



Push-to-talk solution

CORPORATE AND CONTRACTUAL DOCUMENTATION

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COREPTT TECNOLOGIA LTDA

CNPJ 69.599.966/0001-93 • Campinas SP

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DRAFT FOR LEGAL REVIEW

corePTT Development Customization and Integrations Annex

Rules for professional services custom solutions and change control

PROVIDER	COREPTT TECNOLOGIA LTDA
Trade 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 and platform	corePTT
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Status	Draft for legal review
Sales channel	sales@coreptt.com (11) 9839-0601
Legal privacy and integrity	legal@coreptt.com

This annex converts integration and customization requests into verifiable scopes, with clearly identified acceptance criteria, responsibilities, intellectual property and dependencies.

This Annex governs the offering of integration, solution development and customization related to corePTT. It must be used with the applicable Enterprise Agreement, Order Form, DPA and SLA.

Company identification and version control

COREPTT TECNOLOGIA LTDA, trading as COREPTT TECNOLOGIA, registered with 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, is the PROVIDER responsible for the offering and the commitments undertaken in this instrument.

Sales and contracting: sales@coreptt.com; telephone (11) 9839-0601. Legal, privacy and integrity: legal@coreptt.com. The CUSTOMER or evaluating organization shall be identified in the specific instrument by a representative authorized to accept it.

This document is revision 1.3, dated 14/10/2026, and is a draft for legal review. Incorporation requires that its title, version and date be made available and identified before acceptance. Changes to scope or obligations require the applicable record and acceptance; future versions shall not be incorporated automatically and no retroactive unilateral changes shall apply.

1 Purpose

The PROVIDER may perform professional services to adapt corePTT to the CUSTOMER's context, integrate systems, equipment and data, create modules or automations, and support deployment, migration and operation. Only items approved in a signed proposal are included in the scope.

The free evaluation license is separate from these professional services: it lasts 7 calendar days, equivalent to 168 hours from the notified activation, and does not automatically include development, customization, migration or commercial support. Additional services require a separate instrument, costs accepted in advance and authorized representatives. At the end of the trial, contracting must be formalized through sales@coreptt.com or (11) 9839-0601, without automatic conversion or retroactive charges for the free license.

2 Service types

Type	Examples	Contractual outcome
Discovery and architecture	requirements, processes, risks and technical design	report, scope or architecture
Configuration	profiles, groups, permissions, workflows and parameters	configured environment
Customization	screens, fields, visual identity, rules and reports	feature adapted to the CUSTOMER
Integration	API, webhook, gateway, DMR, PoC and enterprise systems	connector or integrated workflow
Development	module, service, dashboard, automation or application	deliverable defined in the proposal
Migration and deployment	loading, validation, training and go live	deployed environment
Assisted operation	monitoring, adjustments and initial support	contracted assistance period

3 Scope definition and approval

1. The CUSTOMER describes the objective, users, data, current process, restrictions and systems involved.
2. The PROVIDER analyzes feasibility, dependencies, security, privacy, licenses, capacity and technical risks.
3. The proposal identifies deliverables, exclusions, assumptions, schedule, price, billing milestones, acceptance criteria and period, infrastructure and responsible parties. Delays in required inputs and scope changes shall be recorded with their expected effects before additional work is performed.
4. Work begins after commercial approval, provision of the required inputs and identification of authorized representatives.
5. Subsequent changes follow change control and may affect timing, price, architecture, security and support.

4 CUSTOMER obligations

- provide complete requirements, truthful information, authorized access and a compatible test environment;
- appoint a technical lead and an acceptance authority empowered to make decisions and set priorities;
- obtain licenses, authorizations, legal bases and rights to the data, brands, content and systems it provides;
- validate integrations and deliveries within the period specified in the Order Form;
- report changes in manufacturer, version, firmware, network, API, policy, volume and process that affect the solution.

5 Delivery testing and acceptance

Each delivery shall be compared with the recorded acceptance criteria. The PROVIDER may use a development, validation or production environment, as specified in the deployment plan. The CUSTOMER must record any rejection objectively, with reproducible evidence and a link to the approved requirement.

A defect is a reproducible discrepancy between the delivery and the approved criterion. A new preference, an undocumented rule, an increase in volume, adaptation to an external update or a subsequent request is a scope change. Correction periods, warranty and support depend on the Order Form. Any deemed acceptance requires a specific clause accepted in advance, a reasonable period, objective criteria and an opportunity to identify discrepancies; it does not apply to acceptance of the free trial or create a contract through mere use.

6 Intellectual property and reuse

The PROVIDER and the respective rights holders retain rights to corePTT, preexisting components, libraries, methods, models, generic connectors, tools, knowledge and reusable improvements, within the limits of their ownership and licenses. The CUSTOMER retains its data, brands, content, proprietary rules and preexisting materials. Use of the CUSTOMER's confidential material in a reusable component requires specific authorization or effective removal of that material.

Customization does not imply exclusivity, assignment or delivery of source code. An assignment of rights or special license requires a written annex identifying the material, type, territory, term, remuneration, code and documentation. Free software and third party components remain subject to their respective rights holders' licenses.

7 Integrations and third parties

The PROVIDER is responsible for the connector, configuration and activities it undertakes. Operation may depend on an API, license, firmware, equipment, network, cloud or external policy. Third party changes may require updating, revalidation, replacement or a new contract. Reference to a manufacturer does not represent endorsement or partnership without a formal instrument.

8 Data protection and security

The project must apply purpose limitation, necessity, security and privacy by design. The Order Form and DPA must specify data, roles, instructions, integrations, subprocessors, environment, retention, international transfers and incident and deletion procedures.

Sensitive personal data and data concerning children or adolescents are excluded from the free trial, unless specifically agreed in advance and the legal requirements are met. Commercial acceptance does not replace information to data subjects or the legal basis for processing. Communications content shall not

be used for advertising, sale to third parties or training AI models without a specific agreement and an appropriate legal basis.

9 Infrastructure and operation

The solution may use a shared or dedicated environment. The PROVIDER administers only the contracted layers and documents responsibilities for the application, database, operating system, network, cloud, terminals, licenses, backup and security. Capacity, availability, RPO, RTO and retention depend on the approved plan.

The environment, country, provider, subprocessors and applicable mechanism for any international transfer shall be disclosed and validated before processing. During free evaluation, subsequent access is not guaranteed; export and migration must be agreed before expiry. Without a contract or lawful preservation, operational content shall be deleted or anonymized within 30 days after the end, and residual backups purged within 90 days after the end, with access blocked for normal use. These periods must be validated against the architecture before signing.

10 Specific request details

Field	Entry
CUSTOMER and project	
Business objective	
Deliverables	
Integrations and versions	
Data and environments	
Exclusions and assumptions	
Schedule and milestones	
Acceptance criteria and period	
Intellectual property	
Support and maintenance	
Price and billing	
Responsible parties and approval authority levels	
Environment country provider and subprocessors	
CUSTOMER legal basis and permissions	
Risks security and contingency	

Field	Entry
Change procedure and budget	_____
Export deletion and backups	_____

11 Liability and changes

Each party is responsible for its acts, information, access, licenses and obligations. Liability limitations follow the Enterprise Agreement and do not exclude nonwaivable statutory duties. No preliminary estimate replaces the approved proposal. Changes must be authorized by identified representatives and recorded before execution.

The parties shall observe confidentiality and integrity duties; improper advantages, fraud and use of integrations to circumvent authorizations, approval authority levels or internal controls are prohibited. Suspected irregularities and privacy matters shall be referred to legal@coreptt.com; good faith reports shall be handled without retaliation. Audits require a proportionate scope agreed in advance, with protection for third party data and trade secrets.

Document control

Field	Record
Editorial ownership and maintenance	COREPTT TECNOLOGIA LTDA
Approval authority	Authorized representative to be identified upon acceptance
Sales channel	sales@coreptt.com
Legal privacy and integrity	legal@coreptt.com

PROVIDER	CUSTOMER
COREPTT TECNOLOGIA LTDA	Registered company name stated in the Order Form
CNPJ 69.599.966/0001-93	CNPJ stated in the Order Form
Representative name and title	Representative name and title
Electronic signature	Electronic signature