

AGREEMENT PACK

Client Service Agreement and Data Processing Addendum

Sophi AI receptionist - universal UK business terms

This pack records the commercial, service and data-protection terms for the Sophi AI receptionist supplied by AZ Engineering Group LTD.

IN THIS DOCUMENT

- Client Order Form - the only page where routine commercial details change
- Plain-English key terms summary
- Service Terms
- Data Processing Addendum
- Processing and authorised subprocessor schedules
- Electronic signature block

AZ ENGINEERING GROUP LTD

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Client Order Form

Client completion: Complete the client details below, review the full Agreement and sign on the final page. The setup fee is due on signing and the monthly service fee starts at Go-Live.

Parties

Supplier	AZ ENGINEERING GROUP LTD (company number 17153098)
Registered office	71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ
Supplier contact	info@azengineeringgrouppltd.com 020 3873 1066
Client legal name	<i>Client to complete before signing (sole traders: full legal name trading as business name)</i>
Client company / registration number	<i>If applicable</i>
Client registered / principal address	<i>Client to complete before signing</i>
Authorised contract contact	<i>Name role email telephone</i>
Billing contact	<i>Complete only if different from the authorised contact</i>
Effective Date	Date of the last signature below, unless the parties expressly agree another date in writing.

Selected service and charges

Service	Sophi AI receptionist - inbound call handling and the standard integrations approved in the onboarding workbook.
One-time setup fee	<i>AZ to complete before sending: £_____ (VAT added only if legally applicable)</i>
Monthly service fee	<i>AZ to complete before sending: £_____ per month, payable monthly in advance from Go-Live (VAT added only if legally applicable)</i>
Included usage	600 call minutes in each monthly billing period
Additional usage	£0.20 per minute above 600 minutes. The Client may select a cap or fallback in the onboarding workbook; otherwise overage continues and is chargeable.
Planned Go-Live	<i>To be agreed during onboarding</i>
Payment method	Setup invoice/payment link on signing. Recurring monthly payment method is arranged securely before Go-Live. Never enter card or bank details in this document.

STANDARD IMPLEMENTATION INCLUDED

- one collaborative onboarding session;
- configuration of Sophi and the standard phone, calendar, call-log and notification connections selected in the onboarding workbook;
- one initial test-and-correction cycle; and
- one handover and Go-Live session in the agreed format.

Key terms at a glance

SUMMARY ONLY

This page explains the main points in plain English. It does not replace the signed Order Form, Service Terms or Data Processing Addendum. If wording conflicts, clause 2 states which document controls.

Topic	Plain-English position
When payment starts	The setup fee is due on signing. The monthly fee starts only when Sophi goes live.
Usage	600 live call minutes are included each month. Further live usage is £0.20 per minute unless the Client selected a cap or fallback.
What setup covers	One onboarding session, the agreed standard configuration, one initial correction cycle and one handover/Go-Live session.
Contract length	Rolling monthly after Go-Live. Either party can end it with at least 30 days' written notice.
Client responsibility	The Client must supply accurate facts, lawful instructions, working contacts and system access, and must maintain and promptly use the approved human or telephone fallback during an outage.
AI limitations	Sophi can misunderstand or make mistakes. It is not an emergency service and does not replace the Client's judgement or legal duties.
Call data	Call audio is recorded in the standard setup. Audio, transcripts and diagnostic logs may be retained for up to 14 days; summaries and bookings follow the approved onboarding settings.
High-risk work	Medical, legal, financial, payment-card, children's, criminal-offence and other sensitive workflows need a separate written assessment before activation.
Ownership	The Client keeps its materials and existing number/accounts. AZ keeps Sophi's reusable workflows, templates, software and know-how.
Liability	No uninterrupted service is guaranteed. Lost profit, revenue and business opportunity are excluded, and other recoverable liability is subject to the cap in clause 18.

Service Terms

These Service Terms, the completed Client Order Form, the completed and approved onboarding and Go-Live workbook, and the Data Processing Addendum together form the Agreement between AZ Engineering Group LTD (AZ) and the Client.

1. Definitions

Agreement means the documents identified above. Business Day means Monday to Friday, excluding public holidays in England. Charges means the setup fee, monthly fee, additional usage and any separately approved charges. Client Materials means all facts, instructions, scripts, prices, policies, branding, calendar data and other material supplied or approved by the Client.

Go-Live means activation of Sophi to handle the Client's live inbound calls. Service means the configured Sophi AI receptionist and expressly included support. Third-Party Services means telecommunications, AI, hosting, workflow, calendar, messaging and other external systems used to provide the Service. Usage means connected live call time handled through Sophi, measured by the relevant platform records and aggregated to the next whole minute for monthly billing.

2. Contract documents and priority

If documents conflict, the following order applies: (a) a later written variation signed or expressly accepted by authorised representatives; (b) the Client Order Form; (c) the Data Processing Addendum for data-protection matters; (d) these Service Terms; and (e) the approved onboarding and Go-Live workbook. Marketing, estimates and demonstrations are illustrative and do not override the Agreement.

3. Business use and authority

The Service and this Agreement are for business use only. The Client confirms that it enters the Agreement wholly or mainly for purposes connected with its trade, business, craft or profession and that its signatory has authority to bind it. A sole trader signs personally under their legal name, whether or not a trading name is used.

4. Service scope

AZ will configure and provide Sophi using Client Materials and the approved onboarding workflow. Depending on that workflow, Sophi may answer inbound calls, provide approved information, collect caller details, create, reschedule or cancel bookings, route or transfer calls, and send agreed notifications or summaries. The standard configuration records and transcribes calls for enquiry handling, service-quality monitoring, troubleshooting and support, subject to the approved notice and retention settings.

The setup fee covers the standard implementation described in the Order Form. The monthly fee includes reasonable monitoring, troubleshooting, bug fixes and minor updates to approved scripts, business facts and existing standard connections.

- Major redesigns, additional on-site visits, new or replacement integrations, CRM builds, outbound calling, marketing campaigns, WhatsApp automation, number porting, custom software and materially different workflows are outside scope unless separately agreed in writing.
- Premium telephone numbers, international calling, the Client's carrier forwarding charges and third-party licences not expressly included in the Order Form are the Client's responsibility.
- AZ may use subcontractors and technology providers in accordance with the Data Processing Addendum.

5. Onboarding, access, testing and Go-Live

Build work begins after the Agreement is signed, the setup fee is paid, and AZ has the information and access reasonably required. The Client must complete the discovery sections, verify all Client Materials, nominate authorised contacts and use secure invitations or access methods requested by AZ. Passwords, API keys, payment-card details and one-time codes must never be written in the Agreement or onboarding workbook.

AZ will configure the Service and provide a reasonable test opportunity. The Client must test the applicable scenarios, promptly report corrections and give written Go-Live approval. The planned date is a target, not a guarantee. Delays caused by incomplete facts, access, third-party services, number forwarding or Client approval move the target without liability to AZ.

If a Client-controlled delay continues for 30 days after AZ states that the build is ready for testing or needs a specified action, AZ may close the inactive build on written notice. Restarting may require a new timetable and a reasonable reactivation charge agreed before work resumes. The setup fee remains non-refundable once build work has started.

6. Charges, usage and payment

The setup fee is payable in full on signing and becomes non-refundable once AZ starts configuration work. The monthly fee starts on Go-Live and is payable monthly in advance on the corresponding billing date. Unless an invoice states a different period, invoices are due within seven calendar days. Fees paid for an active billing period are not refundable or pro-rated except where the law requires otherwise.

The monthly allowance covers live calls after Go-Live. Reasonable pre-Go-Live test calls are included in setup and are not charged against the first live allowance. Usage above 600 minutes is automatically chargeable at £0.20 per minute unless the approved onboarding workbook contains a different cap or fallback. AZ will use reasonable efforts to send usage alerts, but a delayed or missed alert does not remove properly measured usage charges.

Charges exclude VAT. VAT is added only if AZ is legally required to charge it. AZ may use its statutory rights for late commercial payments. If an undisputed amount remains overdue after written notice and a reasonable opportunity to pay, AZ may suspend the affected Service.

AZ may change a recurring fee or usage rate on at least 30 days' written notice. The Client may give notice to terminate before the change takes effect. A change does not alter Charges already incurred or the setup fee already paid.

7. Support, maintenance and availability

Support is available at info@azengineeringgrouppltd.com and by WhatsApp at +44 7771 167336, Monday to Friday, 09:00-17:00 UK time, excluding public holidays in England. AZ targets an initial response within two Business Days. For a reported complete live-service outage, AZ will use reasonable efforts to acknowledge it within one Business Day. These are response targets, not guaranteed resolution times.

AZ may perform planned maintenance and will give reasonable notice of work expected to materially affect live service where practicable. Urgent security or provider maintenance may occur without advance notice. The Service depends on Third-Party Services, networks and Client systems and is not supplied with a guaranteed uptime or service-credit regime unless a separate service level agreement is signed. No telephone, AI, network or integration service is fail-safe. If a material outage occurs, both parties will promptly use the approved fallback and take reasonable steps to reduce disruption. The Client must maintain current fallback details and promptly use or authorise the fallback when requested. AZ is not responsible for loss that could reasonably have been avoided by using the approved fallback.

8. Client responsibilities

The Client is responsible for the legality, accuracy, completeness and currency of Client Materials and instructions and must promptly report changes to opening hours, services, prices, staff, escalation contacts, policies and availability.

- provide lawful instructions, an appropriate lawful basis and accurate privacy information for caller data;
- maintain connected calendars, accounts, escalation contacts and suitable human cover;
- review summaries, bookings and alerts and report material errors promptly;

- protect its accounts and devices, use multi-factor authentication where available, and remove or rotate access when staff change;
- not use the Service for unlawful, deceptive, abusive, emergency, safety-critical or prohibited activity; and
- make all consequential business, professional, pricing and service decisions itself.

9. AI, caller transparency and communications limitations

Sophi uses automated and third-party technologies. Responses are probabilistic and may be incomplete, misunderstood or incorrect. Performance may be affected by callers, accents, background noise, connectivity, carrier behaviour, calendar data and events outside AZ's reasonable control. AZ does not guarantee any business outcome, conversion rate, booking volume, uninterrupted operation or error-free response.

Sophi is not an emergency line and must not be relied on for emergency response, safety-critical decisions, or medical, legal, financial or other professional advice. The Client remains responsible for its services, prices, appointments, promises, regulatory duties and communications with callers.

The standard opening notice must accurately explain the automated receptionist, call recording and transcription before personal details are collected, and direct callers to accessible privacy information. If recording or transcription is later disabled, the notice must be changed before live calls. Sophi must never falsely claim to be human and must answer honestly if asked. Alternative wording may be used only if it remains accurate and lawful and is approved in the onboarding workbook.

10. Changes

Either party may propose changes. Minor changes within support scope may be implemented without a separate fee. AZ will describe and quote work it reasonably considers outside scope; no separately charged work begins until the Client approves it in writing. A material change to data use, recording, retention, regulated processing or subprocessors may require updated documents and testing before activation.

11. Confidentiality

Each party will keep the other's confidential information secure, use it only to perform or receive the Service, and disclose it only to people who need it and are bound by confidentiality. This does not cover information that is public without breach, already lawfully known, independently developed or lawfully received from another source.

A party legally compelled to disclose confidential information will, where lawful, give prompt notice and disclose only what is required. These duties continue for five years after termination and indefinitely for trade secrets and personal data where applicable.

12. Intellectual property, accounts and telephone numbers

The Client owns Client Materials and grants AZ and authorised subprocessors a non-exclusive licence to host, copy, adapt and use them only as needed to provide, secure and support the Service. AZ and its licensors own Sophi's reusable workflows, methods, templates, prompts, software, configuration techniques, documentation, know-how and pre-existing materials. The Client receives a non-exclusive, non-transferable right to use the configured Service for its own business during the term.

The Client retains ownership and control of its pre-existing telephone numbers and accounts. A number, subaccount or connection supplied through AZ remains under AZ's or the provider's account unless the Order Form expressly states otherwise. Porting or transferring a number, account, source code, workflow or provider configuration is not included and is subject to provider capability, security, payment and a separate written agreement.

13. Data protection

Each party will comply with applicable Data Protection Legislation. The Data Processing Addendum applies where AZ processes personal data on the Client's behalf. AZ acts as an independent controller for its own account, billing, security, legal-compliance and business-contact records and accepts related privacy enquiries or complaints at info@azengineeringgrouppltd.com.

The Client must not instruct AZ to deliberately process special category data, criminal-offence data, children's data, full payment-card details, medical details or other high-risk data unless AZ has first approved the use case and safeguards in writing. If a caller volunteers such information, Sophi should follow the approved minimisation and human-escalation workflow where technically feasible.

14. Security and credentials

AZ will maintain technical and organisational measures proportionate to the processing risk, including controlled access, credential protection, secure configuration, vendor management, incident handling and retention controls. No internet, telecommunications or AI service can be made completely secure.

The Client must provide access only through secure methods approved by AZ, promptly revoke or rotate access when requested or when personnel change, and keep its devices and accounts secure. Neither party should send authentication secrets through ordinary email, messaging or the onboarding workbook.

15. Term, cancellation and offboarding

The Agreement begins on the Effective Date and continues on a rolling monthly basis until either party gives at least 30 days' written notice. Notice to the Client may be sent to its authorised contact; notice to AZ must be sent to info@azengineeringgrouppltd.com. The Service and Charges continue through the notice period unless the parties agree an earlier date. No part-month refund or credit is due unless required by law.

Either party may terminate immediately by written notice for a material breach that cannot be remedied, or if a remediable material breach is not corrected within the reasonable period stated in notice. A party may also terminate where required by law or on the other's insolvency, subject to applicable law.

On termination AZ will stop live call handling and disable the Client configuration. Accrued Charges and provisions intended to survive remain effective. Data return and deletion follow the DPA. The Client is responsible for disabling call forwarding or restoring its prior telephone routing unless AZ expressly agrees to do so.

16. Suspension

AZ may suspend all or part of the Service where reasonably necessary for overdue undisputed Charges, a security or safety risk, unlawful use, breach of provider terms, unusually harmful or abusive traffic, or a legal or regulatory requirement. Where practicable AZ will give notice, explain the reason and restore service after the issue is resolved.

17. Warranties

Each party warrants that it has authority to enter the Agreement. AZ warrants that it will provide the Service with reasonable care and skill. Except for terms that cannot lawfully be excluded, all other warranties and conditions are excluded to the fullest extent permitted by law.

18. Liability

Nothing in the Agreement excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of title, or any other liability that cannot lawfully be excluded or limited.

Subject to the previous paragraph, neither party is liable, whether in contract, tort (including negligence), misrepresentation, restitution or otherwise, for any indirect or consequential loss, or for any loss of profit, revenue, business, contracts, customers, anticipated savings, goodwill, business opportunity or data, whether direct or indirect. For the avoidance of doubt, this includes any such loss alleged to result from a missed, unanswered, delayed, dropped, misrouted or inaccurately handled call, message, booking or notification. This does not excuse the Client's obligation to pay Charges properly due.

Subject to the first paragraph of this clause, each party's total aggregate liability, whether arising in contract, tort (including negligence), misrepresentation, restitution or otherwise, out of or in connection with the Agreement is limited to the total Charges paid or payable by the Client under the Agreement in the 12 months immediately before the event giving rise to the claim. If the Agreement has run for less than 12 months, the cap is the Charges paid or payable during that shorter period. The cap is a maximum limit and does not itself establish that any amount is due.

19. Indemnity for Client instructions

The Client will reimburse AZ for reasonable losses, liabilities and third-party claims caused by unlawful Client Materials, unlawful caller-data instructions or the Client's use of the Service in breach of the Agreement, except to the extent caused by AZ's own breach or negligence. AZ will give reasonable notice of a claim and allow reasonable participation in its defence.

20. Force majeure

Neither party is liable for delay or failure caused by circumstances beyond its reasonable control if it takes reasonable steps to reduce the effect and resumes performance when possible. Payment for Service already supplied is not excused.

21. General

The Client may not assign the Agreement without AZ's written consent, not to be unreasonably withheld. AZ may assign it as part of a genuine sale or reorganisation of its business on written notice and may subcontract performance while remaining responsible as stated in the DPA. The Agreement creates no partnership, agency, employment, exclusivity or authority for either party to bind the other.

A delay in enforcing a right is not a waiver. If a provision is unenforceable, it will be adjusted only as far as needed and the rest remains effective. A person who is not a party has no right to enforce the Agreement under the Contracts (Rights of Third Parties) Act 1999.

The Agreement is the entire agreement on its subject and may be varied only in writing by authorised representatives. Notices must be in writing and are treated as received on delivery, or on the next Business Day if sent by email outside 09:00-17:00 UK time. This clause does not limit liability for fraud.

22. Disputes, governing law and courts

Before starting court proceedings, the parties will use reasonable efforts to resolve a dispute through their authorised contacts, except where urgent relief is needed. The Agreement and any non-contractual obligations are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Schedule 1 - Data Processing Addendum

ROLES

For caller, enquiry and booking data processed under the Client's instructions, the Client is normally the controller and AZ is the processor. Each party remains responsible for processing it performs as an independent controller.

D1. Scope, definitions and instructions

This Data Processing Addendum (DPA) forms part of the Agreement and applies to personal data processed by AZ on the Client's behalf in connection with the Service (Client Personal Data). Data Protection Legislation means the UK GDPR, Data Protection Act 2018, Data (Use and Access) Act 2025, Privacy and Electronic Communications Regulations 2003 and related binding law, in each case as amended or replaced. Controller, processor, data subject, personal data, processing, personal data breach and supervisory authority have the meanings given by Data Protection Legislation.

The subject matter, duration, nature, purpose, data subjects and data types are in Schedule 2. The Client's documented instructions consist of the Agreement, approved onboarding configuration, support requests and other lawful written instructions accepted by AZ.

D2. Client/controller obligations

The Client determines the purposes and means of processing and will ensure its instructions comply with law. It is responsible for an appropriate lawful basis, fair and accessible privacy information, data minimisation, any sector-specific notice, and responding to data-subject requests and complaints as controller.

The Client must maintain an accessible data-protection complaints process, including at least one electronic route, acknowledge complaints within 30 days and take appropriate steps to investigate, update the complainant and communicate the outcome without undue delay, to the extent required by current law. The onboarding workbook must identify the Client's privacy and complaints contact.

If AZ reasonably believes an instruction infringes Data Protection Legislation, it will inform the Client unless prohibited by law and may pause the affected processing while the parties clarify it.

D3. Processor instructions and confidentiality

AZ will process Client Personal Data only on documented instructions from the Client, including for international transfers, unless required by UK law. If law requires other processing, AZ will inform the Client beforehand unless notice is legally prohibited. AZ will ensure authorised people are bound by confidentiality and receive appropriate data-protection and security guidance.

D4. Security

Taking account of the state of the art, implementation cost, nature, scope, context and purposes of processing, and risk to individuals, AZ will implement appropriate technical and organisational measures. These include, as appropriate, least-privilege access, authentication and credential management, encryption in transit where supported, logging and monitoring, secure configuration, vendor review, data minimisation, retention controls, resilience arrangements provided by relevant platforms, incident response and periodic review. Measures may evolve if overall protection is not materially reduced.

D5. Subprocessors

The Client gives general written authorisation for AZ to use the subprocessors in Schedule 3 and their disclosed subprocessors where required for the approved configuration. AZ will make current information available and give at least 10 Business Days' advance notice of an intended material new or replacement subprocessor where reasonably practicable. For an urgent security, continuity or provider-driven replacement, AZ may give notice as soon as reasonably practicable.

The Client may object promptly on reasonable data-protection grounds. The parties will work in good faith on a reasonable alternative. If none is available, either party may terminate the affected Service on written notice. AZ will impose on each subprocessor, by written contract, the same data-protection obligations that apply to AZ under this DPA to the extent relevant to that subprocessor's work, and remains responsible for subprocessor performance to the extent required by law.

D6. International transfers

AZ will not transfer Client Personal Data outside the United Kingdom, or permit such a transfer by a subprocessor, unless it complies with applicable UK transfer rules. This may include UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved standard contractual clauses or another lawful safeguard, together with any required transfer risk assessment and supplementary measures.

The Client acknowledges that cloud, telecommunications and AI providers may process data in multiple countries as described in their current terms and subprocessor information. The actual configuration record must identify relevant regions and safeguards where known and must not guess them.

D7. Data-subject rights and complaints

Taking account of the processing, AZ will provide reasonable assistance through appropriate technical and organisational measures so the Client can respond to data-subject rights requests and investigate complaints. If AZ receives a request or complaint relating to Client Personal Data, AZ will notify the Client without undue delay and will not respond substantively except on the Client's instructions or where required by law.

D8. Breach notification and assistance

AZ will notify the Client without undue delay after becoming aware of a personal data breach affecting Client Personal Data. It will provide reasonably available information about the nature of the breach, affected data and people, likely consequences, measures taken or proposed and a contact point, in phases if necessary. AZ will take reasonable containment, investigation and mitigation steps and assist the Client with its assessment and notifications. The Client remains responsible for controller notifications.

D9. DPIAs and regulator consultation

Taking account of the nature of processing and information available to AZ, AZ will provide reasonable assistance with data-protection impact assessments and prior consultation where the Client reasonably considers them necessary for the Service.

D10. Return, deletion and retention

During the term, AZ applies the approved retention settings in Schedule 2 and the onboarding workbook. On termination, at the Client's choice, AZ will either return Client Personal Data in a commonly used form where technically available and then delete existing copies, or delete it without return. AZ will complete deletion from AZ-controlled live systems within 30 days, unless law requires retention.

Deletion from backups, carrier records and subprocessor systems follows the relevant provider's deletion cycle. Residual data remains protected and is not restored for ordinary use. AZ may retain limited records needed for security, billing, law or legal claims as an independent controller.

D11. Information and audits

AZ will make available information reasonably necessary to demonstrate compliance. The Client should first use relevant policies, provider assurance and written responses. If insufficient, it may conduct an audit no more than once in any 12-month period, unless a breach or regulator reasonably requires more, on reasonable notice, during normal business hours, without disrupting service, exposing other clients' information or weakening security. The Client bears reasonable bespoke audit costs unless a material AZ breach is found. Auditors must be independent and confidential.

D12. Liability and conflict

The Agreement's liability provisions apply to this DPA. If this DPA conflicts with another part of the Agreement on processing Client Personal Data, this DPA controls for that issue.

Schedule 2 - Processing details

Subject matter	Operation and support of the Client's configured Sophi AI receptionist, telephone routing, approved integrations, notifications and call records.
Duration	The Agreement term plus the return, deletion, backup and legal-retention periods in the DPA.
Nature and purpose	Handle and record inbound calls; process and transcribe live speech; provide approved information; collect contact and booking details; create, change or cancel bookings; route or transfer; generate summaries; notify the Client; monitor service quality; troubleshoot, secure and support the Service.
Data subjects	Callers and prospective or existing customers; Client staff, contractors and authorised contacts; people named in bookings or messages.
Personal data	Call audio recordings, names, contact details, service addresses, reason for calling, call transcripts where enabled, summaries, booking preferences and records, Client relationship status, communication metadata and escalation details.
High-risk data	Not intended in the standard Service. Deliberate processing of special category, criminal-offence, children's, full payment-card, medical or similarly sensitive data requires separate written approval and safeguards.
Frequency	Whenever calls, bookings, notifications, support events and approved workflow actions occur.

Retention settings

Record	Standard retention	Control
Call audio	Up to 14 days where enabled	Recording is enabled in the standard setup. A supported shorter period may be selected in onboarding. Recording, notice and deletion behaviour must be tested.
Full transcript and diagnostic logs	Up to 14 days where enabled	A supported shorter period may be selected in onboarding. The configuration and deletion behaviour must be tested and recorded.
Call summaries and key details	Period selected in onboarding	If stored in the Client's account, the Client controls its business-record retention. AZ-controlled copies follow the selected setting and offboarding process.
Bookings / calendar records	Client system settings	The Client controls calendar and booking retention in its connected account.
Live configuration / instructions	Agreement term plus offboarding	Returned or deleted as described in D10, subject to necessary backup cycles.
Security, billing and contract records	As reasonably needed for law, security, billing and claims	AZ processes these as an independent controller.

Schedule 3 - Authorised subprocessors

Only providers used in the approved deployment process Client Personal Data. The AZ build record must identify the actual products, account owners, underlying speech/model/voice providers, relevant regions and transfer safeguards where known.

Provider / category	Purpose	Configuration note
Vapi and selected speech, model and voice providers	AI voice orchestration, speech processing, language response and voice generation	Record the exact enabled providers and relevant terms in the AZ build record; do not infer them from a voice name.
Twilio	Telephone number, call routing, transfer and communications infrastructure	Record account/number owner, product configuration and relevant region/safeguard.
n8n Cloud	Workflow automation and controlled transfer between approved services	Record workspace/workflow owner and relevant region/safeguard.
Google Workspace / Google Cloud	Approved calendar, spreadsheet, email or business-record integration	Use only the Client-approved account and resources; record ownership and retention control.
Other provider approved in onboarding	Only the purpose stated in the approved configuration	Must be recorded before activation and handled under D5 and D6.

CONFIGURATION GATE

Go-Live is blocked until the build record identifies the actual provider stack and confirms the approved audio-recording, transcript, diagnostic-log, summary and booking retention settings. Unverified provider facts must not be guessed.

Signatures

By signing, each signatory confirms authority to bind the named party and acceptance of the Agreement, including its schedules and completed Client Order Form. Electronic signatures and counterparts are permitted.

FOR AZ ENGINEERING GROUP LTD	FOR CLIENT
Authorised signature:	Authorised signature:
Name:	Name:
Title:	Title:
Date:	Date:
Electronic signature reference (if used):	Electronic signature reference (if used):

This Agreement may be signed in counterparts and by electronic signature. Each signed counterpart is treated as an original and together they form one instrument.