

AI / RESPONSIBLE USE POLICY

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1. Purpose and Scope

RTC League's Services incorporate artificial intelligence, including large language models ("LLMs"), speech-to-text ("STT"), text-to-speech ("TTS"), and related AI technologies, some of which are provided by third-party model providers. This Policy sets out the limitations, obligations, and prohibited uses that apply to any use of AI features within the Services.

2. AI Limitations — No Guarantee of Accuracy

AI-generated responses, transcriptions, summaries, and other outputs may be inaccurate, incomplete, or inappropriate for a given context ("hallucination" or model error). RTC League does not guarantee the accuracy, completeness, or reliability of any AI-generated output.

THE CUSTOMER IS RESPONSIBLE FOR REVIEWING AND VALIDATING AI-GENERATED OUTPUTS BEFORE RELYING ON THEM FOR ANY CONSEQUENTIAL PURPOSE.

3. Human Oversight and High-Risk Use Cases

3.1 Human-in-the-Loop Requirement

For any use case where an AI-generated output could materially affect a person's legal rights, safety, health, financial standing, or access to essential services (a "High-Risk Use Case"), the customer must implement meaningful human review before the output is acted upon or relied upon, unless RTC League has provided prior written approval for a specific automated-decision configuration.

3.2 Examples of High-Risk Use Cases Requiring Prior Written Approval

- Healthcare-adjacent guidance, triage, or diagnosis-adjacent communication;
- Financial eligibility, credit, or lending decisions;
- Employment screening or eligibility decisions;
- Legal eligibility or rights determinations;
- Emergency services or safety-critical communications;
- Any fully automated decision with no human review that produces a legal or similarly significant effect on an individual.

3.3 Customer Responsibility for Regulatory Compliance

The customer is responsible for determining whether its specific AI use case is subject to sector-specific or jurisdiction-specific AI regulation (e.g., healthcare, financial services, employment, or general-purpose AI regulation) and for ensuring its own compliance. RTC League's provision of the underlying technology does not constitute a representation that a specific customer use case is compliant with any particular regulatory regime.

4. Third-Party AI Model and Infrastructure Dependencies

Certain AI features rely on third-party model providers, STT/TTS providers, and cloud infrastructure providers. RTC League does not control, and is not responsible for, the availability, performance, or output characteristics of third-party models except to the extent caused by RTC League's own integration or configuration. Model providers, model versions, and model behavior may change over time, including due to third-party provider updates outside RTC League's control; RTC League will use commercially reasonable efforts to maintain service quality through such changes but does not guarantee identical output behavior across model versions.

5. Prompt, Workflow, and Configuration Responsibility

Where the customer configures prompts, call scripts, workflows, business rules, or other inputs that shape AI behavior, the customer is responsible for the content and legality of those configurations, including ensuring they do not instruct the Services to engage in prohibited conduct under the Acceptable Use Policy.

6. Prohibited AI Applications

In addition to the restrictions in the Acceptable Use Policy, the following are prohibited without RTC League's prior written consent:

- Voice cloning or synthetic voice generation intended to impersonate a specific real individual without that individual's informed consent;
- Generating deepfake audio, video, or content intended to deceive a reasonable listener or viewer about its authenticity or origin;
- Using AI outputs to conduct fraudulent communications, including AI-generated calls designed to extract money, credentials, or sensitive information through deception;
- Using AI to manipulate individuals into actions against their own interest through deceptive framing, false urgency, or impersonation of a trusted party;
- Automated outreach campaigns that do not comply with the consent and lawful-calling requirements in the Acceptable Use Policy.

7. AI-Generated Content Ownership

As between RTC League and the customer, and subject to the license and IP terms of the B2B SaaS / Enterprise Service Terms, outputs generated specifically for the customer through its use of the Services are treated as customer Content for ownership purposes, except that RTC League's underlying models, prompt engineering, and platform technology used to generate such outputs remain RTC League's (or its licensors') property. Ownership of AI-generated content may also be affected by applicable law, including jurisdictions that do not recognize copyright in AI-generated works absent sufficient human authorship; RTC League makes no representation regarding the copyrightability of any AI-generated output. [COUNSEL TO CONFIRM POSITION ACROSS RELEVANT JURISDICTIONS.]

8. Model Availability and Changes

RTC League may update, replace, or deprecate AI models or features used within the Services, including in response to third-party provider changes, to improve performance, or to address safety or legal concerns. Where such a change is expected to materially affect an enterprise customer's deployment, RTC League will provide advance notice consistent with the applicable Governing Commercial Document or SLA.

9. Customer Consent Obligations

Where the Services are used to interact with the customer's own end users (e.g., callers, pilgrims, travelers, or other individuals), the customer is responsible for providing any disclosures required by applicable law that the individual is interacting with an AI system, and for obtaining any consent required for recording, data processing, or automated decision-making involving that individual.