Thorpe Voice — Supplementary Service Terms

For Thorpe Voice purchased through an existing Number People customer account

1. Scope and contractual relationship

"Thorpe Labs" is a brand name, not a separate legal entity. "Thorpe Voice" is the AI telephone receptionist product. The contracting supplier is the legal entity identified in the customer's order and applicable agreement. For existing Number People customers, that entity must match their Number People contract; for direct Thorpe Labs sales, the checkout must identify the supplier expressly before acceptance. Do not assume the brand itself is a contracting party.

These supplementary terms form part of the customer's existing Number People agreement and apply only to Thorpe Voice. They do not replace the underlying Number People telephone-service terms. If there is a conflict relating specifically to Thorpe Voice functionality, these supplementary terms prevail to the extent permitted by law; the applicable Data Processing Addendum prevails for processing of personal data on behalf of the customer. Mandatory statutory rights are unaffected.

2. Ordering and commencement

The service starts when the customer activates Thorpe Voice or on the date confirmed in the order. Before activation, the customer will be shown the applicable price, billing frequency, any usage limits, minimum term, cancellation arrangements and the contracting supplier. Acceptance is recorded with the document version and timestamp.

3. The service

Thorpe Voice provides automated call answering, transcription, AI-generated responses, knowledge-base retrieval, routing, call summaries and optional human handover, subject to the plan and configuration selected. Automated responses may be inaccurate or incomplete; the customer must review its scripts, knowledge base, escalation paths and suitability for the intended use.

Availability depends on internet connectivity, upstream telecommunications services, third-party AI providers and the customer's configuration. No emergency-call capability or guaranteed accuracy is provided unless expressly specified in the order. Customers must maintain a suitable fallback or human contact route.

4. Customer obligations

The customer must ensure that its use is lawful, supply accurate business information, keep its knowledge base current, configure call notices and recording choices, secure user access, and avoid using the service for prohibited or unsafe activities. The customer is responsible for the legal basis and transparency notices required for its callers and for obtaining any recording consent where legally required.

The customer must not rely solely on automated responses for medical emergencies, urgent safeguarding matters or other decisions where incorrect advice could cause significant harm.

5. Charges and changes

Charges, usage allowances, any overage rates and the payment schedule are those shown in the customer's order and accepted at checkout. Any changes to pricing or material service features will be notified in accordance with the existing Number People agreement and applicable law. No price or term is created by this document alone.

6. Call data and privacy

For call content and customer-configured workflows, the business customer generally determines the purposes and essential means of processing and acts as controller; the contracting Thorpe Voice supplier generally processes that data

on the customer's documented instructions. The supplier acts as an independent controller for its own account administration, billing, security, legal compliance and website operations where it determines those purposes.

The Thorpe Voice Data Processing Addendum applies to processing on the customer's behalf. The supplier's privacy notice explains separate controller activities. The customer must provide caller-facing information appropriate to its deployment and make arrangements for data subject requests.

7. Retention and security

Customer call recordings (where enabled), transcripts and associated AI call content are scheduled for deletion within six months, unless a shorter period is agreed or lawful retention is required. Separate retention periods may apply to telecoms billing records, backups, operational/security logs, emails delivered to recipients, and narrowly scoped supplier abuse/security records. Backups expire on their own documented cycles; deleted data may remain in backup copies until those copies expire, with restoration controls. Google TTS may cache request text and generated audio for up to 24 hours and may retain flagged text for up to 90 days for abuse monitoring; Deepgram retains request metadata without call audio or transcript for up to 90 days, according to its published documentation. Actual retention commitments must match verified live configurations.

The service uses role-based access controls, staff authentication, access logging for live monitoring and takeover, network isolation between our network and the AI service, and appropriate technical and organisational safeguards. Customer administrators must manage authorised users, protect credentials, and promptly report suspected compromise.

8. AI output and human handover

AI-generated statements and summaries may contain errors. The customer must test its setup and provide a human escalation route where appropriate. The supplier may suspend unsafe, unlawful or abusive use where permitted by the underlying agreement and law.

9. Suspension, cancellation and liability

Suspension, cancellation, refunds, limitation of liability and dispute resolution are governed by the existing Number People agreement except where these supplementary terms expressly provide otherwise or mandatory law requires a different result. No clause excludes liability that cannot lawfully be excluded.

10. Contract documents and contact

The agreement comprises the existing Number People terms, the accepted order, these supplementary terms and the applicable Thorpe Voice DPA. The privacy notice is informational and does not replace the contract. Privacy and legal enquiries: use the current contact details published on the relevant website or in the applicable order confirmation.