OPERATIONAL TEMPLATE

Caller Notice Templates

Issued by Datazero Ltd trading as NumberGroup. Practical template wording for customer caller announcements.

EFFECTIVE **1 November 2026**	VERSION **1.0**
ISSUER **Datazero Ltd (Co. No. 07390438)**	REGISTERED OFFICE **International House, 36-38 Cornhill, London EC3V 3NG**
CONTACT **help@numbergroup.com · 0800 310 1010**	ONLINE COPY **numbergroup.com/terms**

1. When to play or display a notice

A caller notice should be given before recording, transcription or AI analysis starts, or as early as practical in the call journey. Where a call is already covered by a telecoms announcement, customers should update that prompt so it covers recording, transcription and the use of AI call-intelligence features.

Sending an SMS or a recording link directly to a caller is **not currently available**. Sections 5 and 6 are provided for when it is; we will update this page and our Privacy Policy first.

2. Short call announcement

Use this where the customer wants a concise pre-call or in-call prompt:

Calls may be recorded, transcribed and analysed to help us handle your enquiry, keep accurate records, improve service and protect against fraud or nuisance calls. If you withhold your number, we may recognise repeat calls by voice. For details, ask our team or see our privacy notice.

3. Fuller call announcement

Use this where the customer has room for a longer IVR prompt or written notice:

We record calls and use NumberGroup's AI call-intelligence service to create a transcript, a summary and other notes about the call. We use this to handle your enquiry, keep accurate records, train and support our team, and improve our service. Our provider, Datazero Ltd trading as NumberGroup, also creates a voice fingerprint from calls, so that repeat callers who withhold their number can be recognised and nuisance or fraudulent calls detected; you can object to this at help@numbergroup.com. Please tell us if you have questions about this processing.

4. Staff-facing wording

Customers should also tell their own staff that calls may be recorded, transcribed, summarised and reviewed. Suggested wording:

Calls handled through our NumberGroup service may be recorded, transcribed and analysed. Summaries, transcripts and playback links may be used for customer service, training, dispute handling, quality review and follow-up. Access is limited to people who need it for their role.

5. Caller SMS wording (not currently available)

For future use. Where the customer sends a service SMS after a call, keep it clear and non-marketing unless the customer has its own PECR marketing consent:

Thanks for speaking with [Company]. This is a service message about your recent call. If you need help, reply here or contact [contact details].

6. Recording-link SMS wording (not currently available)

For future use. Where the customer chooses to send a caller a link to their own recording:

[Company]: here is the secure link to your recent call recording: [link]. The link is for you only and may expire. If this was not expected, contact [contact details].

7. Notes for customers

- Replace bracketed text with your own company name, contact details and privacy-notice link.
- Do not use caller SMS wording for marketing unless you have a separate PECR-compliant marketing basis.
- If your sector has stricter rules, use the stricter wording.
- Keep the notice aligned with what you actually enable: recording, transcription, AI summaries and alerts, and any MCP/API access you connect to your own systems or AI agents.

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.

This document is published at numbergroup.com/terms and is free to access. For an accessible copy or a hard-copy printout, email help@numbergroup.com.

© 2026 Datazero Ltd. All rights reserved. Document version 1.0, effective 1 November 2026.