

onecom

Halo Service Terms

1 General

- 1.1 These Halo Service Terms should be read in conjunction with all other terms of the Contract.
- 1.2 These Halo Service Terms apply to the provision of the Halo Service by Onecom to the Customer.
- 1.3 The Halo Service is a business-to-business service. These Halo Service Terms do not apply to personal use.

2 Interpretation

- 2.1 Terms defined elsewhere in the Contract shall have the same meaning in these Halo Service Terms. The following definition shall also apply:

| | |
|--------------------------------|--|
| Agent | a running instance of a Skill. Each Agent handles one concurrent Interaction at a time. Multiple Agents of the same Skill may be deployed simultaneously to provide concurrent handling capacity |
| Agent Configuration | the specific instructions, personality profile, rules, integration connections, escalation pathways, and operational parameters that define how a Skill behaves, as agreed between Onecom and the Customer and confirmed by the Customer in the Go-Live Certificate |
| Authorised Scope | the defined use case, actions, connected systems, and operational parameters within which an Agent is authorised to operate, as specified in the applicable Go-Live Certificate |
| Customer Content | content, statements, scripts, instructions, rules, prompts, or other configuration provided to or requested by the Customer in respect of any Skill, including (without limitation) any statement about the Agent's capabilities, accuracy, performance, completion rates, speed, comparison to human operators, or any factual representation about the Customer or its products or services made through any Skill |
| Go-Live Certificate | the document in the form set out in Schedule 1 (or such other form as Onecom may prescribe from time to time), signed by both parties prior to any Agent being deployed to a live production environment |
| Halo Flex | the optional elastic capacity add-on described in clause 3.4, enabling a Skill to handle concurrent Interactions above its standard Agent allocation on a consumption basis |
| Halo Portal | the online interface through which the Customer accesses, configures, and manages the Halo Service, including any successor interface made accessible by Onecom from time to time |
| Halo Service | the service described in clause 3 |
| Interaction | a single continuous engagement between an Agent and an end user or third party, whether by voice call, chat message, email, or other supported channel, from initiation to conclusion (including any human handoff) |
| Mandatory AI Disclosure | the disclosure configured by Onecom into each Skill informing the interacting party that they are communicating with an AI system |
| PECR | the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended) |
| Service Definition | the description of the Halo Service tiers, features, and capabilities as published or otherwise made available by Onecom from time to time (whether on the Halo Portal, on the Onecom website, or in a separate document). The Service Definition is provided for the Customer's reference and does not form part of the Contract |

Skill a defined AI agent identity with a specific configured capability and Agent Configuration, constituting the unit of commercial sale under these Service Terms. Each Skill may be deployed as one or more Agents. The Go-Live Certificate is issued per Skill

2.2 The rules of interpretation set out in the General Terms shall apply to these Halo Service Terms.

3 The Halo Service

3.1 Service Description

The Halo Service is a platform through which Onecom enables the Customer to deploy and manage AI-powered Agents. The features and capabilities of the Halo Service are as described in the Service Definition.

3.2 Concurrency

Each Agent handles one concurrent Interaction at a time. The number of Agents ordered by the Customer for a given Skill determines the standard concurrent handling capacity for that Skill.

3.3 Service Tiers

3.3.1 The Halo Service is offered in the following tiers, the features and capabilities of which are as described in the Service Definition. Tiers reflect the level and complexity of configuration provided by Onecom – all Skills, regardless of tier, require configuration. The applicable training and configuration fees are as set out in clause 7.2.

- (a) Halo Core – entry-level deployments with standard configuration.
- (b) Halo Pro – deployments requiring extended configuration.
- (c) Halo Max – advanced or bespoke deployments.

3.3.2 The Customer's tier is as specified in the Order Form. The Customer may upgrade but not downgrade during the Minimum Term.

3.4 Halo Flex – Elastic Capacity

Where the Customer has ordered Halo Flex for a Skill:

- 3.4.1 Halo Flex removes the standard concurrency limit for that Skill. The Customer acknowledges that capacity above the standard concurrency limit is provided on a best-endeavours basis;
- 3.4.2 the Customer can monitor real-time consumption through the Halo Portal. Usage notifications are sent at the thresholds described in the Service Definition. Onecom is not liable for failure to deliver any notification; and
- 3.4.3 Flex usage and minutes overage are charged as Variable Charges under clause 7.3.

3.5 Trials

- 3.5.1 Onecom may, at its sole discretion, make standard Skills available for trialling purposes.
- 3.5.2 Any training and configuration work undertaken by Onecom in connection with a trial will be charged regardless of whether the trial proceeds to full deployment.
- 3.5.3 The Customer shall not make any Skill available to its own end users during a trial without Onecom's prior written consent.
- 3.5.4 Any other trial terms may be agreed in a trial side letter. In the absence of a signed trial side letter, standard Contract terms apply.

4 Third Party Service Providers and Integrations

4.1 Third Party Service Providers

The Halo Service is delivered in part through Third Party Service Providers. Onecom does not warrant the continued availability of any Third Party Service Provider's service. Outages caused by Third Party Service Providers are addressed in clause 8.

4.2 Customer-Led Integrations

4.2.1 Where a Skill is configured to use third-party services that are the Customer's own subscriptions (such as scheduling platforms, messaging platforms including WhatsApp Business, CRM systems, or other third-party tools), the Customer must hold its own subscription with the relevant provider and has a direct contractual relationship with that provider. The integration of the Halo Service with the Customer's third-party service is included in the Customer's subscription where the relevant integration is part of the Customer's ordered tier. The Customer is responsible for all consumption charges payable to the third-party provider directly, which are not included in the Charges payable to Onecom.

4.2.2 Onecom is not responsible for the availability, performance, or data handling of any customer-led integration. Such integrations are outside Onecom's service levels.

5 Onboarding and Go-Live Certificate

5.1 Build and Configuration Process

5.1.1 The Customer's requirements are collected through Onecom's online requirements tool, which generates a specification used by Onecom to build and configure the Skill.

5.1.2 Once Onecom has built and configured the Skill to a stage where the Customer can test it, Onecom will notify the Customer that the Skill is ready for testing. The Customer may then test the Skill through the Halo Portal in a non-production environment (without the Skill being connected to live channels).

5.1.3 When the Customer is satisfied with the Skill, the Customer must accept the Go-Live Certificate through the Halo Portal in order for the Skill to be deployed to a live production environment.

5.2 Go-Live Certificate

5.2.1 The Go-Live Certificate is presented to the Customer through the Halo Portal. The Customer accepts the Go-Live Certificate by clicking through to confirm acceptance. No Skill will be deployed to a live production environment until the Customer has accepted the Go-Live Certificate.

5.2.2 The contents of the Go-Live Certificate (including the confirmations the Customer is required to give) are substantially as set out in Schedule 1.

5.2.3 If the Customer has not accepted the Go-Live Certificate within 30 days of being notified by Onecom under clause 5.1.2 that the Skill is ready for testing, the Service Commencement Date is deemed to occur on the expiry of that 30-day period and the Customer is liable for Charges from that date in accordance with clause 7.7.

5.2.4 Onecom shall not be liable for any act or omission of an Agent that falls within the matters confirmed by the Customer in the Go-Live Certificate.

6 Customer Obligations

6.1 General

In addition to the Customer's obligations under the General Terms, the Customer shall promptly notify Onecom of any change to its business processes, systems, or regulatory position that may affect any Skill or the validity of any Go-Live Certificate.

6.2 Customer Content and Configuration

- 6.2.1 The Customer is solely responsible for any Customer Content.
- 6.2.2 All Customer Content is the Customer's representation, and not Onecom's, even where Onecom configures the Customer Content on the Customer's instructions.
- 6.2.3 The Customer warrants on a continuing basis that all Customer Content is, and will remain, accurate and capable of substantiation.
- 6.2.4 The Customer shall indemnify Onecom on demand against all losses, costs, damages, fines, sanctions, regulatory penalties, and claims (including legal costs on an indemnity basis) arising directly or indirectly from any Customer Content, including any claim by an end user, regulator, advertising standards body, or other third party that any Customer Content is misleading, unsubstantiated, or otherwise non-compliant with applicable law.

6.3 Mandatory AI Disclosure

- 6.3.1 Onecom will configure each Skill to include the Mandatory AI Disclosure at the commencement of every Interaction. The Customer shall not remove, circumvent, or configure any Skill to undermine the Mandatory AI Disclosure.
- 6.3.2 The Customer may, by written request, ask Onecom to disable the Mandatory AI Disclosure for any deployment. Onecom may grant or refuse such request at its sole discretion. Where Onecom agrees to disable the Mandatory AI Disclosure, the Customer accepts sole risk and responsibility for the consequences and Onecom accepts no liability.
- 6.3.3 Removing or disabling the Mandatory AI Disclosure without Onecom's agreement constitutes a material breach of the Contract.

6.4 Outbound Calling

- 6.4.1 The Customer is responsible for compliance with all applicable laws in connection with its use of the Halo Service for outbound communications, and warrants that it holds all consents required by applicable law before any outbound-calling Skill is deployed.
- 6.4.2 Onecom is not liable for any regulatory sanction, fine, or claim arising from the Customer's failure to hold valid consents. The Customer shall indemnify Onecom against any losses, costs, or claims arising from such failure.

6.5 Prohibited Uses

The Customer shall use the Halo Service in accordance with the Acceptable Use Policy. In addition, the Customer shall not use the Halo Service in a manner that would cause Onecom to breach the Acceptable Use Policy or any obligation to a Third Party Service Provider.

6.6 Personalised Voice

- 6.6.1 The Customer shall not activate the personalised voice feature without obtaining explicit consent from the individual whose voice is being cloned and maintaining a record of that consent.
- 6.6.2 If consent is withdrawn at any time, the Customer shall promptly notify Onecom. On receipt of such notification, Onecom will deactivate the personalised voice for the relevant Skill, and the Customer shall instruct Onecom of an alternative voice configuration.
- 6.6.3 Onecom is not liable for any losses, costs, regulatory sanctions, or claims of any kind arising from or in connection with the Customer's use of the personalised voice feature.

6.7 End-User Volunteered Data

- 6.7.1 The Customer acknowledges that end users interacting with a Skill may volunteer personal data, sensitive information, credentials, payment information, or other categories of information that fall outside the configured purpose and Authorised Scope of the Skill (**Volunteered Data**).
- 6.7.2 Onecom accepts no responsibility for any Volunteered Data shared by an end user with a Skill, regardless of category. The Customer shall indemnify Onecom against all losses, costs, fines, sanctions, and claims arising from or in connection with Volunteered Data, including any claim by an end user, regulator, or third party.

6.8 Payment Information and PCI-DSS

- 6.8.1 The Halo Service is not designed for, and the Customer shall not configure any Skill to, capture or process payment card data (including primary account numbers, CVVs, or expiry dates) verbally or through call recordings or transcripts.
- 6.8.2 The Customer is solely responsible for its own PCI-DSS compliance scope and obligations. Onecom makes no representation or warranty as to the PCI-DSS scope reduction or compliance status of any Skill configuration.
- 6.8.3 Onecom accepts no responsibility for, and the Customer shall indemnify Onecom against all losses, costs, fines, sanctions, and claims arising from or in connection with, payment card data or other payment information that is captured, processed, or stored by the Halo Service as a result of the Customer's configuration or use of any Skill, including any consequence of bringing the Halo Service or any component into PCI-DSS scope.

6.9 Records and Information

- 6.9.1 The Customer shall provide to Onecom, on reasonable written request, copies of any records, consents, authorisations, configurations, end-user communications, privacy notices, or other information held by the Customer in connection with its use of the Halo Service that Onecom reasonably requires to respond to or defend itself against any actual or threatened investigation, complaint, claim, or other action by any regulator, court, end user, or third party.
- 6.9.2 The Customer's obligation under this clause survives termination of the Contract for so long as Onecom may reasonably require the relevant records or information.

6.10 No liability

Onecom is not liable for any losses, costs, damages, regulatory sanctions, fines, or claims of any kind (whether direct or indirect, and however arising) arising from or in connection with:

- 6.10.1 the Customer's failure to comply with any provision of this clause 6 or any other applicable law or regulation;
- 6.10.2 any act or omission of the Customer or any end user in respect of the Halo Service; or
- 6.10.3 the Customer's use of the Halo Service in any specific industry, sector, or context, including any sector subject to regulatory supervision.

The indemnities given by the Customer in this clause 6 are without prejudice to any other indemnity given by the Customer under the Contract.

7 Charges and Billing

7.1 Recurring Charges

- 7.1.1 The Customer shall pay Recurring Charges as set out in the Order Form, invoiced in accordance with the General Terms.

7.1.2 Other Charges (including overage rates and add-on pricing) are published in the Halo Portal and may be updated from time to time.

7.2 Activation and Configuration Charges

7.2.1 An activation fee is payable per Agent as set out in the Order Form. Activation fees are non-refundable.

7.2.2 A training and configuration fee is payable per Skill at the Customer's tier rate as set out in the Order Form. For Halo Core and Halo Pro tiers, the fee is based on a capped hours allowance. For the Halo Max tier, hours are agreed in writing before works commence. Where additional hours are required beyond the allowance in the Order Form, they are charged at the rates published in the Halo Portal from time to time.

7.2.3 For the avoidance of doubt, training and configuration fees are payable in accordance with the Termination Charges provisions of the General Terms where the Customer cancels or terminates, including where Onecom has undertaken build and configuration work that the Customer does not proceed to deploy.

7.3 Variable Charges

7.3.1 Usage of voice Interactions in excess of an Agent's bundled allowance is charged at the overage rate published in the Halo Portal from time to time, invoiced monthly in arrears.

7.3.2 Add-on bundles are available for advance purchase as set out in the Halo Portal. Bundles are allocated per Agent. Unused allowance does not roll over and is non-refundable.

7.3.3 For voice Interactions, the duration of each Interaction is recorded from commencement to conclusion (including hold and handoff time). At the end of each calendar month, the total duration of all Interactions for the relevant Skill is aggregated and rounded up to the nearest whole minute. The aggregated monthly total is the figure used to determine the Customer's usage against its bundled allowance and any overage.

7.3.4 Where a Customer increases its bundled minute allowance for an Agent during a calendar month, Onecom will credit the Customer with the bundle charge invoiced for that Agent for that month and invoice the Customer for the new (increased) bundle price for that month, with effect from the date of change.

7.4 Outbound Telecoms Costs

Outbound call origination, termination, and carriage costs are not included in the Charges. The Customer must have appropriate telecoms arrangements in place (which may be provided by Onecom under a separate Service or the same Order Form) before any outbound-calling Skill goes live.

7.5 Fair Use – Concurrency

7.5.1 The Customer's expected concurrency is calculated as the number of Agents ordered for the Skill multiplied by the working profile of the Skill (for example, an Agent profile of Monday to Friday 9am to 5pm). This is the Customer's **Base Concurrency**.

7.5.2 Where the Customer's actual concurrent usage in any month exceeds 120% of the Base Concurrency, Onecom will charge the Customer for the additional Agent capacity used in that month.

7.5.3 The concurrency fair use policy in this clause 7.5 does not apply to Skills for which Halo Flex has been activated.

7.6 Fair Use – Halo Flex

7.6.1 Halo Flex is intended to provide elastic capacity for unexpected demand spikes on top of a Customer's standard Agent allocation. It is not intended to be used as a substitute for ordering

an appropriate number of Agents to handle the Customer's ordinary expected volume of Interactions.

- 7.6.2 Where the Customer's sustained use of Halo Flex indicates that the Customer's ordinary volume of Interactions consistently exceeds what could reasonably be handled by the standard Agent allocation it has ordered, Onecom may, on reasonable notice, require the Customer to order additional Agents commensurate with its actual usage patterns. If the Customer fails to do so within a reasonable period, Onecom may suspend Halo Flex on the affected Skill or apply additional Agent charges as appropriate.
- 7.6.3 Onecom will assess sustained Flex usage on a rolling basis and will discuss any concerns with the Customer in good faith before taking action under clause 7.6.2.

7.7 Minimum Term

- 7.7.1 The Minimum Term is as set out in the Order Form. The Service Commencement Date is the earlier of (a) the date the Customer accepts the Go-Live Certificate; and (b) the date 30 days after Onecom notifies the Customer under clause 5.1.2 that the Skill is ready for testing. The Customer is liable for Charges from the Service Commencement Date.
- 7.7.2 On termination, including termination prior to the Service Commencement Date, Termination Charges are payable in accordance with the General Terms.

7.8 In-Life Changes

- 7.8.1 Halo Core tier Customers may change feature options, concurrency, and add-on bundle size during the Minimum Term. Upgrades only – no downgrades or Agent reductions during the Minimum Term. Tier upgrades incur the configuration fee applicable to the new tier.
- 7.8.2 In-life changes take effect immediately. Where a change occurs mid-month, Charges for the new configuration are pro-rated for the remainder of that month from the date the change takes effect.
- 7.8.3 Any change to a Skill's Agent Configuration requires a new or amended Go-Live Certificate before re-deployment, except that a deactivation of personalised voice in response to consent withdrawal under clause 6.6.2 may be effected immediately and confirmed in a subsequent amended Go-Live Certificate.

8 Service Availability and Support

8.1 Service Availability

Onecom does not commit to specific service levels for the Halo Service. Onecom will use reasonable endeavours to operate the Halo Service in accordance with the Service Definition and to address incidents in a timely manner. Specific service levels may be agreed in writing between the parties on a customer-by-customer basis.

8.2 Reporting Incidents

Incidents must be reported through the channels published by Onecom from time to time. When reporting, the Customer shall provide:

- 8.2.1 the Skill name and Onecom reference;
- 8.2.2 a description of the incident;
- 8.2.3 details of any connected systems; and
- 8.2.4 any available error messages or logs from the Halo Portal.

8.3 AI Accuracy and Limitations

- 8.3.1 The Customer acknowledges and accepts that AI systems, including large language models, voice synthesis technology, and AI-based detection or classification features (such as deepfake detection, sentiment analysis, intent classification, and content moderation), are inherently probabilistic and may produce outputs that are inaccurate, incomplete, unexpected, or otherwise unreliable, including outputs that do not reflect the intended behaviour of a Skill (“hallucination”) and including failure to detect or correctly classify inputs the feature is designed to detect or classify. The Customer accepts the inherent limitations and risks of AI technology. Onecom is not liable for any loss or damage arising from the inherent nature or limitations of AI technology, regardless of whether the AI feature in question is operating as intended.
- 8.3.2 Onecom does not warrant any specific business outcome, conversion rate, accuracy rate, or customer satisfaction score.
- 8.3.3 The Customer is responsible for implementing appropriate human oversight where accuracy is critical.

8.4 Interaction Data Retention

- 8.4.1 Onecom will retain Interaction data (including call recordings, transcripts, AI-generated outputs, and interaction logs) for the period elected by the Customer through the Halo Portal. The Customer may elect a defined retention period or, where available, an unlimited retention option. The default retention period is 90 days. Any reference to an unlimited retention option means unlimited retention during the term of the Contract only – Onecom does not retain any Interaction data after termination of the Contract, irrespective of the retention period elected.
- 8.4.2 All retained Interaction data is stored on the cloud infrastructure of Onecom’s Third Party Service Providers.
- 8.4.3 The Customer is solely responsible for exporting, archiving, and retaining any Interaction data required for its own legal, regulatory, or compliance obligations. Onecom will provide reasonable export functionality to facilitate this. The Customer’s obligation to export applies regardless of the retention period elected.
- 8.4.4 The Customer accepts full responsibility for the consequences of its retention period election, including any extended or unlimited retention. The Customer acknowledges and accepts that longer retention periods increase the volume of Personal Data held and the corresponding obligations on the Customer as data controller. Onecom is not liable for any losses, costs, regulatory sanctions, fines, or claims of any kind arising from or in connection with the Customer’s retention period election or the duration of data retention. The Customer shall indemnify Onecom on demand against any such losses, costs, sanctions, fines, or claims.
- 8.4.5 On termination of the Contract, the Customer is responsible for exporting all Interaction data it requires before the Contract ends. The Customer’s election of any retention period (including any unlimited retention option) does not survive termination. Following termination and the expiry of any post-termination access period set out in the General Terms, Onecom will delete all Interaction data in accordance with the General Terms.

8.5 Planned Maintenance

- 8.5.1 Planned maintenance on Onecom-controlled platform components will be carried out during the period between 10pm and 6am UK time where reasonably practicable. Onecom will give reasonable advance notice where practicable. Emergency maintenance may be carried out at any time.
- 8.5.2 The Halo Service may also be subject to outages for Third Party Service Provider maintenance and updates. Onecom will use reasonable endeavours to notify the Customer where practicable.

8.5.3 Scheduled and emergency maintenance is excluded from Onecom's service availability obligations.

8.6 Killswitch

Onecom provides a killswitch capability enabling the Customer to immediately suspend any Skill through the Halo Portal. Where a Skill or Agent is not operating as expected, the Customer is responsible for using the killswitch. Onecom is not liable for any consequence of the Customer's failure to use the killswitch.

9 Suspension and Termination

9.1 Suspension

9.1.1 In addition to Onecom's rights under the General Terms, Onecom may suspend the Halo Service or any individual Skill immediately and without liability if Onecom reasonably believes:

- (a) the Customer is using or permitting a Skill in breach of clause 6 or the Acceptable Use Policy;
- (b) continued Agent operation poses a risk of harm to any individual;
- (c) the Customer is in material breach of its data protection obligations; or
- (d) continued operation would expose Onecom to regulatory sanction or third-party liability, including where Onecom becomes aware of any non-compliance by the Customer with applicable law.

9.1.2 Onecom will notify the Customer of suspension as soon as reasonably practicable.

9.2 Termination

The termination provisions of the General Terms apply. A breach of clause 6 constitutes a material breach of the Contract.

9.3 Consequences of Termination

On termination or expiry:

9.3.1 all Agents will be decommissioned and Halo Portal access will cease; and

9.3.2 the Customer shall disable any integrations or automated processes that relied on the Agents.

10 Agentic Liability

10.1 Onecom's Role

Onecom is the platform implementer and operator. Onecom provides the infrastructure, AI model integrations, platform-level guardrails, and the technical framework within which Agents are deployed. Onecom configures the Mandatory AI Disclosure into each Skill; the Customer is responsible for not removing or circumventing it.

10.2 Customer's Role

The Customer is the owner of each Skill deployed under the Contract. The Customer is responsible for:

10.2.1 defining and authorising the Authorised Scope of each Skill;

10.2.2 the accuracy and completeness of all instructions, rules, and data provided to Onecom;

10.2.3 ensuring the Agent Configuration is appropriate for its business, end users, and regulatory obligations;

10.2.4 the outcomes of all actions taken by an Agent within the Authorised Scope; and

10.2.5 all decisions to expand, modify, or maintain a Skill's Authorised Scope.

10.3 Limitation of Onecom's Liability

10.3.1 Onecom is not liable for any loss, damage, or regulatory consequence arising from any action taken by an Agent, regardless of whether such action falls within or outside the Authorised Scope confirmed in the Go-Live Certificate. The Customer accepts that the inherent probabilistic nature of AI may result in the Agent acting in a manner not anticipated by the Customer or Onecom, and accepts responsibility for the Agent's actions.

10.3.2 The Customer acknowledges and accepts the inherent limitations of AI technology as set out in clause 8.3. Onecom is not liable for any loss, damage, cost, fine, sanction, or claim of any kind (whether direct or indirect, and however arising) arising from or in connection with the operation, behaviour, output, or limitations of any AI technology used in the Halo Service, including any AI feature configured by Onecom on its own initiative or at the Customer's request, and including any failure of any AI feature to perform as intended.

10.4 Post-Deployment Changes

Any change to a Skill's configuration, Authorised Scope, or connected systems requires a new or amended Go-Live Certificate before re-deployment.

11 Regulatory

11.1 UK

The Halo Service is designed for use in the United Kingdom. The Customer is solely responsible for its own compliance with all applicable laws and regulations wherever the Service is deployed or used. The Customer shall indemnify Onecom against any loss, liability, cost or expense arising from the Customer's use of the Service in connection with end users or operations outside the United Kingdom.

11.2 No Legal or Regulatory Advice

Onecom does not provide legal, regulatory, or compliance advice of any kind. Nothing in this Contract, including the execution of any Go-Live Certificate, constitutes a representation or warranty by Onecom that the Customer's use of the Halo Service is compliant with any applicable obligation. Onecom may suspend or terminate the Halo Service if it becomes aware of any non-compliance by the Customer with applicable law.

Schedule 1

Go-Live Certificate

The Go-Live Certificate is presented to the Customer through the Halo Portal. The Customer accepts the Go-Live Certificate by clicking through to confirm acceptance. The contents of the Go-Live Certificate are substantially as set out in this Schedule 1.

Part 1 – Skill and Agent Details

The following details are populated automatically by Onecom or by the Customer through the Halo Portal:

Skill Name:

Personality Profile:

Customer / Organisation:

Onecom Reference:

Authorised Scope / Use Case:

Number of Agents:

Connected Systems / Integrations:

Part 2 – Approval Statement

By accepting this Go-Live Certificate, the Customer confirms:

- (a) The Customer has reviewed and tested the Skill (and, where applicable to its tier, participated in its configuration), confirms it is performing to specification, and authorises Onecom to deploy the Skill to a live production environment.
- (b) The Customer acknowledges that the Agent will operate autonomously and accepts responsibility for the outcomes of all actions taken by the Agent.
- (c) The Customer has reviewed and approved all escalation paths and human handoff triggers and has appropriate staffing in place.

Part 3 – Acceptance

The Customer accepts the Go-Live Certificate by clicking through to confirm acceptance in the Halo Portal. Acceptance is recorded against the user account through which it is given. The Customer is responsible for ensuring that the user accepting the Go-Live Certificate is authorised to do so on behalf of the Customer.