

APPENDIX No. 5 TO THE OFFER

AI Phone Agent

1. Service overview

AI Phone Agent is a SaaS service from KOMPaaS.tech GmbH that handles inbound phone calls with an AI voice agent. It greets callers, understands what they need, runs your pre-configured dialogue scripts, and either resolves the call autonomously or routes it to the right human team — with full integration into your CRM and other business systems.

Who it's for

Companies that receive a meaningful volume of inbound calls — customer support, reception, booking, first-line qualification — and want consistent 24/7 handling without scaling their human agent team proportionally.

2. Features

Inbound call handling

- Automatic answering of inbound phone calls.
- Speech synthesis (TTS) for natural-sounding agent responses.
- Speech recognition and semantic analysis of the caller's speech (STT / NLU).

Conversation logic

- Dialogue execution based on pre-configured scenarios and business logic.
- Call classification based on the caller's intent.
- Targeted routing to assigned employees of the Subscriber, or to other processing systems, based on the request content.

Integration

- Integration with the Subscriber's systems — including, but not limited to, CRM — for retrieving and passing the data required to execute dialogue scenarios and to record call outcomes.

3. Brief description

Item	Detail
Service availability	24 hours a day, 7 days a week

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Activation	Self-service in MyKOMPaaS Account, or by the Operator's manager on request
Billing model	Subscription fee per Tariff Plan — a fixed amount per billing period, independent of actual usage
Rate-change notice	At least 30 calendar days before changes take effect
Maintenance window (planned + emergency)	Up to 48 hours per year combined
Maintenance notice	At least 3 working days before planned work
Subscriber termination notice	No later than 10 days before the end of the current tariff write-off period
Suspension for payment breach	Until remedied, with right to terminate after 2 months of non-remedy
Technical support	24/7 — channels per the support terms on www.kompaas.tech
Territory	European Economic Area

4. How it works

Activating the Service

Activate the Service through MyKOMPaaS Account, or ask your KOMPaaS account manager. The Service starts the moment access is provisioned, and the subscription fee begins on the activation date.

Configuring the agent

Dialogue scenarios, classification rules, routing destinations, and CRM integrations are configured through MyKOMPaaS Account and — where applicable — with the support of your account manager. Changes to the Service composition, parameters, and individual settings are managed through MyKOMPaaS Account.

Paying for the Service

Subscription fees are set in MyKOMPaaS Account and published at www.kompaas.tech. The calculation method (prepaid or postpaid), credit limit, and deferred-payment period follow the Communication Service Offer and your Agreement. Invoices and confirming documents are made available in MyKOMPaaS Account in electronic format within 5 business days of the start of the reporting month or within 5 business days of receipt of funds.

Personal data and GDPR

Where the Service involves processing of personal data of natural persons (including callers), the Subscriber acts as data controller and is responsible for compliance with Regulation (EU) 2016/679 (GDPR) and any other applicable data-protection law, including by obtaining all required consents from data subjects and providing all required information. All adverse property and other consequences of failing to do so are borne by the Subscriber.

Suspension and termination

The Operator may suspend the Service if the Subscriber breaches statutory requirements or the Agreement, until the breach is remedied. The subscription fee may continue to accrue during the suspension period. The Subscriber may terminate unilaterally from the end of the current tariff write-off period — through MyKOMPaaS Account, or by giving the Operator notice no later than 10 days before that date.

5. Legal terms

5.1 Subject matter

- 5.1.1** The Operator provides the AI Phone Agent Service (the “Service”) to the Subscriber 24 hours a day, 7 days a week. The Subscriber pays for the Service in accordance with this Appendix, the Communication Service Offer, and the rates published in MyKOMPaaS Account and at www.kompaas.tech.
- 5.1.2** The Operator provides the Service subject to technical feasibility and the parameters declared by the Subscriber.

5.2 Operator obligations

- 5.2.1** Use reasonable efforts to provide the Service 24/7 in accordance with generally accepted industry quality parameters.
- 5.2.2** Provide the Subscriber, through MyKOMPaaS Account, with access to manage the Service (changes to the list, volume, parameters, and individual settings of the Service), as well as to information about the consumed Service, invoices, and certificates.

5.3 Operator rights

- 5.3.1** Change the subscription fee on at least 30 calendar days’ prior notice to the Subscriber. The Subscriber may terminate this Appendix without additional cost by notifying the Operator within 30 calendar days from the date of receiving the notice of change, if the Subscriber does not agree with the new fee.
- 5.3.2** Suspend the Service if the Subscriber breaches statutory requirements and/or the terms of the Agreement, until the circumstances giving rise to the suspension are remedied. The Operator may continue to charge the subscription fee during the entire period of suspension.
- 5.3.3** Carry out planned or emergency maintenance work, with at least 3 working days’ prior notice for planned work. The total time used by the Operator for planned and emergency work will not exceed 48 hours per year.

5.4 Subscriber obligations

- 5.4.1 Pay for the Service in the amount and in the manner set out in the Communication Service Offer, this Appendix, and the Agreement.
- 5.4.2 Independently review information about the consumed Service, invoices, and certificates available in MyKOMPaaS Account.
- 5.4.3 Not use the Service to commit unlawful acts or acts causing damage to third parties.
- 5.4.4 Where the Service involves processing of personal data of natural persons, independently comply with Regulation (EU) 2016/679 (GDPR) and any other applicable data-protection law — including, without limitation, by independently obtaining all necessary consents from data subjects and providing the information required by GDPR. All adverse property and other consequences of non-compliance lie with the Subscriber.
- 5.4.5 Keep its Credentials confidential and immediately notify the Operator of any unauthorised use. The Subscriber is responsible for all actions performed using its Credentials.

5.5 Subscriber rights

- 5.5.1 Receive the Service in accordance with this Appendix.
- 5.5.2 Contact the Operator on questions related to the terms of use and payment of the Service, as well as changes in the volume and cost of the Service under the applicable Tariff Plan.
- 5.5.3 Independently manage the Service and obtain information on its consumption through MyKOMPaaS Account.
- 5.5.4 Grant authorised representatives the right to access and manage MyKOMPaaS Account in accordance with the MyKOMPaaS Account web-service agreement published on the Operator's website.

5.6 Cost and payment

- 5.6.1 The subscription fee for the Service is set in MyKOMPaaS Account and on the Operator's website at www.kompaas.tech.
- 5.6.2 The Operator may apply either the prepaid or the postpaid calculation method, with credit limits as set out in the Communication Service Offer.
- 5.6.3 The default essential conditions of the Service and its payment follow the Communication Service Offer; the parties may agree otherwise in writing.
- 5.6.4 Each month, no later than 5 business days from the start of the reporting month or 5 business days from the date of receipt of funds, the Operator places an invoice and documents confirming provision of the Service in MyKOMPaaS Account in electronic format. These documents are also sent in electronic form to the email addresses specified in the Subscriber's details. From the moment of placement in MyKOMPaaS Account, a document is deemed received by the Subscriber, except in cases of unavailability of MyKOMPaaS Account through the Operator's fault.

5.6.5 Payment is deemed made at the moment the funds are credited to the Operator's account. The costs of transferring funds are at the Subscriber's expense.

5.7 Suspension and termination

5.7.1 The Subscriber may unilaterally terminate this Appendix and cancel the Service from the end of the current tariff write-off period — through MyKOMPaaS Account, or by giving the Operator notice no later than 10 days before that date.

5.7.2 If the Subscriber breaches payment terms, the Operator may suspend the Service until the breach is eliminated, having notified the Subscriber. If the breach is not eliminated within 2 (two) months from the date of receipt of the written notice of intent to suspend, the Operator may unilaterally terminate this Appendix.

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 will the Operator be liable to the Subscriber or to third parties for indirect losses or lost profits arising out of, or in connection with, the use or unavailability of the Service.

5.8.3 The Operator is not liable 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 Phone Agent Service.

5.9.2 Where this Appendix conflicts with the Communication Service Offer, this Appendix prevails for matters specific to the AI Phone Agent Service.