

Terms of Service - MyCloud AI Receptionist

Terms	Description
Service Usage Limits	Each subscription package includes a predefined number of monthly usage minutes. Once the allotted minutes are consumed, additional usage may be restricted, paused, or billed at overage rates as outlined in your pricing plan.
Call Handling & Functionality	The MyCloud AI Receptionist will handle inbound calls using voice-only interactions, including greeting callers, capturing information, and routing or recording messages. The service's capabilities are limited to features explicitly documented in your product materials.
Data Collection & Call Recording	Calls may be recorded, transcribed, and stored to improve service quality or for customer access. By using the service, you confirm you have obtained all legally required consents from callers for recording and data processing.
Customer Responsibility for Compliance	Customers are responsible for ensuring their use of the MyCloud AI Receptionist complies with all applicable laws—including those related to call recording, consumer privacy, telecommunication regulations, and business licensing.
Prohibited Uses	The service may not be used to engage in fraud, harassment, spam calling, emergency services handling, or any activity that violates local, state, or federal regulations. Abuse of the system may result in service suspension.
Service Availability & Uptime	While the MyCloud AI Receptionist is designed to operate continuously, availability may be affected by maintenance windows, outages, or third-party service dependencies. The provider does not guarantee uninterrupted service.
Subscription Billing & Renewal	Each package is billed on a recurring basis unless canceled. Subscription fees are non-refundable, and renewals occur automatically unless the customer cancels prior to the renewal date.
Modification of Services	The provider reserves the right to update or modify features, pricing, or service terms. Customers will be notified in advance of any material changes that could impact service usage or billing.
Data Security & Privacy	All customer and caller data is stored and processed using commercially reasonable security measures. However, no system is completely immune to breaches, and the provider is not liable for damages caused by events outside reasonable control.
Limitation of Liability	The provider is not liable for damages resulting from missed calls, transcription errors, service downtime, or misuse of the MyCloud AI Receptionist. Total liability is limited to the amount paid by the customer in the previous billing cycle.