



Push-to-talk solution

CORPORATE AND CONTRACTUAL DOCUMENTATION

corePTT Service Order and Commercial Proposal

Form to define scope, pricing, data, security, SLA and acceptance

corePTT platform

Compliance and governance

Security and data protection

10

corePTT governance

Revision 1.3 • 14 October 2026

sales@coreptt.com

COREPTT TECNOLOGIA LTDA

CNPJ 69.599.966/0001-93 • Campinas SP

Revision 1.3 | 14 October 2026

DRAFT FOR LEGAL REVIEW

corePTT Service Order and Commercial Proposal

Form to define scope, pricing, data, security, SLA and acceptance

Responsible provider	COREPTT TECNOLOGIA LTDA
Trading name	COREPTT TECNOLOGIA
CNPJ	69.599.966/0001-93
Registered office	Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270
Sales and contracting	sales@coreptt.com
Registered telephone	(11) 9839-0601
Legal matters privacy and integrity	legal@coreptt.com
Brand and platform	corePTT
Revision	1.3
Revision date	14 October 2026

This Order defines the corePTT commercial contract and must be completed and accepted by authorized representatives before activation. Scope, features, limits, dates, amounts, payment, support, hosting, data and responsibilities will be expressly stated. An unselected item is outside the scope; a material blank field does not authorize a presumption that it has been contracted. The 7-day free evaluation is governed by its own agreement and does not automatically convert into a paid service.

Provider identification

The PROVIDER is COREPTT TECNOLOGIA LTDA, trading name COREPTT TECNOLOGIA, registered with the CNPJ under 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.

Sales and contracting: sales@coreptt.com. Registered telephone: (11) 9839-0601. Legal matters, privacy, integrity and security: legal@coreptt.com.

The PROVIDER is the legal entity responsible for the commitments it undertakes in the corePTT instruments. The CUSTOMER and the representatives of both parties will be identified in the applicable instrument, with authority to approve the scope and sign.

1 Proposal identification

Field	Completion
Proposal number	[complete]
Issue and validity	[dd/mm/yyyy] • valid until [dd/mm/yyyy]

Field	Completion
Commercial start and term	[dd/mm/yyyy hh:mm, Brasília] • [initial term]
Commercial renewal	automatic expressly accepted [] upon new acceptance [] not applicable []
Commercial renewal conditions	[complete term, amounts or valid rule, notice and nonrenewal notice period]
Previous trial reference	not applicable [] 7-day agreement No. [complete]

2 CUSTOMER

Field	Completion
Legal name	[complete]
CNPJ	[complete]
Address	[complete]
Representative	[complete]
Sales contact	[complete]
Technical contact	[complete]
Security contact	[complete]
Data protection officer or privacy contact	[complete]
Email for tax invoice	[complete]
Finance email	[complete]

3 PROVIDER

Field	Information
Legal name	COREPTT TECNOLOGIA LTDA
Trading name	COREPTT TECNOLOGIA
CNPJ	69.599.966/0001-93
Registered office	Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270
Brand	corePTT
Sales and contracting	sales@coreptt.com

Field	Information
Registered telephone	(11) 9839-0601
Legal matters privacy and integrity	legal@coreptt.com
Representative and authority	[complete name, title and evidence of authority before signature]

4 Selected scope

Select	Module or service	Quantity and notes
☐	Users and licenses	[complete]
☐	Android application	[complete]
☐	iOS application	[complete]
☐	Web dispatch console	[complete]
☐	Voice and PTT groups	[complete]
☐	Voice recording	[complete]
☐	Video	[complete]
☐	Messages and files	[complete]
☐	Location and history	[complete]
☐	Geofences and alerts	[complete]
☐	DMR integration or gateway	[complete]
☐	API and integrations	[complete]
☐	Implementation and configuration	[complete]
☐	Training	[complete]
☐	Equipment	[complete]
☐	SIM cards and connectivity	[complete]
☐	Additional professional service	[complete]

5 Environment and architecture

Field	Definition
Environment type	shared ☐ dedicated ☐ installed at the CUSTOMER ☐ hybrid ☐

Field	Definition
Production	[complete]
Validation	included [] not included []
Hosting region	[complete]
Federated identity	no [] yes [] standard: [complete]
Administrative MFA	mandatory [] optional [] unsupported in the component []
Encryption and protocols	as specified in Technical Annex No. _____
Redundancy	[complete]
RTO and RPO	[complete]
User device and channel limits	[complete quantities, concurrent limits and overages]
Storage and capacity	[complete capacity and treatment of overages]

6 Implementation and acceptance

Stage	Responsible party	Date or criterion
Discovery and requirements	PROVIDER and CUSTOMER	[complete]
Configuration	PROVIDER	[complete]
Integrations and connectivity	_____	[complete]
Acceptance test	CUSTOMER	[complete]
Training	_____	[complete]
Go-live	PROVIDER and CUSTOMER	[complete]

Objective criteria, responsible parties and the acceptance deadline will be completed in the Technical Annex and the schedule of this Order. Commercial go-live will depend on a formal contract and documented acceptance; silence or use during the trial does not replace a signature or create a payment obligation.

7 Prices

Item	Quantity	Unit price	Frequency	Total
_____	_____	R\$ _____	_____	R\$ _____
_____	_____	R\$ _____	_____	R\$ _____
_____	_____	R\$ _____	_____	R\$ _____

Item	Quantity	Unit price	Frequency	Total
_____	_____	R\$ _____	_____	R\$ _____
_____	_____	R\$ _____	_____	R\$ _____

Condition	Definition
Implementation	R\$ [complete]
Monthly fee	R\$ [complete]
Equipment	R\$ [complete]
Authorized expenses	[complete]
Due date	[complete]
Payment method	[complete]
Adjustment index	IPCA [] other _____
Dispute period	_____ days
Currency taxes and breakdown	[complete currency, included taxes and itemized components]
Late payment charges	[percentages and criteria to be completed and accepted]
Notice and cure period	[method and period to be completed before commercial suspension]
First billing	[date and event triggering commercial billing; no retroactive charges for the trial]
Adjustment frequency	[complete according to the statutory minimum period]

8 Selected SLA

Select	Plan	Target	Coverage
[]	Essential	99.5 percent	business days from 8h to 18h
[]	Operational	99.9 percent	P1 24 by 7 and other priorities on business days
[]	Customized	_____	[complete]
[]	No contracted availability target	not contracted	support and diligence according to the accepted scope

Measured components: _____

P1 channel and escalation contacts: _____

Measurement points and interval: [complete]. Period and time zone: [complete]. Window and monthly limit for excluded maintenance: [complete]. Support channels, days and hours: [complete]. First response, update and workaround targets: [accepted SLA table or specific definition]. Credits: [accepted SLA table or specific rule]. All relevant fields will be validated before commercial activation.

9 Retention and privacy

Select the period by category and record the legal basis, purpose, responsible parties and transparency in the DPA. The 90-day retention period applies only when expressly selected and accepted. The content window is distinct from backup retention. Duplicate or conflicting settings in this Order will be reconciled before signature; no box will be presumed checked.

Category	Period or setting
Voice recordings	7 days ☐ 30 days ☐ 90 days ☐ 180 days ☐ other _____
Videos	7 days ☐ 30 days ☐ 90 days ☐ other _____
Messages and files	30 days ☐ 90 days ☐ 365 days ☐ other _____
Location	current ☐ history _____ days ☐ geofence ☐
Access logs	statutory minimum and an additional period of _____
Export after expiry	30 days ☐ 60 days ☐ other _____
Anticipated sensitive data	no ☐ yes ☐ description in the DPA ☐
Children or adolescents	not anticipated ☐ anticipated with safeguards ☐

10 Subprocessors and transfers

Field	Definition
List of subprocessors	attached ☐ page with version/date and retained copy ☐ ; reference: [complete]
Countries and regions	[complete]
International transfer	no ☐ yes ☐
Mechanism	adequacy ☐ ANPD standard contractual clauses ☐ other _____
DPA Annex C completed	yes ☐ not applicable ☐

11 Equipment

Item	Model and serial number	Arrangement	Warranty or return
_____	[complete]	sale [] rental [] gratuitous loan for use []	_____
_____	[complete]	sale [] rental [] gratuitous loan for use []	_____
_____	[complete]	sale [] rental [] gratuitous loan for use []	_____

12 Connectivity

Field	Definition
Authorized carrier	[complete]
Quantity and identification of SIM cards	[complete]
Technology and bands	[complete]
Allowance and speed	[complete]
Coverage and roaming	[complete]
Overage and blocking	[complete]
Party responsible for the telecommunications service	[complete]

13 Assumptions and exclusions

Infrastructure provided by the CUSTOMER: _____

Approved integrations and versions: _____

Expressly excluded items: _____

Accepted dependencies and risks: _____

14 Special conditions

15 Incorporated documents

Document	Version date and reference	Received and accepted
corePTT Enterprise Agreement	1.3 or other: _____ • date: [complete]	[]
Data Processing DPA	1.3 or other: _____ • date: [complete]	[]
Support and Availability SLA	1.3 or other: _____ • date: [complete]	[]
Terms of Use	1.3 or other: _____ • date: [complete]	[]
Acceptable Use Policy	1.3 or other: _____ • date: [complete]	[]
Technical Annex	No. _____ • date: [complete]	[]
List of subprocessors	date ____/____/____	[]
Privacy Policy	version [complete] • date [complete]	[]
Backup Retention and Deletion Policy	version [complete] • date [complete]	[]
Hosting and Management Policy	version [complete] • date [complete]	[]
7-day Evaluation Agreement	when applicable • revision 1.3 • 14/10/2026	[]

16 Validity and acceptance

This proposal remains valid until the date or for the period completed. Acceptance by a duly authorized representative confirms only the scope, prices, assumptions and documents identified in this version. All applicable fields must be completed or marked not applicable before signature; outstanding material matters prevent the corresponding activation. Reservations and modifications will take effect only if accepted by both Parties. Commercial activation requires a formal contract. Commercial renewal will follow only the option and conditions expressly accepted in this Order; the free evaluation neither renews automatically nor automatically converts into a paid plan. The signature will record authorship, integrity, version, date and time.

External documents form part of the relationship only if made available to the CUSTOMER before acceptance and identified by title, version and date. Future policies will not be incorporated automatically, and no revision will retroactively change a contract; contractual changes require a written amendment accepted by the parties, preserving mandatory rules.

Selected integrations and external components

Field	Contractual definition
Component or application	[complete]
Supplier and brand	[complete]

Field	Contractual definition
License and version	[complete]
Party responsible for contracting	PROVIDER [] CUSTOMER [] third party []
Shared data	[complete]
External SLA or support	[complete]
Known limitations	[complete]
Contingency plan	[complete]

Ownership of developments

Item	Definition
PROVIDER preexisting components	remain with the PROVIDER []
Third-party components	attached licenses []
Exclusive development	no [] yes [] attached scope []
Assignment of source code	not provided for [] provided for in a specific annex []
Use of the CUSTOMER brand	no [] authorized within the limits of the annex []

Development and customization services

Field	Contractual definition
Problem and objective	[complete]
Deliverables	[complete]
Assumptions and dependencies	[complete]
Milestones and schedule	[complete]
Acceptance criteria and deadline	[complete]
Maintenance and warranty	[complete]
Amount and billing method	[complete]
Change request	process/annex: [complete]

Hosting and management

Field	Contractual definition
Environment type	shared ☐ dedicated ☐ jointly managed ☐
Hosting provider and region	[complete]
Reserved resources	[complete]
Layers managed by the PROVIDER	[complete]
Layers managed by the CUSTOMER	[complete]
Maintenance window	[complete]
Monitoring and alerts	[complete]

Retention, backup and recovery

Field	Contractual definition
Operational content	period by category as specified in section 9; 90 days only when selected and accepted
Export or long-term archive	no ☐ yes ☐ description: _____
Backup frequency	[complete]
Backup retention	[complete]
RPO	not contracted ☐ target: [complete]
RTO	not contracted ☐ target: [complete]
Restoration test	[complete]
Exclusions	[complete]
Active deletion after commercial termination	[complete maximum period, responsible party and confirmation]
Residual purging after commercial termination	[complete maximum backup period, blocking and responsible party]

7-day free evaluation

The evaluation depends on its own agreement and the validated schedule below. It does not automatically receive the commercial SLA or retention of recordings for 90 days. The CUSTOMER will maintain contingency measures and will not rely exclusively on the trial for emergencies or critical operations. Formalization and continuity: sales@coreptt.com; legal matters, privacy and integrity: legal@coreptt.com. During the free trial, the CUSTOMER must perform or request the necessary exports before expiry. Without

a contract or legally necessary preservation, operational content will be deleted or anonymized within 30 calendar days after expiry; any residual backup copies will be purged within 90 days after expiry, with restricted access and without operational reuse. The periods will be validated against the architecture before signature. Statutory retention and the regular exercise of rights follow their own periods and purposes. The trial does not guarantee retention of recordings for 90 days or recovery of content already deleted.

Field	7-day free evaluation schedule
Applicability and reference	no [] yes []; separate agreement No. [complete], revision/date [complete]
Account or environment	[complete identification]
Activation and communication	[dd/mm/yyyy hh:mm] • Brasília time zone • email record [complete]
Expiry	[dd/mm/yyyy hh:mm] • 168 hours after the communicated activation
License and access	R\$ 0,00 • does not create a purchase obligation or retroactive charges for the trial
Limits	[complete users, devices, groups/channels, storage and capacity]
Features and integrations	[complete enabled features; recording yes/no; location yes/no]
Hosting and service providers	[complete hosting provider, country, region, subprocessors and international mechanism]
CUSTOMER responsible person	[complete name, title, email and technical contact]
Permitted data	fictitious [] anonymized [] authorized real data []; categories/basis/transparency in the DPA
Backup or recovery	no guarantee by default []; specific obligation accepted [] annex [complete]
Continuity or extension	no automatic renewal/conversion; free extension in writing; paid plan through an accepted proposal and a formal contract
Export before expiry	[complete responsible party, format and agreed support]; later access not guaranteed
Active deletion	within 30 calendar days after expiry; statutory exceptions and architecture validated before signature
Residual backup copies	purging within 90 days after expiry; no operational reuse; architecture validated before signature
Schedule validation	[responsible parties on both sides, date and written record before activation]

Document control

Field	Record
Document owner	COREPTT TECNOLOGIA LTDA

Field	Record
Coordination and legal review	Responsible person to be appointed by the PROVIDER before signature
Sales and contracting	sales@coreptt.com
Legal matters privacy and integrity	legal@coreptt.com
Revision and date	1.3 • 14 October 2026
Status	Draft for legal review

PROVIDER	CUSTOMER
COREPTT TECNOLOGIA LTDA	Legal name indicated in the Service Order
CNPJ 69.599.966/0001-93	CNPJ indicated in the Service Order
Representative name and title	Representative name and title
Electronic signature	Electronic signature