

APPENDIX No. 4 TO THE OFFER

AI Contact Center

1. Service overview

AI Contact Center is a SaaS solution from KOMPaaS.tech GmbH that brings every customer dialogue — phone, SMS, social media, website widget, email — into a single agent workspace, layered with AI conversation analytics, voice and text scenario design, and CRM integration.

Who it's for

Customer support, sales, and care teams that need to manage dialogues from multiple channels at scale, and want AI-driven quality assurance and speech analytics built into the workflow — not bolted on afterwards.

2. Features

Unified workspace

- Manage dialogues from Virtual PBX, SMS, social media, website widget, and email in one interface.
- Dialogue status management and free-form tagging for routing and reporting.
- Built-in address book and case creation directly from conversations.
- Click-to-call from any phone field — no manual dialling.

Dialogue automation

- Drag-and-drop scenario builder for both text and voice dialogues.
- AI-driven routing of conversations to the right team or agent.

AI speech analytics

- Automatic transcription of phone calls.
- Translation into 30+ languages.
- Custom AI scoring rubrics, built on a generative model, for analysing call and chat quality.
- Analytics view in MyKOMPaaS Account: filter by period, dialogue status, and user; replay audio; download recordings; review transcripts.

Integration and supervision

- Traffic-source tracking — see which campaign or page triggered each conversation.
- Integration with CRM systems.
- Real-time operator (user) monitoring.

3. Brief description

Item	Detail
Service availability	24 hours a day, 7 days a week
Activation	Self-service in MyKOMPaaS Account, or by the Operator's manager on request
Access	Via web browser, Subscriber software, or terminal equipment, using Credentials issued by the Operator
Languages (transcription / translation)	30+
Data storage	Disk space on the Operator's hardware-and-software complex, provided with the Service
Data retention after deactivation	Automatically archived for 90 days, then permanently deleted
Planned maintenance	Up to 4 hours per month, with at least 5 calendar days' notice
Emergency maintenance	Up to 2 hours per month
Technical support	24/7 — via phone, email, chat on www.kompaas.tech , and knowledge base
Billing	Monthly, per the Tariff Plan selected in MyKOMPaaS Account and published at www.kompaas.tech
Territory	European Economic Area

4. How it works

Activating the Service

You activate the Service yourself in MyKOMPaaS Account, or your KOMPaaS account manager can do it on your request. The Service starts as soon as access is provisioned. You add and remove Users in MyKOMPaaS Account; the actions of those Users count as actions of the Subscriber.

Paying for the Service

Billing follows the Communication Service Offer, this Appendix, and the rates published in MyKOMPaaS Account and on www.kompaas.tech, depending on the Service composition you select. Monthly charges start on the activation date. The calculation method (prepaid or postpaid) and any credit limit are those set out in your Agreement and the Communication Service Offer.

Recording calls and obtaining consent

If call recording is part of your Service configuration, you must enable the in-call notice that informs the calling and called parties that the conversation is being recorded and gives them the option to decline recording, before any recordings are made. You are solely responsible for obtaining all consents and providing all information required under applicable data-protection law from every person whose communications are recorded, transcribed, or otherwise processed through the Service.

Personal data and GDPR

Where the Service involves processing of personal data, the Subscriber acts as data controller and undertakes to comply with Regulation (EU) 2016/679 (GDPR) and any other applicable data-protection law. The Operator processes data on the Subscriber's behalf in accordance with the Data Protection Guidance published at www.kompaas.tech.

Ending the Service

You can disable the Service yourself in MyKOMPaaS Account, or by giving the Operator notice no later than 10 days before the end of the current tariff write-off period. After deactivation, all Subscriber data created in the Service is archived for 90 days and then permanently deleted.

If payment is overdue

If the Subscriber breaches payment terms, the Operator may suspend the Service after notifying the Subscriber. If the breach is not remedied within 2 (two) months of receipt of that notice, the Operator may unilaterally terminate the Service.

5. Legal terms

5.1 Scope and access

- 5.1.1** The AI Contact Center Service (the "Service") gives the Subscriber access to a cloud-hosted contact-centre application, including the use of disk space on the Operator's hardware-and-software complex for the storage of all Subscriber data created through use of the Service.
- 5.1.2** Access is provided through the Interface using Credentials issued by the Operator upon activation. The Operator provides the Service subject to technical feasibility and the parameters declared by the Subscriber.
- 5.1.3** Access is provided from the moment of activation by the Subscriber until the moment of disconnection, by the methods set out in this Appendix or in the Communication Service Offer.

5.2 Use of the Service

- 5.2.1** The Subscriber uses the Service only for the purpose of receiving its functionality and only in accordance with the Agreement, this Appendix, and applicable law.
- 5.2.2** The Subscriber adds and removes Users of the Service in MyKOMPaaS Account. The actions and omissions of Users are deemed actions and omissions of the Subscriber.

- 5.2.3** The Subscriber will keep its Credentials confidential and is responsible for all actions performed using the Credentials. The Subscriber will notify the Operator immediately of any unauthorised use of the Credentials.
- 5.2.4** The Subscriber will not (and will not permit any third party to) study the technology, reverse-engineer, decompile, or otherwise attempt to derive the source code or internal structure of the Service software.
- 5.2.5** The Subscriber will not use the Service for unlawful purposes and will not upload, store, or transmit through the Service any content that infringes intellectual-property or other rights of third parties, or that is subject to special protection requirements under applicable law. The Subscriber will indemnify the Operator for any losses arising from breach of this clause.

5.3 Call recording, consent and personal data

- 5.3.1** Where the Service composition includes call recording, the Subscriber must, before any recording is made, enable through the Service the in-call notice that informs the calling/called party that the conversation is being recorded and gives them the option to decline recording.
- 5.3.2** The Subscriber is solely responsible for obtaining all consents and for providing all information required under applicable data-protection law from any person whose communications are recorded, transcribed, or otherwise processed through the Service.
- 5.3.3** Where the Service is used to process personal data, the Subscriber acts as data controller and undertakes to comply with Regulation (EU) 2016/679 (GDPR) and any other applicable data-protection law. The Operator processes such data on the Subscriber's behalf in accordance with the Data Protection Guidance published at www.kompaas.tech.

5.4 Cost and payment

- 5.4.1** Payment for the Service follows the Agreement, the Communication Service Offer, this Appendix, the Service composition specified in MyKOMPaaS Account, and the rates published at www.kompaas.tech.
- 5.4.2** Monthly charges for the Service start on the date of Service activation.
- 5.4.3** If the Subscriber breaches payment terms, the Operator may suspend the Service after notifying the Subscriber. If the breach is not remedied within 2 (two) months from receipt of that notice, the Operator may unilaterally terminate the Service.

5.5 Term, suspension and termination

- 5.5.1** The Service is provided from the moment of activation until the moment of disconnection.
- 5.5.2** The Subscriber may unilaterally terminate this Appendix and refuse the Service from the end of the current tariff write-off period — through MyKOMPaaS Account, or by notifying the Operator no later than 10 days before that date.

- 5.5.3** No later than the day following the deactivation of the Service, all Subscriber data created in the Service is automatically archived for 90 days and then permanently deleted with no possibility of restoration.

5.6 Maintenance windows

- 5.6.1** The Operator may fully or partially interrupt the Service for planned work (equipment replacement, software updates, network maintenance and development) for a total of up to 4 hours per month, with at least 5 calendar days' prior notice to the Subscriber.
- 5.6.2** Emergency recovery work may cause a full or partial interruption of the Service of up to 2 hours per month.
- 5.6.3** For outages outside emergency recovery work, the Subscriber is entitled to a pro-rata recalculation of the Service charge for the period during which the Service was not in fact provided.

5.7 Technical support

- 5.7.1** The Operator provides technical support relating to the use of the Service. The channels of support (telephone, email, chat on www.kompaas.tech, knowledge base) and the response conditions follow the support terms published at www.kompaas.tech.
- 5.7.2** Technical support is available 24 hours a day, 7 days a week.

5.8 Liability

- 5.8.1** The Parties bear liability for non-performance or improper performance of obligations in accordance with this Appendix, the Communication Service Offer, and applicable law.
- 5.8.2** Under no circumstances does the Operator reimburse the Subscriber for losses (including lost profits) arising from total or partial unavailability of the Service, including where the Subscriber uses the Service in commercial activity. The Operator's liability is limited to the amount paid by the Subscriber for the Service during the period of unavailability attributable to the Operator.
- 5.8.3** The Operator is not liable to the Subscriber for impaired quality or non-provision of the Service caused by delays or interruptions in technical platforms, transport networks, or communication networks, the occurrence of which is not the Operator's fault.

5.9 Relationship with the Communication Service Offer

- 5.9.1** This Appendix forms an integral part of the Communication Service Offer of KOMPaaS.tech GmbH published at www.kompaas.tech and supplements it for matters specific to the AI Contact Center Service.
- 5.9.2** Where this Appendix conflicts with the Communication Service Offer, this Appendix prevails for matters specific to the AI Contact Center Service.