorised Users** — the individuals you permit to access the Services under your Account, including team seats.
- **Customer / you** — the individual or entity that registers for or uses the Services.
- **Consumer** — an individual acting wholly or mainly outside their trade, business, craft, or profession.

- **Customer Data** — all data you or your End Users submit to, or generate through, the Services, including contacts, call recordings, transcripts, CRM records, documents, financial and business information, and configuration.
- **End User** — any person who interacts with your Voice Agents or whose personal data you process through the Services (for example callers, leads, guests, patients, and your own clients).
- **End Customer** — a person or business that pays you for goods or services using the payment features of the Services.
- **Fees** — all charges payable by you to us for the Services, including plan and subscription fees, setup, implementation, and onboarding fees, Voice Minute and Wallet charges, pack purchases, number-rental fees, and professional-services or white-label fees.
- **Managed Number** — a telephone number provisioned to you through the Services under our telephony arrangements.
- **Merchant of Record** — the party legally responsible to an End Customer for a sale and its associated obligations (fulfilment, refunds, chargebacks, taxes, and consumer-law duties).
- **Order** — an online sign-up, plan selection, order form, or statement of work under which you obtain the Services.
- **Payment Provider** — a third-party payment processor (such as Stripe or PayPal) used to process payments.
- **Services** — as defined above.
- **Subscription** — an ongoing paid plan for the Services (for example Launch, Growth, or Command), as set out in your Order, together with any setup, implementation, or onboarding Fees that apply to it.
- **Voice Agent** — an AI-powered telephone agent you configure and deploy through the Services to make or receive calls.
- **Voice Minutes** — the metered units consumed when Voice Agents handle calls and when your users place or receive calls through the power dialer, whether included with a plan, bought in packs, or paid as you go. Calls that use premium AI models consume Voice Minutes at a higher rate, as set out on our plans page.
- **Wallet** — your prepaid balance held on your Account for usage-based charges.
- **White-Label Partner** — a Customer on our managed white-label offering who resells or provides access to the Services to their own clients under their own brand.
- **Custom Solution** — bespoke configuration, development, integration, or professional services agreed under a separate Order or statement of work.

2. Structure and Order of Precedence

If there is a conflict between the documents making up the Agreement, the following order of precedence applies (highest first): (a) a signed Order form or statement of work; (b) any product-specific terms; (c) these Terms; (d) the Privacy Policy, Cookie Policy, and DPA; and (e) the plan and feature information on our pricing page and other referenced materials. A more specific term prevails over a more general one for the subject it covers.

3. Who May Use the Services; Accounts and Teams

You must be at least 18 years old and able to form a binding contract. You must register with accurate, current, and complete information and keep it up to date. You are responsible for: safeguarding your and your Authorised Users' credentials; all activity that occurs under your Account (including by Authorised Users and End Users); configuring seats, roles, and permissions; and promptly notifying us at hello@sysevo.io of any suspected unauthorised access. You are responsible for your Authorised Users' compliance with the Agreement. We may offer authentication and security features (such as multi-factor authentication); you are responsible for enabling and using them appropriately.

Part B — The Services

4. The Services and Licence to Use Them

Subject to the Agreement and your payment of applicable Fees, we grant you a limited, non-exclusive, non-transferable, non-sublicensable, revocable licence to access and use the Services during the term for your internal business purposes (and, for White-Label Partners, to provide the Services to clients strictly in accordance with section 41). Depending on your plan and configuration, the Services may include: building and deploying inbound and outbound AI Voice Agents; outbound campaigns and dialling; a built-in CRM with contacts, pipelines, caller memory, recordings, and transcripts; analytics, AI call scoring, and reporting; payment collection, invoicing, contracts and e-signature, calendars and booking, forms, and a document vault; finance/ERP tooling (cash-flow, P&L, forecasting, tax/VAT, multi-currency); white-label multi-tenant client portals; a developer platform (REST API, webhooks, and integrations); and Custom Solutions where separately agreed. We reserve all rights not expressly granted.

5. Plans and Pricing

We offer the Services as done-for-you plans (currently Launch, Growth, and Command). Each plan is built and configured for you and typically includes a setup, implementation, or onboarding component together with an ongoing subscription to the platform. The features and inclusions of each plan are described on our plans page; the specific scope, Fees, term, minute allocation, and any setup or professional-services charges that apply to you are set out in your **Order**, which forms part of the Agreement. Because plans are tailored to your business, pricing is provided to you directly rather than published as a fixed public price. Any promotional credit or evaluation access we may grant is for evaluation only, is non-transferable, has no cash value, and may be withdrawn or subject to fair-use limits and eligibility checks where we reasonably suspect abuse.

6. Voice Minutes, Wallet, Auto-Recharge, and Metered Usage

Each paid plan includes an allocation of Voice Minutes per billing cycle. Beyond your allocation you may top up your Wallet by buying prepaid minute packs or by paying as you go. A plan's included Voice Minutes form a single allocation shared by Voice Agent calls and power-dialer calls. Calls that use premium AI models consume Voice Minutes at the multiple set out on our plans page. Calls draw from plan minutes first, then packs, then Wallet balance. Included plan minutes reset at the start of each billing cycle and do not roll over. Prepaid packs and Wallet top-ups do not expire while your Account is active and in good standing. Other monthly allowances (such as email sends, SMS credits, AI replies and conversations, lead and proposal credits, meeting recording minutes and storage) also reset each billing cycle without roll-over; usage beyond an allowance is charged to your Wallet at the per-unit prices shown in your account, and pauses when the Wallet balance cannot cover it.

Usage is metered by call duration and by the underlying provider costs (AI inference, speech-to-text, text-to-speech), and is debited from your Wallet after each call or reported period. Usage figures shown in the Services are indicative; final charges are those recorded by our systems. If you enable **auto-recharge**, you authorise us to automatically charge your saved payment method to top up your Wallet whenever your balance falls below the threshold you set, until you disable it. Wallet balances and consumed Voice Minutes are non-refundable except as required by law or as stated in section 13. Voice Minutes and Wallet credit have no cash value and are not redeemable for cash.

7. Changes to the Services

We continuously improve the Services and may add, change, or remove features. We will not materially reduce the core functionality of a paid plan you are on during your current paid term without giving reasonable notice; where a change materially and adversely affects you and you are a paying customer, you may terminate the affected Subscription and receive a pro-rata refund of pre-paid Fees for the unused period as your sole remedy. Beta features are governed by section 40.

Part C — Fees and Payments to Sysevo

8. Fees

You agree to pay all Fees for the Services you order, at the prices in effect when the charge is incurred. Fees are stated exclusive of VAT and other taxes. Except where these Terms or the law require otherwise, Fees are non-cancellable and non-refundable once incurred, and amounts paid are not contingent on the delivery of any future feature.

9. Taxes

You are responsible for all taxes, duties, and levies associated with your purchases from us, except taxes on our net income. Where we are required to collect VAT or other taxes, we will add them to your invoice. If you are required by law to withhold any taxes, you must gross up the payment so that we receive the full amount invoiced. You are responsible for providing accurate tax information (including any VAT number and place of supply).

10. Invoicing, Payment, and Payment Methods

Setup, implementation, and professional-services Fees are invoiced as set out in your Order (typically in advance or in agreed stages). Ongoing subscription Fees are billed in advance for each billing period per your Order. Wallet top-ups and minute packs are charged when purchased or as usage is incurred, and Voice Minutes consumed beyond your plan allocation are billed from your Wallet or prepaid packs as described in section 6. Recurring charges (such as Managed Number rental) are billed each period. Payments to us are processed by our Payment Provider under its own terms, which you may need to accept. You authorise us and our Payment Provider to charge your chosen payment method for all Fees due, and you must keep a valid payment method on file. We do not store full card numbers. Invoices are due on receipt unless stated otherwise.

11. Auto-Renewal, Upgrades, and Downgrades

Paid Subscriptions renew automatically at the end of each billing period at the then-current rate unless cancelled before renewal. You may upgrade at any time, with the change taking effect immediately and charges pro-rated. Downgrades take effect at the next renewal and may reduce features, minutes, seats, or limits; you are responsible for exporting or reconciling anything affected by a downgrade. You can cancel auto-renewal at any time from your Account, subject to any 12-month term you chose (see section 13).

12. Late or Failed Payments and Suspension for Non-Payment

If a payment fails or is overdue, we may retry the charge, suspend or downgrade paid features, disable auto-recharge, and/or charge interest on overdue amounts at the statutory rate under the Late Payment of Commercial Debts (Interest) Act 1998 (for business customers). We may also recover reasonable costs of collection. Suspension for non-payment does not relieve you of the obligation to pay. We will restore access on payment of outstanding amounts, subject to reactivation where applicable.

13. Cancellation and Refunds

Month-to-month and 12-month terms. Every Subscription (Launch, Growth, and Command) is month-to-month unless, when you order it, you choose a 12-month term. A 12-month term is optional, costs the same monthly Fee as month-to-month, and additionally includes priority support and developer assistance for its duration. It runs for 12 months from your first monthly platform-fee payment, so any free first month falls outside it. At the end of the term your Subscription continues month-to-month unless you choose a further term. One-time setup, implementation, or build Fees are the same whichever option you choose.

If your Subscription is month-to-month, you may cancel it at any time from your Account or the customer billing portal; cancellation takes effect at the end of the current paid billing period and you retain access until then. If you chose a 12-month term, you are committed to it for its full 12 months: you may give notice of cancellation at any time, but it takes effect at the end of the term, and the monthly Fees for the remainder of the term remain payable. Except as required by law or expressly stated, Fees already paid, consumed Voice Minutes, Wallet balances, and prepaid packs are non-refundable, and we do not provide pro-rata refunds for partial periods.

Consumers. If you are a Consumer in the UK, you have a statutory right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel within 14 days of entering into the contract. By starting to use the Services during this period you request that we begin providing them immediately, and you acknowledge that: (a) you lose the right to cancel once the Services are fully performed; and (b) if you cancel after use has begun, you must pay for the Services used up to cancellation. Nothing in the Agreement affects your non-excludable statutory rights, including under the Consumer Rights Act 2015.

14. Price Changes

We may change our prices. For changes affecting your current plan, we will give you at least 30 days' notice, and the change takes effect at your next renewal. If you do not accept a price change, you may cancel before it takes effect.

Part D — Taking Payments From Your End Customers

15. Payment Facilitation and Merchant of Record

The Services let you collect payments from your End Customers (for example through payment links, invoices, and booking checkouts) using your own account with a Payment Provider. **You — not Sysevo — are the Merchant of Record for those payments.** Sysevo acts only as a technical facilitator that helps you create and manage charges through your Payment Provider; **Sysevo is not a bank, payment institution, e-money issuer, payment service provider, or money-transmitter, and does not receive, hold, control, or route your End Customers' funds.** All such funds settle directly into your own Payment Provider account under your agreement with that provider.

Accordingly, you are solely responsible for: your relationship and agreement with your Payment Provider and compliance with its terms and rules (including card-scheme rules and PCI DSS); the goods or services you sell and their fulfilment; pricing, taxes, receipts, and invoicing to your End Customers; refunds, cancellations, disputes, and chargebacks; consumer-protection and distance-selling obligations to your End Customers; and anti-fraud and anti-money-laundering compliance for your own business. Sysevo has no liability to you or your End Customers for these matters, and any dispute about a payment is between you, your End Customer, and your Payment Provider.

16. Your Payment Provider Credentials

To enable payment features, you may provide your Payment Provider API keys or connect your Payment Provider account. You authorise us to store those credentials using appropriate security measures and to use them solely to create and manage charges, refunds, and related records on your behalf and on your instruction. You represent that you are authorised to provide and use those credentials, and you remain responsible for their validity, for rotating or revoking them, and for all activity carried out with them. You may disconnect a Payment Provider at any time. We take reasonable measures to protect stored credentials but, as with any system, cannot guarantee absolute security (see section 29).

17. Your Obligations to Your End Customers

Because you are the Merchant of Record, your terms, privacy notice, and policies govern your sales to your End Customers, and you are the controller of your End Customers' personal data (see section 28 and our DPA). You must handle refunds, chargebacks, complaints, and consumer rights directly and promptly, and you will indemnify us against any claim by an End Customer or Payment Provider arising from your sales, fulfilment, or payment handling (section 48).

Part E — Your Use and Compliance

18. Acceptable Use

You must not, and must not permit any Authorised User, End User, or client to, use the Services to:

- make unlawful, unsolicited, deceptive, or abusive calls or messages, or otherwise breach telemarketing, anti-spam, or electronic-communications laws;
- engage in fraud, scams, phishing, social engineering, spoofing, or illegal robocalling;
- harass, threaten, defame, or abuse any person, or generate unlawful, obscene, hateful, or harmful content;
- clone, synthesise, or impersonate any voice, person, brand, or organisation without the clear right and consent to do so;
- infringe intellectual-property, privacy, publicity, or other rights;
- process special-category or highly sensitive data unlawfully, or use the Services for decisions producing legal or similarly significant effects without a lawful basis and appropriate safeguards;
- upload malware, or attempt to gain unauthorised access to, probe, scan, disrupt, overload, reverse-engineer, decompile, or circumvent security, rate limits, or usage controls of the Services;
- resell, sublicense, timeshare, or provide the Services to third parties except under our white-label offering or with our prior written permission;
- use the Services to build or train a competing product or model, or to benchmark without our consent; or
- use the Services in breach of applicable law or of the Agreement.

We may investigate suspected breaches, and may remove content, throttle, suspend, or terminate access, and report serious breaches to the relevant authorities.

19. Prohibited and High-Risk Uses

You must not use the Services for, or on behalf of, businesses or activities that are unlawful or that our Payment Provider, telephony provider, or carriers prohibit, including (without limitation) fraud, unlicensed financial or gambling services, illegal goods or substances, adult content services, and other categories we or our providers may designate as prohibited from time to time. Where your use involves regulated activity (for example financial services, healthcare, or debt collection), you are responsible for holding all required licences and complying with all applicable sector rules.

20. Telephony, Numbers, KYC, and Carrier Compliance

We provide telephony features, including Managed Numbers, through our own arrangements with telephony providers and carriers. To activate calling and register numbers, you must complete identity and business verification (know-your-customer, or "**KYC**") and any carrier-registration requirements (for example A2P/10DLC or Ofcom-related requirements), and you must provide accurate, complete, and current information for these purposes. You authorise us to submit that information to our telephony providers and carriers to register and operate numbers on your behalf.

Managed Numbers are licensed to you for use with the Services and may carry recurring rental Fees; they are not sold to you, and we or our providers may reclaim, change, or suspend a number where required by a carrier, regulator, or for non-payment, misuse, or security reasons. Number porting (in or out) is subject to carrier processes and may not always be possible. You are the caller for all calls made through your Voice Agents and are responsible for their content and legality (see sections 21–22).

21. Calling Conduct and Marketing Law

You are the sender of any communications made through your Voice Agents and campaigns, and you are solely responsible for their content and the legality of your calling and messaging activity. In particular, you must:

- comply with all applicable laws and regulator rules on marketing, cold calling, and electronic communications, including the Privacy and Electronic Communications Regulations 2003 (PECR), UK GDPR, Ofcom rules on calling line identification (CLI), silent and abandoned calls, and, where you contact people outside the UK, equivalent laws such as the US TCPA and applicable STIR/SHAKEN and do-not-call requirements;
- obtain, record, and maintain all necessary consents before making outbound marketing calls or sending marketing messages, and screen against the Telephone Preference Service (TPS/CTPS) and any other required "do not call" or suppression registers;
- present accurate calling line identification and not spoof or withhold CLI unlawfully;
- respect permitted contact hours and frequency limits; and
- honour opt-out, unsubscribe, and do-not-contact requests promptly, including maintaining and respecting suppression lists.

22. Call Recording, Monitoring, and Notices

Where you record, transcribe, or monitor calls, you are responsible for meeting all legal requirements, including giving any notices required to call participants and obtaining any necessary consent. You must inform participants that a call may be recorded and, where required, that they are interacting with an automated or AI system. You are the controller of recordings, transcripts, and caller-memory data of your calls (see section 28).

23. Outbound Campaigns, Lead Sourcing, and Email

If you use outbound campaigns, dialling, lead sourcing/enrichment, or email features, you are responsible for the lawful basis for your contact lists and for the source and accuracy of any contact data. Where you import, scrape, enrich, or otherwise source personal data of third parties, you represent and warrant that you have the right and a lawful basis to collect and use that data and to contact those individuals, and that doing so complies with UK GDPR, PECR, and equivalent laws. Email campaigns must comply with applicable anti-spam and marketing laws, include required sender identification and unsubscribe mechanisms, and honour opt-outs. You are responsible for your sending reputation and deliverability.

24. AI Features, Output, and Human Oversight

The Services use artificial intelligence to generate speech, text, summaries, scores, proposals, and other output, drawing on third-party model providers. AI output may be inaccurate, incomplete, biased, or unsuitable and can appear plausible while being wrong. You are responsible for reviewing and validating AI output before relying on it and for maintaining appropriate human oversight. You must not use AI output as the sole basis for decisions requiring professional judgement (including legal, financial, tax, medical, veterinary, insurance, or employment decisions) or for any use prohibited by applicable AI or automated-decision-making law. You must not present a Voice Agent as a human where doing so would be deceptive or unlawful.

25. Voice, Custom Voices, and Likeness

Where you select, configure, or use custom or synthetic voices, you represent and warrant that you have all rights, licences, and consents necessary to do so, including the consent of any individual whose voice or likeness is used, and that your use does not infringe any right or law. You are solely responsible for such use and will indemnify us for claims arising from it (section 48).

26. Bring-Your-Own Telephony and Third-Party Services

Some configurations let you use your own telephony arrangement (for example SIP trunking), in which case you are responsible for obtaining, paying for, and lawfully operating your connectivity and numbers. The Services also rely on third-party providers for AI models, speech-to-text, text-to-speech, telephony, calendars, email, integrations, and other functions. Your use of those functions may be subject to the relevant provider's terms and acceptable-use policies, and we are not responsible for third-party services outside our control. We may change third-party providers where a comparable capability is maintained.

27. Fair Use and Anti-Abuse

Unlimited or high-volume features are subject to fair and reasonable use consistent with normal business usage. We may apply rate limits, concurrency limits, spend limits, and anti-abuse controls, and may investigate or restrict usage patterns that are excessive, automated beyond documented limits, or that risk the stability, security, or lawful operation of the Services or the networks and providers we depend on.

Part F — Data, Intellectual Property, and Confidentiality

28. Customer Data and Data Protection

As between you and us, you own your Customer Data. You grant us a worldwide, non-exclusive, royalty-free licence to host, copy, process, transmit, and display Customer Data solely to provide, secure, support, and improve the Services and as permitted by our Privacy Policy and DPA. You are responsible for the accuracy, quality, and legality of Customer Data, for having the right to provide it to us, and for all consents and notices required to record calls and to process the personal data of your End Users and End Customers.

When we process personal data on your behalf through the Services (for example CRM records, caller memory, recordings, transcripts, form submissions, and vault documents), you are the data controller and we are your data processor, and our Data Processing Agreement applies and is incorporated into these Terms. When we process your account, billing, and website data as a controller, our Privacy Policy applies. You are responsible for your own obligations as a controller, including lawful basis, transparency, and responding to individuals' rights requests relating to data you control.

29. Security and Stored Credentials

We implement appropriate technical and organisational measures designed to protect the Services and Customer Data, as described on our security page and in the DPA, including for any Payment Provider or third-party credentials you connect. You are responsible for the security of your credentials, devices, and integrations, for configuring access appropriately, and for maintaining your own backups of Customer Data where continuity is critical to you. No method of storage or transmission is completely secure, and we do not warrant absolute security.

30. Intellectual Property and Licences

We and our licensors own all intellectual-property rights in and to the Services, including the platform, software, models we provide, user interfaces, designs, documentation, and the Sysevo name, logos, and brand. Except for the limited licence in section 4, no rights are granted to you in the Services. You retain ownership of Customer Data and of your own trademarks and content. You grant us the licence in section 28 and permission to use aggregated and de-identified data that does not identify you or any individual to operate, secure, and improve the Services and for analytics and benchmarking.

31. Feedback

If you give us feedback, ideas, or suggestions about the Services, you grant us a perpetual, irrevocable, worldwide, royalty-free licence to use and exploit them for any purpose without restriction or obligation to you.

32. Confidentiality

Each party may receive confidential information of the other. The receiving party will: keep such information confidential; use it only to perform under the Agreement; disclose it only to personnel and advisers who need it and are bound by confidentiality; and protect it with at least reasonable care. This does not apply to information that is or becomes public through no fault of the receiving party, is independently developed, is rightfully received from a third party, or must be disclosed by law (with notice where lawful).

33. Publicity and References

We may identify you as a customer and use your name and logo in customer lists and marketing to indicate that you use the Services. If you prefer we do not, contact hello@sysevo.io and we will stop. Any case study, testimonial, or quotation will only be published with your prior approval.

34. Data Export, Retention, and Deletion

During your Subscription you can access and export certain Customer Data through the Services (for example via CSV exports, report downloads, calendar/iCal exports, and the API). You are responsible for exporting data you wish to keep before cancellation or downgrade. Requests to export or permanently delete personal data, and account-closure requests, are handled in accordance with our Privacy Policy and DPA; deletion may be irreversible and may be subject to legal retention obligations. Contact privacy@sysevo.io for data-export or erasure requests.

Part G — Specific Features and Offerings

Sysevo SMS Marketing Program

Sysevo Ltd ("Sysevo") may offer an optional SMS program for recurring marketing messages about Sysevo's AI voice agent and business software products, demos, product news, and promotional offers. You can subscribe at sysevo.io/sms-updates by entering a U.S. phone number that can receive text messages and separately checking the unchecked SMS consent box. SMS consent is optional and is not a condition of purchasing or using any Sysevo service. The form records your consent and displays an on-page confirmation; it does not send a text message at signup. Marketing messages will be sent only while the program is active and after required messaging registration is approved.

Message frequency varies. Message and data rates may apply. Reply STOP to opt out of Sysevo marketing texts or HELP for help. You may also withdraw consent by emailing privacy@sysevo.io. We will honor opt-out requests for this program. Carriers are not responsible for delayed or undelivered messages. See our Privacy Policy for how we handle phone numbers, SMS opt-in data, and consent records. We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes.

35. Contracts and Electronic Signatures

The Services let you create, send, and collect electronic signatures on contracts and documents, and generate a signed copy with an audit record (which may include the signer's IP address, user-agent, and timestamps). Electronic signatures are legally recognised in many jurisdictions (including under the Electronic Communications Act 2000 in England and Wales and equivalent laws elsewhere), but their validity and enforceability depend on the circumstances. **You are solely responsible for** the content, accuracy, legality, validity, and enforceability of any document or contract you create, send, or sign through the Services; for confirming that electronic signature and the level of identity verification are appropriate for your use case and jurisdiction; and for retaining your own copies. The signing process authenticates a signer by their access to a signing link and does not provide qualified or advanced electronic signatures or independent identity verification unless expressly stated. We provide the tool and do not warrant that any document will be legally binding or admissible, and we are not providing legal advice.

36. Invoicing, Tax, and Finance/ERP Tools

The Services include invoicing, tax/VAT, multi-currency, accounting, and finance/ERP tools that generate outputs such as invoices, tax and VAT summaries, profit-and-loss statements, balance sheets, cash-flow and forecasting reports, and AI-assisted financial guidance. **These tools and their outputs are provided for your convenience and information only and do not constitute accounting, tax, financial, investment, or legal advice.** Tax rates, exchange rates, and similar figures may be sourced from third parties, may change, and may require your review and confirmation before use. You are responsible for verifying all figures, for the accuracy and completeness of the data you enter, and for your own accounting, bookkeeping, tax filings, and regulatory obligations (including Making Tax Digital and equivalent requirements). You should obtain advice from a qualified accountant, tax adviser, or other professional before relying on any output for filings, decisions, or third parties. Any AI-assisted financial feature is informational, may be inaccurate, and requires your review before you act on it.

37. Bookings, Appointments, and Calendars

The Services include booking links, appointment scheduling, reminders, reservations, and calendar synchronisation (which may connect to third-party calendars such as Google). You are responsible for your own booking, cancellation, no-show, deposit, and refund policies and for honouring bookings you accept; for the accuracy of your availability and pricing; and for compliance with consumer and sector rules. We are not a party to any booking or reservation between you and your End Users or End Customers and are not liable for missed, double-booked, cancelled, or unfulfilled bookings, or for the accuracy of third-party calendar or channel synchronisation.

38. Forms and Document Vault

The Services let you build forms to collect information and store and share documents through a vault, including via tokenised share links. You are responsible for the data you collect, store, and share, for having a lawful basis and any required consents, for the content and security of what you share, and for who you share it with. You must not use forms or the vault to collect or store data unlawfully or to store content you are not permitted to hold. Share links may grant access to anyone who holds them, so you are responsible for how you distribute them.

39. Integrations, API, and Third-Party Credentials

If you use our API, webhooks, integrations, or connect third-party services (such as calendars, email, payment, or channel providers), you must keep your API keys and credentials secret, use them only as documented, and stay within published rate and fair-use limits. API keys and credentials are personal to your Account and must not be shared or resold except under our white-label offering. You authorise us to store and use credentials you connect solely to provide the relevant feature, and you are responsible for the third party's terms and for anything you build. We may change, deprecate, throttle, or discontinue API or integration features on reasonable notice (or immediately where necessary for security or legal reasons), and we are not responsible for third-party services or for changes they make.

40. Beta and Early-Access Features

We may make beta, preview, or early-access features available. These are provided "as is", may be changed or withdrawn at any time, may be unstable, and are excluded from any service-level commitment and, to the maximum extent permitted by law, from warranties and indemnities. You use them at your own risk.

41. White-Label and Reseller Terms

If you use our white-label offering, you may provide access to the Services to your own clients under your own brand, subject to any separate white-label agreement and to the Agreement. As a White-Label Partner you are responsible for: your clients' use of the Services and their compliance with terms at least as protective as these Terms; entering into your own contracts and privacy notices with your clients; acting as controller or processor as appropriate for your clients' data and flowing down data-protection obligations; being the Merchant of Record (or ensuring your client is) for any payments you or your clients take, using your or their own Payment Provider account; billing and supporting your clients; and ensuring your clients do nothing that would breach the Agreement if done by you. You remain fully liable to us for all activity under your and your clients' accounts and will indemnify us against claims arising from your reselling activity (section 48).

42. Referral, Partner, and Commission Programs

We may offer referral, affiliate, sales-partner, or commission programs. Participation is subject to any specific program terms and to eligibility, verification, and approval. Where you are eligible to earn commissions (including initial, recurring, or referral commissions), you must provide accurate identity, bank, and tax information for payouts, and you are responsible for declaring and paying any taxes on amounts you receive. Commissions accrue and are payable only in accordance with the program terms, may be subject to minimum thresholds and holding periods, and may be adjusted, withheld, reversed, or clawed back where the underlying sale is refunded, charged back, cancelled, unpaid, fraudulent, or in breach of the Agreement. We may change, suspend, or end a program, or a participant's participation, on reasonable notice or immediately for breach or suspected abuse. Nothing in a program creates an employment, agency, or partnership relationship.

43. Custom Solutions and Professional Services

Where we agree to provide a Custom Solution, bespoke development, onboarding, migration, or other professional services, the scope, fees, deliverables, acceptance criteria, and any additional terms will be set out in a separate Order or statement of work, which forms part of the Agreement for that engagement. Changes to scope are handled through a written change-control process. Unless expressly agreed otherwise in writing, we retain ownership of all tools, frameworks, methods, know-how, and pre-existing or generally reusable materials used to deliver the work, and grant you a licence to use deliverables for your internal business purposes.

44. Industry-Specific and Vertical Modules

The Services include modules tailored to particular industries (for example real estate, hospitality, short-term rentals, tours and excursions, solar, recruitment, dental, and veterinary). These modules are provided as configurable tools and are not a substitute for professional, licensed, or regulated services. You are responsible for compliance with all laws and sector-specific regulations applicable to your business, including any additional rules for handling health, financial, or other special-category data, consumer contracts, deposits, and licensing. You act as the controller for personal data you process through these modules, and you must not use a module for a regulated purpose unless you are authorised and compliant.

Part H — Service Levels, Warranties, and Liability

45. Availability, Support, and SLA

We aim to keep the Services available and reliable but do not guarantee uninterrupted, timely, secure, or error-free operation. We may perform maintenance and will try to schedule significant planned maintenance to reduce disruption. Support is provided by email, with levels varying by plan. A specific service-level agreement (SLA), including any availability commitment or service credits, applies only where expressly agreed in your Order (for example on the Command plan). You can see current status on our status page.

46. Warranties and Disclaimers

Each party warrants that it has authority to enter into the Agreement. Except as expressly stated, and to the fullest extent permitted by law, the Services are provided "as is" and "as available", and we exclude all implied warranties, conditions, and terms, including as to satisfactory quality, fitness for a particular purpose, accuracy, and non-infringement. We do not warrant that the Services will meet your requirements, that AI, financial, or other output will be accurate or reliable, that any document will be legally binding, that defects will be corrected, or that the Services will be uninterrupted or secure. Nothing in this section affects the statutory rights of Consumers or any term that cannot be excluded by law.

47. Limitation of Liability

Nothing in the Agreement limits or excludes either party's liability for: death or personal injury caused by negligence; fraud or fraudulent misrepresentation; a party's indemnity obligations; your obligation to pay Fees; or any liability that cannot be limited or excluded under English law (including certain rights of Consumers under the Consumer Rights Act 2015).

Subject to the paragraph above, and to the fullest extent permitted by law:

- neither party is liable for loss of profits, revenue, business, goodwill, anticipated savings, or contracts; for loss or corruption of data (beyond our obligation to maintain reasonable backups); for regulatory fines or penalties arising from a party's own acts; for payments made to or by your End Customers, or for chargebacks, refunds, or Payment Provider actions; or for any indirect, special, or consequential loss, in each case whether or not foreseeable; and
- our total aggregate liability arising out of or in connection with the Agreement and the Services, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, is limited to the total Fees you paid to us for the Services in the 12 months immediately before the event giving rise to the claim.

You are responsible for maintaining your own backups where continuity is critical, and for your compliance obligations; losses arising from your calling, payment, sales, marketing, or data-sourcing activity, your content, third-party services, or your compliance failures are your responsibility.

48. Indemnities

You will indemnify, defend, and hold harmless Sysevo and its Affiliates against all claims, losses, liabilities, damages, costs, and expenses (including reasonable legal fees) arising from or related to: your use of the Services; your Customer Data and content; your calling, recording, marketing, and data-sourcing activity; your voice and AI use; your payments, sales, fulfilment, and dealings with your End Users and End Customers; your documents and contracts; your products and services; your breach of the Agreement or of applicable law; and, for White-Label Partners, your clients' use of the Services.

Part I — Term, Termination, and General

49. Suspension

We may suspend your access to all or part of the Services, immediately and without liability, where: you materially breach the Agreement (including the Acceptable Use section); your use poses a security, legal, or reputational risk to us or others; a payment is overdue; a Payment Provider, telephony provider, or carrier requires it; or we are required to do so by law. Where practicable and lawful, we will give notice and an opportunity to remedy.

50. Term and Termination

The Agreement continues while you use the Services or have an active Subscription. Either party may terminate for convenience at the end of the then-current billing period (you by cancelling, or, if you chose a 12-month term, at the end of that term as set out in section 13; us on reasonable notice). Either party may terminate immediately on written notice if the other materially breaches the Agreement and fails to remedy within 14 days of notice (where the breach is capable of remedy), or becomes insolvent or unable to pay its debts. We may terminate immediately for serious or repeated breaches of the Acceptable Use section or where required by law, and may discontinue the Services or a plan on reasonable notice.

51. Effect of Termination; Data Export; Survival

On termination or expiry, your right to use the Services ends and paid features stop. For a limited period after termination, and where you are not in material breach, we will make Customer Data available for export; after that period we will delete or anonymise Customer Data in line with our Privacy Policy and DPA, unless we are required to retain it by law. Termination does not affect Fees already due, and consumed usage remains payable. Accrued rights and obligations, and any provisions that by their nature should survive (including Fees due, intellectual property, confidentiality, disclaimers, limitation of liability, indemnities, and governing law), survive termination.

52. Force Majeure

Neither party is liable for any failure or delay caused by events beyond its reasonable control, including outages of telephony, internet, cloud, AI, or payment providers, cyber-attacks, epidemics, power or network failures, strikes, or acts of government. The affected party will use reasonable efforts to mitigate. This does not excuse your obligation to pay Fees for Services provided.

53. Export Control and Sanctions

You must comply with all applicable export-control and sanctions laws. You represent that you are not located in, and will not use the Services in or for the benefit of, any country or person subject to comprehensive sanctions, and that you are not a restricted or denied party.

54. Anti-Bribery, Financial Crime, and Modern Slavery

Each party will comply with applicable anti-bribery, anti-money-laundering, and anti-facilitation-of-tax-evasion laws (including the Bribery Act 2010 and the Criminal Finances Act 2017) and modern slavery laws (including the Modern Slavery Act 2015) in connection with the Agreement.

55. Assignment and Subcontracting

You may not assign, transfer, or sub-contract the Agreement or any rights under it without our prior written consent. We may assign or transfer the Agreement to an Affiliate or in connection with a merger, acquisition, financing, or sale of assets, and may use sub-processors and sub-contractors to help provide the Services (subject to the DPA for personal data).

56. Notices

We may give notice to you by email to your Account address or through the Services, and such notice is deemed received when sent. You may give us formal notice by email to privacy@sysevo.io. It is your responsibility to keep your contact details current.

57. Variation

We may update these Terms from time to time — for example to reflect new features, legal or regulatory changes, or changes to how the Services work. For material changes we will give reasonable notice (normally at least 30 days for paying customers) by email or through the Services, and the "Last updated" date above will change. Your continued use of the Services after changes take effect means you accept the updated Terms; if you do not accept a material change, you may cancel before it takes effect. Except as stated, no variation of the Agreement is effective unless agreed in writing.

58. General

- **Entire agreement.** The Agreement is the entire agreement between the parties regarding the Services and supersedes all prior agreements and representations on that subject. Each party confirms it has not relied on any statement not set out in the Agreement, though nothing limits liability for fraud.
- **Severability.** If any provision is found invalid or unenforceable, it is modified to the minimum extent necessary or severed, and the rest remains in full effect.
- **Waiver.** A failure or delay in enforcing a right is not a waiver of it, and no single or partial exercise prevents further exercise.
- **No partnership or agency.** Nothing in the Agreement creates a partnership, joint venture, agency, or employment relationship.
- **Third-party rights.** Except for our Affiliates (who may enforce provisions benefiting them), no one other than you and us has any rights under the Agreement under the Contracts (Rights of Third Parties) Act 1999.
- **Cumulative remedies.** Except as stated, rights and remedies under the Agreement are in addition to, and not exclusive of, rights and remedies at law.

59. Complaints and Dispute Resolution

If you have a concern, please contact us first at privacy@sysevo.io so we can try to resolve it. The parties will attempt in good faith to resolve any dispute through discussion between senior representatives before commencing proceedings (this does not prevent either party from seeking urgent interim relief). If you are a Consumer in the EU, you may also use the European Commission's Online Dispute Resolution platform.

60. Governing Law and Jurisdiction

The Agreement and any dispute or claim arising out of or in connection with it (including non-contractual disputes) are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction. If you are a Consumer resident elsewhere in the UK, you may also bring proceedings in your local courts, and your non-excludable local consumer rights are unaffected.

61. Contact and Company Details

Sysevo Ltd — a company registered in England and Wales (company number 17329455), registered office Suite Ra01, 195-197 Wood Street, London, United Kingdom, E17 3NU.

- Legal & privacy enquiries: privacy@sysevo.io
- General support: hello@sysevo.io