

**Terms of Service**  
**Last Updated: Jan 30th, 2026**

Please read these Terms of Service (the “**Terms**”) and our Privacy Notice (<https://vocalbridgeai.com/legal/privacy>) (“**Privacy Notice**”) carefully because they govern your use of the website located at <https://vocalbridgeai.com/> (the “**Site**”) and our voice AI agent developer platform accessible via the Site offered by Vocal Bridge Corp (“**Vocal Bridge**”, “**we**,” “**us**,” or “**our**”). To make these Terms easier to read, the Site and our services are collectively called the “**Services**.”

**IMPORTANT NOTICE REGARDING ARBITRATION FOR U.S. CUSTOMERS: WHEN YOU AGREE TO THESE TERMS YOU ARE AGREEING (WITH LIMITED EXCEPTION) TO RESOLVE ANY DISPUTE BETWEEN YOU AND VOCAL BRIDGE THROUGH BINDING, INDIVIDUAL ARBITRATION RATHER THAN IN COURT. PLEASE REVIEW CAREFULLY SECTION 14 “DISPUTE RESOLUTION” BELOW FOR DETAILS REGARDING ARBITRATION.**

- 1. Agreement to Terms.** By using our Services, you agree to be bound by these Terms. If you don’t agree to be bound by these Terms, do not use the Services.
- 2. Privacy Notice.** Please review our Privacy Notice, which also governs your use of the Services, for information on how we collect, use and share your information.
- 3. Changes to these Terms or the Services.** We may update the Terms from time to time in our sole discretion. If we do, we’ll let you know by posting the updated Terms on the Site and/or may also send other communications. It’s important that you review the Terms whenever we update them or you use the Services. If you continue to use the Services after we have posted updated Terms it means that you accept and agree to the changes. If you don’t agree to be bound by the changes, you may not use the Services anymore. Because our Services are evolving over time we may change or discontinue all or any part of the Services, at any time and without notice, at our sole discretion.
- 4. Who May Use the Services?**

You may use the Services only if you are 18 years or older and capable of forming a binding contract with Vocal Bridge, and not otherwise barred from using the Services under applicable law.

- 5. Feedback.** We appreciate feedback, comments, ideas, proposals and suggestions for improvements to the Services (“**Feedback**”). If you choose to submit Feedback, you agree that we are free to use it without any restriction or compensation to you.
- 6. Your Content.**
  - (a) **Posting Content.** Our Services may allow you (or your end-users) to store or share content such as text, documents, audio, voice recordings and files, or software. Anything (other than Feedback) that you post or otherwise make available through the Services (including Input) is referred to as “**User Materials**”. Vocal Bridge does not claim any ownership rights in any User Materials and nothing in these Terms will be deemed to restrict any rights that you may have to your User Materials.
  - (b) **Output.** The Services will generate responses, communications and other output for you (each, “**Output**”) in response to your queries and prompts (“**Input**”). As between Vocal Bridge and you, and subject to applicable law and Section 15(a), you retain all ownership rights in and to your Output.
  - (c) **Permissions to Your User Materials and Output.** To provide our Services we need you to give us some legal permissions (known as a “license”) to use User Materials:

By making any User Materials available through the Services and generating Output, you hereby grant to Vocal Bridge a non-exclusive, transferable, worldwide, perpetual, irrevocable, royalty-free license, with the right to sublicense through one or multiple tiers (including to other users), to use, copy, modify, create derivative works based upon, distribute, publicly display, and publicly perform your User Materials and Output in connection with providing, operating and improving the Services for

you; provided that we may use logs from the calls and sessions of voice agents built on the platform and other usage and telemetry data to train, finetune and improve the Services and any of our other products and services.

(d) Your Responsibility for User Materials. You are solely responsible for all your User Materials and Output. You represent and warrant that:

(i) neither your User Materials, nor your use and provision of your User Materials to be made available through the Services, nor any use of your User Materials by Vocal Bridge on or through the Services will infringe, misappropriate or violate a third party's intellectual property rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

(ii) You have complied and will comply with applicable laws (including any applicable data protection and AI laws);

(iii) You have provided end users of the Services with sufficient notice of: (a) the processing of their data; (b) their interaction with an AI system rather than a human (for instance, by referencing to an "AI powered virtual agent") in the voice interface; and (c) the recording of end user interactions as contemplated herein, which shall include incorporation of a Consumer Recording Notice (as defined below) in the voice interface;

(iv) You have obtained and will continue to have all necessary rights, lawful bases, authorizations, consents, and licenses for the processing of such data (and other User Materials) and the recording of end user interactions as contemplated herein; and

(v) You have not violated applicable laws or breached any agreement or obligations between you and any third party through Vocal Bridge's processing of such data in accordance with these Terms and the Privacy Notice.

For the purpose of this paragraph, "**Consumer Recording Notice**" means an adequate legal notice to end users of the recording of their interactions with the Services, which is no less protective than "We and our service provider may record your call with us."

(e) Removal of User Materials. You can remove your User Materials by specifically deleting it. You should know that in certain instances, some of your User Materials (such as posts or comments you make) may not be completely removed and copies of your User Materials may continue to exist on the Services. Additionally, some User Materials may be retained by our AI systems. Please read the Privacy Notice on your rights to request Vocal Bridge to delete personal information. To the maximum extent permitted by law, we are not responsible or liable for the removal or deletion of (or the failure to remove or delete) any of your User Materials.

**7. General Prohibitions and Vocal Bridge's Enforcement Rights.** You agree not to do any of the following:

(a) Post, upload, publish, submit or transmit any User Materials or Output that: (i) infringes, misappropriates or violates a third party's patent, copyright, trademark, trade secret, moral rights or other intellectual property rights, or rights of publicity or privacy; (ii) violates, or encourages any conduct that would violate, any applicable law or regulation or would give rise to civil liability; (iii) is fraudulent, false, misleading or deceptive; (iv) is defamatory, obscene, pornographic, vulgar or offensive; (v) promotes discrimination, bigotry, racism, hatred, harassment or harm against any individual or group; (vi) is violent or threatening or promotes violence or actions that are threatening to any person or entity; or (vii) promotes illegal or harmful activities or substances;

(b) Make any Output commercially available or otherwise publish any Output, use any Output for any commercial purpose or sell any Output to any third party. Services are only offered for evaluation and testing purposes, and not for any commercial purposes.

- (c) Use the Services or any Output in a manner that violates the Vocal Bridge Acceptable Use Policy <https://vocalbridgeai.com/legal/acceptable-use>;
- (d) Utilize the Services (including any AI models or derivatives thereof), documentation, Input or Output to train, improve or have trained or improved an AI model (e.g., engage in “model scraping”);
- (e) Use, display, mirror or frame the Services or any individual element within the Services, Vocal Bridge’s name, any Vocal Bridge trademark, logo or other proprietary information, or the layout and design of any page or form contained on a page, without Vocal Bridge’s express written consent;
- (f) Access, tamper with, or use non-public areas of the Services, Vocal Bridge’s computer systems, or the technical delivery systems of Vocal Bridge’s providers;
- (g) Attempt to probe, scan or test the vulnerability of any Vocal Bridge system or network or breach any security or authentication measures;
- (h) Avoid, bypass, remove, deactivate, impair, descramble or otherwise circumvent any technological measure implemented by Vocal Bridge or any of Vocal Bridge’s providers or any other third party (including another user) to protect the Services;
- (i) Attempt to access or search the Services or download content from the Services using any engine, software, tool, agent, device or mechanism (including spiders, robots, crawlers, data mining tools or the like) other than the software and/or search agents provided by Vocal Bridge or other generally available third-party web browsers;
- (j) Send any unsolicited or unauthorized advertising, promotional materials, email, junk mail, spam, chain letters or other form of solicitation;
- (k) Use any meta tags or other hidden text or metadata utilizing a Vocal Bridge trademark, logo URL or product name without Vocal Bridge’s express written consent;
- (l) Use the Services, or any portion thereof, for any commercial purpose or for the benefit of any third party or in any manner not permitted by these Terms;
- (m) Forge any TCP/IP packet header or any part of the header information in any email or newsgroup posting, or in any way use the Services to send altered, deceptive or false source-identifying information;
- (n) Attempt to decipher, decompile, disassemble, reverse engineer, engage in any of the adversarial attacks, or otherwise attempt to derive or gain improper access to any of the software, components, models, algorithms or systems used to provide the Services;
- (o) Interfere with, or attempt to interfere with, the access of any user, host or network, including, without limitation, sending a virus, overloading, flooding, spamming, or mail-bombing the Services;
- (p) Collect or store any personally identifiable information from the Services from other users of the Services without their express permission;
- (q) Impersonate or misrepresent your affiliation with any person or entity; or
- (r) Encourage or enable any other individual to do any of the foregoing.

Vocal Bridge is not obligated to monitor access to or use of the Services or to review or edit any conversations. However, we have the right to do so for the purpose of operating the Services, to ensure compliance with these Terms and to comply with applicable law or other legal requirements. We reserve the right, but are not obligated, to remove or disable access to any content, including User Materials or Output, at any time and without notice, including, but not limited to, if

we, at our sole discretion, consider it objectionable or in violation of these Terms. We have the right to investigate violations of these Terms or conduct that affects the Services. We may also consult and cooperate with law enforcement authorities to prosecute users who violate the law.

**8. Third-Party Services.** Certain features and functionalities within the Services may allow you to interface or interact with, access and/or use compatible third-party services, products, technology, voice packages and other content (collectively, “**Third-Party Services**”) through the Services. Vocal Bridge does not provide any aspect of the Third-Party Services and is not responsible for any compatibility issues, errors or bugs in the Services or Third-Party Services caused in whole or in part by the Third-Party Services or any update or upgrade thereto. You are solely responsible for maintaining the Third-Party Services and obtaining any associated licenses and consents necessary for you to use the Third-Party Services in connection with the Services.

**9. Termination.** We may suspend or terminate your access to and use of the Services, including suspending access to or terminating your account, at our sole discretion, at any time and without notice to you. You may cancel your account at any time by sending us an email at support@vocalbridgeai.com. Upon any termination, discontinuation or cancellation of the Services or your account, the following Sections will survive: 5, 6(c), 6(d), 7, 9, 10, 11, 12, 13, 14 and 15.

**10. Warranty Disclaimers.**

(a) THE SERVICES ARE PROVIDED “AS IS,” WITHOUT WARRANTY OF ANY KIND. WITHOUT LIMITING THE FOREGOING, WE EXPLICITLY DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT AND NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE. We make no warranty that the Services will meet your requirements or be available on an uninterrupted, secure, or error-free basis. We make no warranty regarding the quality, accuracy, timeliness, truthfulness, completeness or reliability of any information or content on the Services.

(b) Due to the nature of AI Systems, Output may not be unique and the Services may generate the same or similar output for you or a third party. THE SERVICES MAY IN SOME SITUATIONS PRODUCE OUTPUT THAT IS INACCURATE, INCORRECT, BIASED, OFFENSIVE OR OTHERWISE UNDESIRABLE. THE ACCURACY, QUALITY AND COMPLIANCE WITH APPLICABLE LAW OF THE OUTPUT IS DEPENDENT UPON AND COMMENSURATE WITH THAT OF THE INPUT PROVIDED AND YOUR COMPLIANCE WITH THESE TERMS, AND NOTWITHSTANDING ANYTHING ELSE SET OUT HEREIN, VOCAL BRIDGE WILL NOT HAVE ANY LIABILITY OR RESPONSIBILITY TO YOU OR ANY OTHER PERSON OR ENTITY FOR ANY LOSS OR DAMAGES RELATING TO OR ARISING FROM INPUT, OTHER USER MATERIALS, OUTPUT OR THEIR USE. You will evaluate the content, nature and accuracy of any Output as appropriate for your applicable use, including by using human review of the Output. Please also note that Outputs are not created by Vocal Bridge and do not reflect Vocal Bridge’s views.

**11. Indemnity.** You will indemnify and hold Vocal Bridge and its officers, directors, employees and agents, harmless from and against any claims, disputes, demands, liabilities, damages, losses, and costs and expenses, including, without limitation, reasonable legal and accounting fees arising out of or in any way connected with (a) your access to or use of the Services, (b) your User Materials or your Output, or (c) your violation of these Terms.

**12. LIMITATION OF LIABILITY.**

(a) TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER VOCAL BRIDGE NOR ITS SERVICE PROVIDERS INVOLVED IN CREATING, PRODUCING, OR DELIVERING THE SERVICES WILL BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOST PROFITS, LOST REVENUES, LOST SAVINGS, LOST BUSINESS OPPORTUNITY, LOSS OF DATA OR GOODWILL, SERVICE INTERRUPTION, COMPUTER DAMAGE OR SYSTEM FAILURE OR THE COST OF SUBSTITUTE SERVICES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH THESE TERMS OR FROM THE USE OF OR INABILITY TO USE THE SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT VOCAL BRIDGE OR ITS SERVICE PROVIDERS HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE, EVEN IF A LIMITED REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

(b) TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL VOCAL BRIDGE'S TOTAL CUMULATIVE LIABILITY TO YOU ARISING FROM ALL CLAIMS UNDER OR RELATED TO THESE TERMS OR FROM THE USE OF OR INABILITY TO USE THE SERVICES EXCEED ONE HUNDRED DOLLARS \$100.00.

(c) THE EXCLUSIONS AND LIMITATIONS OF DAMAGES SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN VOCAL BRIDGE AND YOU.

**13. Governing Law and Forum Choice.** These Terms and any action related thereto will be governed by the Federal Arbitration Act, federal arbitration law, and the laws of the State of California, without regard to its conflict of laws provisions. Except as otherwise expressly set forth in Section 14 "Dispute Resolution," the exclusive jurisdiction for all Disputes (defined below) that you and Vocal Bridge are not required to arbitrate will be the state and federal courts located in the Northern District of California, and you and Vocal Bridge each waive any objection to jurisdiction and venue in such courts.

**14. Dispute Resolution.**

(a) Mandatory Arbitration of Disputes. We each agree that any dispute, claim or controversy arising out of or relating to these Terms or the breach, termination, enforcement, interpretation or validity thereof or the use of the Services (collectively, "Disputes") will be resolved **solely by binding, individual arbitration and not in a class, representative or consolidated action or proceeding.** You and Vocal Bridge agree that the U.S. Federal Arbitration Act governs the interpretation and enforcement of these Terms, and that you and Vocal Bridge are each waiving the right to a trial by jury or to participate in a class action. This arbitration provision shall survive termination of these Terms.

(b) Exceptions. As limited exceptions to Section 14(a) above: (i) we both may seek to resolve a Dispute in small claims court if it qualifies; and (ii) we each retain the right to seek injunctive or other equitable relief from a court to prevent (or enjoin) the infringement or misappropriation of our intellectual property rights.

(c) Conducting Arbitration and Arbitration Rules. The arbitration will be conducted by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules (the "AAA Rules") then in effect, except as modified by these Terms. The AAA Rules are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879. A party who wishes to start arbitration must submit a written Demand for Arbitration to AAA and give notice to the other party as specified in the AAA Rules. The AAA provides a form Demand for Arbitration at [www.adr.org](http://www.adr.org).

Any arbitration hearings will take place in the county (or parish) where you live, unless we both agree to a different location. The parties agree that the arbitrator shall have exclusive authority to decide all issues relating to the interpretation, applicability, enforceability and scope of this arbitration agreement.

(d) Arbitration Costs. Payment of all filing, administration and arbitrator fees will be governed by the AAA Rules, and we won't seek to recover the administration and arbitrator fees we are responsible for paying, unless the arbitrator finds your Dispute frivolous. If we prevail in arbitration we'll pay all of our attorneys' fees and costs and won't seek to recover them from you. If you prevail in arbitration you will be entitled to an award of attorneys' fees and expenses to the extent provided under applicable law.

(e) Injunctive and Declaratory Relief. Except as provided in Section 14(b) above, the arbitrator shall determine all issues of liability on the merits of any claim asserted by either party and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. To the extent that you or we prevail on a claim and seek public injunctive relief (that is, injunctive relief that has the primary purpose and effect of prohibiting unlawful acts that threaten future injury to the public), the entitlement to and extent of such relief must be litigated in a civil court of competent jurisdiction and not in arbitration. The parties agree that litigation of any issues of public injunctive relief shall be stayed pending the outcome of the merits of any individual claims in arbitration.

(f) Class Action Waiver. **YOU AND VOCAL BRIDGE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY**

**PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, if the parties' Dispute is resolved through arbitration, the arbitrator may not consolidate another person's claims with your claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this Dispute Resolution section shall be null and void.

(g) Severability. With the exception of any of the provisions in Section 14(f) of these Terms ("**Class Action Waiver**"), if an arbitrator or court of competent jurisdiction decides that any part of these Terms is invalid or unenforceable, the other parts of these Terms will still apply.

**15. General Terms.**

(a) Reservation of Rights. Vocal Bridge and its licensors exclusively own all right, title and interest in and to the Services, including all associated intellectual property rights. You acknowledge that the Services are protected by copyright, trademark, and other laws of the United States and foreign countries. You agree not to remove, alter or obscure any copyright, trademark, service mark or other proprietary rights notices incorporated in or accompanying the Services.

(b) Entire Agreement. These Terms constitute the entire and exclusive understanding and agreement between Vocal Bridge and you regarding the Services, and these Terms supersede and replace all prior oral or written understandings or agreements between Vocal Bridge and you regarding the Services. If any provision of these Terms is held invalid or unenforceable by an arbitrator or a court of competent jurisdiction, that provision will be enforced to the maximum extent permissible and the other provisions of these Terms will remain in full force and effect. Except where provided by applicable law in your jurisdiction, you may not assign or transfer these Terms, by operation of law or otherwise, without Vocal Bridge's prior written consent. Any attempt by you to assign or transfer these Terms absent our consent or your statutory right, without such consent, will be null. Vocal Bridge may freely assign or transfer these Terms without restriction. Subject to the foregoing, these Terms will bind and inure to the benefit of the parties, their successors and permitted assigns.

(c) Notices. Any notices or other communications provided by Vocal Bridge under these Terms will be given: (i) via email; or (ii) by posting to the Services. For notices made by email, the date of receipt will be deemed the date on which such notice is transmitted.

(d) Waiver of Rights. Vocal Bridge's failure to enforce any right or provision of these Terms will not be considered a waiver of such right or provision. The waiver of any such right or provision will be effective only if in writing and signed by a duly authorized representative of Vocal Bridge. Except as expressly set forth in these Terms, the exercise by either party of any of its remedies under these Terms will be without prejudice to its other remedies under these Terms or otherwise.

**16. Contact Information.** If you have any questions about these Terms or the Services, please contact Vocal Bridge at support@vocalbridgeai.com.