PRODUCT SCHEDULE

Schedule C — AI Call Intelligence Services

Issued by Datazero Ltd trading as NumberGroup. Forms part of the NumberGroup Agreement.

EFFECTIVE **1 November 2026**	VERSION **1.0**
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Schedule C — AI Call Intelligence Services

This Schedule forms part of the NumberGroup Agreement (the General Conditions, this Schedule, the Data Processing Addendum and any Order). If anything in this Schedule conflicts with the General Conditions, this Schedule wins for the AI Services. The Data Processing Addendum continues to control processor obligations under UK GDPR Article 28.

C1. The AI Services

C1.1 **AI Services** means any of the following that you enable on your account:

- **transcribed** — recording, transcription, AI summaries and call signals (for example category, outcome, resolution and caller-mood indicators) for the numbers you choose, delivered by email, secure link and, if you choose, webhook to your CRM;
- **Call IQ** — our call-intelligence portal and alerts, including questions answered from your call data, nudges and alerts about calls that may need attention, and reports;
- **MCP / API access** — machine access to your call data and AI outputs through our Model Context Protocol (MCP) server or API, so that your own software or AI agents can read them.

C1.2 The AI Services apply only to numbers and calls you enable, and only to calls made after you enable them, unless you ask us in writing to process earlier recordings we already hold for you.

C1.3 The AI Services run on our own infrastructure: call content is analysed only by AI models running on servers and computers we operate. Where and how data is processed, and which suppliers we use, are described in the Privacy Policy, the Call Recording, Transcription and AI explainer and our Sub-processors list.

C2. What AI output is — and isn't

C2.1 Transcripts, summaries, call signals, answers, nudges, alerts, scores and any other content generated by the AI Services (**AI Output**) are produced automatically. AI Output **may be incomplete, inaccurate or wrong**. For example, a transcript may mishear a word, name or number; a summary may miss or misstate a point; an alert may be raised when nothing is wrong, or not raised when something is.

C2.2 AI Output is information to help you run your business. It is **not legal, financial, medical, regulatory, employment or other professional advice**, and it is not a substitute for your own judgement or for listening to the call where accuracy matters.

C2.3 The AI Services do not make decisions about people. We do not use AI Output to take decisions that have legal or similarly significant effects on any individual. If you choose to use AI Output in decisions about your staff, callers or customers, that is your decision and your responsibility, and you should have a person review it first.

C2.4 We do not warrant that AI Output will be accurate, complete, or fit for any particular purpose, or that the AI Services will detect every call, risk, opportunity or compliance issue. This does not limit any obligation we have under the Data Processing Addendum or under law.

C3. Your responsibilities

C3.1 You are the controller of the call recordings, transcripts and AI Output produced for your numbers. You are responsible for:

- having a lawful basis to record and analyse calls, and telling your callers and staff that calls are recorded, transcribed and analysed by AI (our Caller Notice Templates suggest wording);
- checking AI Output before relying on it for anything important;
- how you, your staff and your own systems or AI agents use AI Output, including anything you copy into other systems through webhook, MCP or API;
- passing on to us, promptly, any request from a caller to access or delete their data that needs our help (see Your data requests);
- keeping your portal logins, API keys and MCP credentials secure, and telling us straight away if you think they have been compromised.

C3.2 **Card payments.** AI recording on enabled numbers is continuous and cannot be paused mid-call. Our systems remove card numbers and related card details from transcripts, and we are introducing the same removal for stored audio. You must not ask callers to read out full card details on an AI-enabled number unless you use a payment method that keeps card details out of the call (for example a secure payment link or keypad entry that is not recorded). See clause C7.

C4. Acceptable use of MCP and API access

C4.1 The Acceptable Use Policy applies to the AI Services. In addition, you must not, and must not allow any person or software agent acting for you to:

- share MCP or API credentials outside your organisation, or connect an agent or application you do not control or have not assessed;
- use MCP or API access to retrieve data you are not entitled to, or attempt to access another customer's data;
- exceed published rate limits, scrape or bulk-export in a way that degrades the service, or attempt to circumvent access controls;
- use AI Output to build voiceprints, profile individuals for marketing, or make solely automated decisions with legal or similarly significant effects on anyone;
- use the AI Services for any unlawful purpose, including unlawful monitoring of staff or callers.

C4.2 Once AI Output leaves our systems through MCP, API, webhook, email or export, you are responsible for it, including where your own AI agents or third-party AI providers process it. Their handling of that data is outside our control and outside our Data Processing Addendum.

C4.3 We may suspend MCP or API access without notice if we reasonably believe credentials are compromised or this clause is being breached, and we will tell you why as soon as we can.

C5. Your data and our learnings

C5.1 You own your data. We may derive de-identified, aggregated learnings from processing it to improve the AI Services, as set out in clause 10 of the Data Processing Addendum and clause 12 of the General Conditions.

C6. Service levels

C6.1 Until service levels are set out here or in your Order, clause 3.3 of the General Conditions applies and the AI Services are provided on a reasonable-endeavours basis.

C6.2 Processing times can vary with call volume and length. Alerts and nudges are best-effort and are not a safety, emergency or compliance-monitoring system. You must not rely on them as your only control.

C7. Card payments and PCI DSS

C7.1 The AI Services are not designed to capture, store or process payment-card data, and they are not a PCI DSS-validated payment channel.

C7.2 Because AI recording on enabled numbers cannot be paused, card details spoken on a call may be captured in audio. We automatically detect and remove card numbers and related card details from transcripts and AI Output. We are introducing the same removal for stored audio; until that is in place for your numbers, audio may still contain spoken card details and is protected by the encryption and access controls described in the Privacy Policy, and deleted in line with our retention periods.

C7.3 The pause/resume recording feature of our hosted PBX controls the PBX's own call recording only. It does not pause AI recording on numbers where the AI Services are enabled.

C8. Liability

C8.1 Liability is governed by clause 10 of the General Conditions. In particular, and subject to clause 10.1, we are not liable for any loss arising from your reliance on AI Output without appropriate human review, or from the handling of AI Output after it leaves our systems under clause C4.2.

C9. Changes to this Schedule

C9.1 We may update this Schedule. Material changes take effect after 30 days' notice by email, and you may stop using the affected AI Service before they take effect, at no charge.

Datazero Ltd, trading as **NumberGroup**. Registered in England and Wales, company number 07390438. Registered office: International House, 36-38 Cornhill, London EC3V 3NG. Member of the Communications Ombudsman alternative dispute resolution scheme.

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