



Push-to-talk solution

CORPORATE AND CONTRACTUAL DOCUMENTATION

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Revision 1.3 • 14 October 2026

sales@coreptt.com

COREPTT TECNOLOGIA LTDA

CNPJ 69.599.966/0001-93 • Campinas SP

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DRAFT FOR LEGAL REVIEW

corePTT Terms of Use

Rules for business access to the platform and applications

Legal and commercial entity	COREPTT TECNOLOGIA LTDA
CNPJ	69.599.966/0001-93
Trading name	COREPTT TECNOLOGIA
Registered address	Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270
City and state	Campinas/SP
CEP	13025-270
Brand and platform	corePTT
Revision	1.3
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These Terms govern the daily use of corePTT by administrators and end users, including accounts, recording, location, integrations, connectivity, support and termination.

This document forms part of the corePTT documentation and must be read together with the instruments applicable to its purpose. The 7-Day Trial Agreement and activation form apply to the free trial. The documents identified in the Service Order apply to paid operation. Incorporation requires the documents to be made available before acceptance, with their title, revision and date; future changes have no automatic or retroactive contractual effect.

Identification of the PROVIDER

COREPTT TECNOLOGIA LTDA, trading as COREPTT TECNOLOGIA, registered under CNPJ No. 69.599.966/0001-93, with its registered office at Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270, hereinafter the PROVIDER.

The brand used is corePTT, with core in lowercase and PTT in uppercase. The PROVIDER must be identified in commercial, tax and evaluation instruments; the brand does not replace the identification of the legal entity.

Sales and contracting: sales@coreptt.com; registered telephone: (11) 9839-0601. Legal, privacy and integrity: legal@coreptt.com. Revision 1.3 dated 14 October 2026. Draft for legal review.

1 Acceptance and scope of application

These Terms govern access to corePTT portals, applications, consoles, APIs and features. Their version and the applicable policies must be made available before acceptance, identifying the title, revision and date. Acceptance will be recorded by the agreed method; merely receiving credentials or installing the application does not replace the authority to represent the organization required for business contracting, nor does it constitute blanket consent to data processing.

When access arises from a contract between the PROVIDER and an organization, the user will act under that organization's authorization. For paid operation, the Service Order and Business Agreement govern the commercial relationship, the DPA governs processing under the CUSTOMER's instructions and the SLA governs service levels. During the trial, the 7-Day Free Trial Agreement and validated activation form prevail, without incorporating unaccepted commercial conditions. Discrepancies require a written agreement, subject to mandatory rules.

2 Who may use the platform

The platform is intended for organizations and persons authorized by them, with legal capacity and a valid relationship or authorization. corePTT is not directed at children or adolescents. Their data and sensitive personal data are excluded from the free trial unless a specific prior agreement is made, the legal basis is defined and applicable requirements and safeguards are met.

3 Account and credentials

Each account is personal and must correspond to an identifiable user. Credentials must not be shared, transferred or retained on devices without appropriate protection. The user must report loss of a device, suspected unauthorized access or a change in their employment or work relationship as soon as they become aware of it.

The administrator designated by the CUSTOMER may create, change, suspend and delete accounts, groups and permissions. The PROVIDER may perform these actions on the administrator's instructions or to contain a security risk, comply with the law or prevent use contrary to the contractual documents.

4 License to use

During the term of the engagement or trial and within the enabled limits, the PROVIDER grants a limited, nonexclusive, nontransferable license for the CUSTOMER's internal activities. Suspension and termination will follow the circumstances set out in the accepted instrument. The license does not include source code, technology transfer, sublicensing rights or components that have not been contracted.

5 Available features

Features vary according to the plan, version, device, integration, network and permissions. For paid operation, the scope must be stated in the Service Order or Technical Annex; for the trial, in the activation form validated before the start. The presence of a button or documentation reference does not by itself enable a feature outside the scope, subject to rights arising from a binding offer and mandatory rules.

6 User obligations

- use the platform only for authorized, lawful professional purposes;
- follow the CUSTOMER's internal rules on recording, location, confidentiality and security;
- keep the application, operating system and device on supported versions;
- respect third-party rights and the restrictions in the Acceptable Use Policy;
- provide accurate information when opening a ticket or requesting assistance;
- stop using the service and contact the appropriate channel upon detecting a risk to people, data or operations.

7 Administration by the CUSTOMER

The CUSTOMER defines purposes and legal bases, designates users and groups, and decides on recording, location and retention within the enabled scope. It must inform data subjects in advance, limit access and observe necessity, proportionality, labor, privacy and confidentiality rules. These decisions do

not replace technical limitations and accepted periods; acceptance of the Terms does not constitute blanket consent from users.

8 Communications and recordings

Voice, video, messages and files may be transmitted, recorded and accessed only through enabled features and by authorized profiles. The CUSTOMER must inform users in advance about recording and administrative access; interface indicators supplement this information and do not replace it. Content remains protected by confidentiality, purpose limitation and necessity, including in relation to the administrator.

9 Location

The location feature depends on device permissions and the availability of satellites, networks and sensors. Data may be delayed, have a margin of error or be unavailable. The CUSTOMER must define the purpose, legal basis, access profiles and retention before enabling the feature. Location must not be used as the sole basis for a decision that may affect the user's physical safety or rights.

10 Integrations and devices

Integrations with radios, smartphones, dispatch systems, DMR, APIs, third-party platforms or accessories depend on compatible models and versions. Changes made by the manufacturer, carrier or integration supplier may require an update, reconfiguration or component replacement.

11 Connectivity

Service performance depends on the network used by the user. Areas without coverage, congestion, data allowance limits, firewall restrictions, battery saving, roaming and carrier quality policies may affect calls and data. The CUSTOMER must maintain connectivity suitable for its operation and alternative means for critical activities.

12 Updates and technical changes

The PROVIDER may correct defects, update interfaces and components, and discontinue versions for security, compatibility or lifecycle reasons. Material changes reducing a contracted feature require notification and the treatment provided for in the contract; changes in scope must be documented. Urgent measures may be taken without prior notice to contain a risk or comply with the law, with subsequent notification when permitted. A third party's decision does not exclude responsibility for the PROVIDER's own conduct.

13 Maintenance

Scheduled maintenance will be communicated in accordance with the contracted SLA. Emergency interventions may take place without prior notice to contain a vulnerability, preserve data or restore service. The free trial does not include a commercial SLA; foreseeable impacts will be communicated where possible, and any extension requires a written agreement with a new end date.

14 Support

Tickets must specify the environment, problem, time, impact, available evidence and responsible contact. For paid operation, the channel and timeframes will follow the contracted SLA; an initial response is not equivalent to a resolution. During the trial, initial support must be requested through sales@coreptt.com for

routing to the responsible team, subject to availability and the agreed scope, without a commitment to 24-hour support.

15 Privacy

The Privacy Policy describes the PROVIDER's own processing as controller and processing under the CUSTOMER's instructions as processor. For user, communication and location data whose purposes are defined by the CUSTOMER, the DPA or the trial's data provisions apply. Requests may be sent to legal@coreptt.com, with cooperation from the administrator or person responsible for processing at the CUSTOMER.

16 Ownership of data and content

The CUSTOMER retains its rights over content it enters into the platform and declares that it has authorization to process it. It grants the PROVIDER limited permission to host, transmit, make technical copies of, recover, protect and make that content available to the extent necessary to provide the service and comply with the law.

17 Ownership of the platform

The platform, its documentation, brands, routines, interfaces and improvements belong to the PROVIDER or their respective licensors. Comments and suggestions may be used to improve the service without transferring the CUSTOMER's confidential content or intellectual property to the PROVIDER.

18 Suspension of access

The PROVIDER may suspend an account when there is a security risk, an order from an authority, payment default provided for in the contract, unlawful use or a material breach of these Terms. Whenever circumstances permit, the CUSTOMER will be informed and given an opportunity to remedy the cause. Urgent measures may be taken immediately to limit damage.

19 Service limitations

The PROVIDER does not guarantee uninterrupted communication at every location, absolute GPS accuracy, compatibility with every device or complete absence of failures. Warranties, service levels and contractual remedies are those provided in the Business Agreement and SLA, subject to rules that do not permit limitations.

20 Termination and export

At the end, access will be terminated in accordance with the accepted instrument. The CUSTOMER must request or perform exports it wishes to retain before termination, using the available formats and features. During the trial, there is no right to subsequent access, guaranteed recovery or retention of recordings for 90 days. Deletion, backup and legal preservation periods will follow the specific trial provisions and Backup Policy.

21 Changes law and disputes

This version is identified by revision and date. External policies will form part of the engagement only if made available before acceptance and identified by title, version and date. Future changes will not be incorporated automatically or have retroactive contractual effect; material changes will follow the agreed procedure. Brazilian laws and mandatory rights apply. The parties will seek an agreed resolution; the forum will be that provided for in the accepted instrument, subject to mandatory statutory jurisdiction.

22 Trials demonstrations and experimental features

Proofs of concept, demonstrations, preliminary versions and beta features are intended for controlled evaluation and may have limited capacity, support and availability. The standard trial lasts 7 calendar days, equivalent to 168 hours from the communicated activation. The form must specify limits, features, recording, location, hosting, countries and service providers before the start. Features not enabled are outside the scope; changes require a written record.

23 Communications and records

Operational notices may be sent through the application, portal or registered contacts. Authentication, acceptance, administrative change and support records may be used for security, contract performance and the lawful exercise of rights, subject to the Privacy Policy, DPA and applicable periods. The CUSTOMER must keep its contact details up to date.

24 Contact

Sales and contracting: sales@coreptt.com; registered telephone: (11) 9839-0601. Legal, privacy and integrity: legal@coreptt.com. For paid operation, technical tickets will use the plan's channel; during the trial, sales will perform initial routing. The legal channel does not replace opening a technical ticket or contacting the public emergency service.

Third-party applications and components

Integrated features may depend on third-party applications, APIs, maps, application stores, operating systems, mobile networks, cloud services, equipment or licenses. These components are also subject to their suppliers' terms and policies.

The PROVIDER remains responsible for the components and services it supplies directly. Failures caused exclusively by a third party and outside its reasonable control will be handled in accordance with the contract and SLA, with initial diagnosis and escalation when the contracted plan includes that activity.

Professional services and on-demand changes

Integrations, solution development, customization, imports, reports, dashboards, business rules and visual adaptations may be contracted separately. Requests will undergo impact analysis, estimation, prioritization, commercial approval and acceptance. Making a customization available does not mean it will be included in all versions or plans.

Shared and dedicated environments

In a shared environment, computing resources may be used by more than one CUSTOMER, with logical segregation controls. In a dedicated environment, the resources identified in the Service Order are reserved for the CUSTOMER; the provider's networks, control services or physical infrastructure may still be shared unless additional isolation is expressly committed to.

Free 7-day evaluation

The trial license costs R\$ 0,00 and ends after 168 hours from activation and communication of access details. Access may be suspended, including access to dispatch, location and recordings. There is no automatic renewal or conversion to a paid plan, retroactive charge for the free license or purchase obligation. A free extension requires written authorization and a new end date. The CUSTOMER must maintain contingency arrangements and must not rely exclusively on the trial for life safety, emergencies or critical processes.

To continue, the CUSTOMER must contact sales@coreptt.com and formalize an accepted proposal and engagement setting out prices, licenses, support, service levels and data processing. Contact does not extend the trial or guarantee data recovery. Without a contract or lawful preservation, operational trial content will be deleted or anonymized within 30 days after the end; residual backups will be purged within 90 days after the end, without operational reuse. These periods must be validated against the architecture before signature. Legal retention will be restricted to the applicable purpose.

Standard operational retention

In paid operation, recordings may remain available for up to 90 days on a rolling basis when the feature and period are contracted. Messages, files, location and other categories will have the periods defined in the Service Order and DPA. Longer retention or historical archiving depends on feasibility, purpose, legal basis and express agreement. The free evaluation follows its own provisions and does not guarantee recordings for 90 days.

Users and administrators must protect credentials, data, settings and nonpublic documentation, restricting access to the necessary persons. Fraud, improper benefits, concealed conflicts of interest and use of the trial to circumvent authorization levels or purchasing procedures are prohibited. Irregularities may be reported to legal@coreptt.com, with restricted handling and no retaliation for good-faith reporting. The duration of confidentiality and audit rights follow the accepted instrument; an audit does not grant unrestricted access to infrastructure, third-party data or source code.

Document control

Field	Record
Documentation owner	COREPTT TECNOLOGIA LTDA
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Sales channel	sales@coreptt.com
Legal privacy and integrity	legal@coreptt.com